



Private Hire Vehicle Operator's Conditions

These conditions are made under section 55(3) Part II of the Local Government (Miscellaneous Provisions) Act 1976, by East Hampshire District Council with respect to persons licensed to operate Private Hire Vehicles in the Council area.

1. Interpretation

In these conditions:- "The Act" means Local Government (Miscellaneous Provisions) Act 1976; "the council" means East Hampshire District Council; "operator" means the business making provision for the invitation or acceptance of bookings for private hire vehicles; "operators licence" means a licence under Section 55 of the Act; "private hire vehicle" means a motor vehicle constructed or adapted to seat fewer than nine passengers, other than a hackney carriage or public service vehicle, which is provided for hire with the services of a driver for the purpose of carrying passengers; "authorised officer" means any officer of the council authorised in writing by the council for the purpose of these conditions.

Throughout these conditions, the term "licence holder" means the operator.

The licence holder must make himself familiar with the conditions and apply them at all times and upon request make them known to any hirer.

2. Conditions relating to Operators

- (a) The licence holder shall notify the council in writing of the name(s) under which he intends to trade before he commences to do so. He may not use any name already in use within the council area, or a name that so closely resembles a name already in use that it is deemed by the council likely to confuse customers.
- (b) The Operators base shall be located within the District of the Licensing Authority.
- (c) The operator shall provide a prompt, efficient, courteous and reliable service to members of the public and ensure that those who work for or with him do the same.
- (d) The operator will notify the council of any change of name of the business immediately.
- (e) An Operator shall inform the council of any proposed change of address prior to any move, as this licence is specific to the address shown on it, and Operators should be aware that planning permission is usually required for the operation of a private hire business where the number of vehicles to be operated exceeds one.

3. Conditions relating to Vehicles and Drivers

The operator shall:

- (a) not employ any vehicle or driver in the course of a Private Hire Business unless that vehicle or driver is licensed for that purpose for use in the Council's District. Copies of the private hire driver and vehicle licences for all drivers and vehicles used must be held by the operator.
- (b) take all reasonable steps to ensure that the council's conditions in respect of operators', vehicles' and drivers' licences under his control are properly observed.
- (c) notify the council in writing within 7 days when a driver or vehicle starts or finishes working for him.
- (d) keep a copy of the current insurance certificate/cover note in respect of each private hire vehicle which is available to him for carrying out bookings accepted by him.
- (e) upon the issue or renewal of the operator's licence, provide to the Council a record of all drivers and vehicles which he operates.
- (f) not allow a greater number of Private Hire Vehicles to operate from his premises than the number for which planning permission has been granted by the Council.

4. Booking Records

- (a) An operator shall maintain at the premises for which they are licensed, a record book or auditable computer record in a form satisfactory to the Council and enter therein before the commencement of each journey the following particulars of each booking of a private hire vehicle invited or accepted by him whether by accepting the same from the hirer or by undertaking it at the request of another Operator and shall produce such records for inspection on request to any authorised officer of the Council or any Police Officer.
- (b) Particulars to be recorded:
 - i. Date, time and place for the commencement of the booked journey;
 - ii. The name of the person to be conveyed;
 - iii. The destination;
 - iv. The fare quoted for the journey;
 - v. The licensed vehicle and driver undertaking the booked journey;
 - vi. The name of the person taking the booking;
 - vii. The time and date of the booking taken;
 - viii. Any other information required by the Operator.
- (c) An Operator shall maintain a record book in a form satisfactory to the Council in which shall be entered the following particulars for each driver working under the auspices of the Operator, prior to the commencement of any work period for that driver:
 - i. The start and finish times of the shift;
 - ii. The name of the driver;
 - iii. The licence number of the private hire vehicle to be driven;
 - iv. The code name of that vehicle/driver combination.
- (d) An Operator shall keep the above records for a minimum of 5 years.

5. Sub-contracting

- (a) Every contract for the hire of a Private Hire Vehicle licensed by the Council shall be deemed to be made with the operator who accepted the booking for that vehicle whether or not he himself provided the vehicle.

- (b) Where a booking is legally capable of being subcontracted to or from another licence holder, in addition to the above details, the record must show the name and council district of the other operator.
- (c) Where a booking is subcontracted, the operator originally receiving the booking must inform the customer with whom the contract is made of the name of the operator to whom the booking has been sub-contracted.

6. Advertisement:

- (a) All signs or advertisements, in whatever form and wherever so displayed, shall not consist of or include the words “taxi” or “cab”, whether in the singular or plural whether alone or as part of another word or any word of similar meaning or appearance.

7. Conditions relating to Operator’s Premises

- (a) A licence holder must hold a licence in respect of each address from which he operates.
- (b) Any public reception area provided must be kept in a clean and tidy condition at all times with adequate seating.
- (c) No person who is behaving in a disorderly manner shall be permitted to remain on the premises.
- (d) ‘No-smoking’ signs must be displayed in a prominent position at every entrance to the premises. Signs must meet the minimum statutory requirements.