

Taxi User Charter of Rights

Your rights

As a taxi user you have the right to:

- Decide on the route
- Refuse multiple hiring
- Have the radio on or off
- Have the air conditioning on or off
- See the driver's photo identity card

Your driver should

- Be courteous and helpful
- Know and obey all the traffic laws
- Be neat, clean and tidy
- Be wearing a uniform

Your taxi should be:

- Smoke free
- Clean and tidy
- Well maintained



Your responsibilities

As a taxi user you must:

- Pay the correct fare, including any tolls and booking fees
- Not eat, drink or smoke in the taxi
- Not swear or act in an offensive way
- Wear a seatbelt, and ensure any person under your control who is under 16 years old is wearing a seat belt or other restraint which is properly adjusted and securely fastened.

Please let the driver know if you need change from \$50 or more.

The driver can refuse to take you if you are drunk, on illegal drugs or unable to pay the estimated fare.

If you make a mess or damage the taxi, the driver can charge you up to \$120 for the cost of cleaning up or costs applicable to damages caused.

Pre Paid Fares now apply in NSW

Customer Feedback

For all compliments or complaints contact

Service provider name

Contact information

You will require the taxi number, time and date of the journey.

Assistance Animals

Under the provisions of Regulation 64 (1) of the Point to Point Transport Regulation (2017) a taxi driver is not allowed to refuse to carry any assistance animal including guide dogs. Severe penalties apply.

