

## Conditions attached to a Taxi Driver's Licence

- 1 The driver of a taxi shall at all times, while in charge of a taxi as such, have the taxi driver's licence issued by the Licensing Authority and shall exhibit such licence on demand to any, authorised officer of the Licensing Authority or police officer.
- 2 The driver of a taxi shall at all times, while in charge of a taxi as such, display the driver badge issued by the Licensing Authority in a prominent visible place within the taxi so that it can be clearly read by passengers and shall permit any passenger, police officer or authorised officer of the Licensing Authority, on demand, to inspect the same and note what is contained thereon.
- 3 The driver of a taxi shall be bound to fulfil, or cause to be fulfilled, at the time and location specified, a request to hire the taxi which has been accepted, unless there be sufficient cause for not so fulfilling the request to hire.
- 4 The driver of a taxi which has been hired may not under any circumstances pick up or convey another passenger without the consent of the original hirer or passenger(s).
- 5 The maximum number of passengers conveyed in a taxi at any one time shall not exceed the number of passengers the taxi is licensed to carry.
- 6 The driver of a taxi which has been hired shall drive to the destination by the most cost-effective route unless otherwise instructed by the hirer.
- 7 The driver of a taxi shall, unless the cost of the journey is regulated by a Licensing Authority fare structure, take steps to ensure that any potential hirer of the taxi is informed prior to the commencement of the hire which shall be deemed to be when the vehicle is put in motion or such other time as may be agreed to by the driver and the potential hirer (a) that the fare is not so regulated and (b) the cost, or the method of calculating the cost, of the proposed journey.
- 8 The driver of a taxi shall ensure that a taximeter fitted in the taxi shall be operated at all times, within the licensed area, in accordance with any detailed requirements imposed by the Licensing Authority.
- 9 Subject to condition 10 below, the driver of a taxi shall not refuse to drive a passenger to any place within the licensed area.
- 10 The driver of a taxi shall not be required to convey any hirer or passenger who is drunk or otherwise not in a fit and proper condition to be carried or likely to cause damage to the interior of the taxi, or who refuses to cease smoking, vaping or using e-cigarettes in the taxi when requested to do so by the driver.
11. The driver of a taxi shall not refuse to carry luggage in the taxi providing that the said luggage can be accommodated safely within the luggage compartment of the taxi.
12. The driver of a taxi, shall, unless a Mobility Assistance Exemption Certificate has been issued to the driver of a taxi from the Licensing Authority:
  - (a) where the taxi is not wheelchair accessible, give such assistance as the driver is able to give (i) to enable the passenger to get into or out of the taxi; and (ii) to load the passenger's luggage, wheelchair or mobility aids into or out of the taxi; or
  - (b) where the taxi is wheelchair accessible give such assistance as the driver is able to give (i) to enable the passenger to get into or out of the taxi ; (ii) if the passenger wishes to remain in the wheelchair, to enable the passenger to get into or out of the taxi while in the wheelchair;

(iii) to load the passenger's luggage or mobility aids into or out of the taxi; and (iv) if the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the taxi .

13. The driver of a taxi shall, after the completion of each journey, search the taxi for any property which may have been left therein. Any property found by the driver shall, within 24 hours, be returned to the owner of the property if known or be handed in by the driver to any police station.
14. The driver of a taxi, while conveying a passenger or passengers for hire or reward, shall be clean and tidy in person and clothing and shall behave in a proper and civil manner.
15. The driver of a taxi shall not knowingly allow the taxi to be used for illegal or immoral purposes, nor permit to be carried in the taxi any article of a dirty, filthy or noxious nature or an explosive or dangerous nature.
16. The driver of a taxi shall ensure that the taxi in the driver's charge, including all body work, upholstery and fittings, is in a safe and serviceable condition and that it is kept in a clean condition both internally and, subject to prevailing road conditions, externally.
17. Unless the Licensing Authority makes specific arrangements for particular stances, when a taxi is driven off a stance, the driver of the taxi immediately behind shall draw up the taxi to take the place vacated, and the taxi drivers on the stance behind shall draw up their vehicles in a like manner.
18. The driver of a taxi, when the taxi is hired or standing for hire, shall either sit in the driving seat of the taxi or stand in the immediate proximity thereto except during any period the driver may be absent to announce the arrival of the taxi to the hirer or when assisting the hirer with luggage to or from the taxi or for any other necessary purpose.
19. The driver of a taxi who changes contact details (which includes mobile telephone number, email address and/or home address) shall within 28 days thereafter give notice either by email to the Licensing Authority at [licensingenquiries@glasgow.gov.uk](mailto:licensingenquiries@glasgow.gov.uk) or by letter to the Licensing Authority, City Chambers, George Square, G2 1DU.
20. If during the currency of the licence, the driver of a taxi develops any medical condition or there is a change to the driver's existing medical condition which may affect the driver's ability to hold a licence in terms of Group 2 Standards of the Medical Aspects of Fitness to Drive booklet issued by the Medical Commission on Accident Prevention, the driver shall forthwith notify the Licensing Authority within 7 days, or when reasonably practical to do so, of the medical condition developing or the change to the existing medical condition
21. If during the currency of the licence, the driver of a taxi is convicted of any offence, the driver shall, within 28 days, provide full details of such convictions to the Licensing Authority.
22. A taxi driver, unless an Exemption Certificate from Carrying an Assistance Dog has been issued by the Licensing Authority to the taxi driver, who is driving or otherwise has charge of a taxi which has been hired (a) by or for a disabled person who is accompanied by an assistance dog of that person; or (b) by a person who wishes such a disabled person to accompany that person in the taxi, shall carry the disabled person's dog and allow it to remain with the disabled person and shall not make any additional charge for doing so.
23. The driver of a taxi, where CCTV has been approved by the Licensing Authority in the taxi, must verbally bring to the attention of any passenger that CCTV equipment is in operation and the purpose for which the CCTV is being used. In the limited circumstance where audio recording is justified using the CCTV, a driver of the taxi must verbally bring to this to the attention of any passenger when audio recording is activated in the taxi.

## Appendix 2

24. The driver of a taxi must not use any CCTV within the taxi that has not been approved by the Licensing Authority.
25. The driver of a taxi shall not smoke, vape or use e-cigarettes within the taxi.
26. The driver of a taxi must not obstruct an authorised officer of the Licensing Authority or police officer from carrying out their lawful duties under the Civic Government (Scotland) Act 1982.
27. The driver of a taxi shall ensure, with the taxi licence holder if the driver is not the holder of the taxi licence, prior to commencing each shift as a taxi driver, that any plates or other items to identify the vehicle as a taxi which have been issued by the Licensing Authority for the purpose of display, are displayed on the taxi in the correct position as required by the Licensing Authority.
28. The driver of a taxi shall not carry out any modifications to the taxi unless the modification has been approved by the Licensing Authority.
29. The driver of a taxi shall not display any advertising on the taxi vehicle unless the advertising has been approved by the Licensing Authority.
30. The holder of a taxi driver licence, who opts to drive a private hire car shall not ply for trade and shall only accept pre-booked hires whilst driving a private hire car.
31. The driver of a taxi shall ensure that if the taxi being operating is one of the first two taxis on a taxi stance, the driver must be within close proximity to the taxi at all times and must be available for hiring immediately. If the driver of the taxi is at a taxi stance but not one of the first two taxis on the stance, the driver must be either within their taxi or within the immediate locality.
32. The driver of a taxi must not allow the taxi vehicle to be on a taxi stance unless the driver is willing to accept any lawful hire.
33. The driver of a taxi must move the taxi up on the taxi stance as space becomes available on a taxi stance.
34. The driver of a taxi, if the taxi has broken down on a taxi stance, must ensure that the taxi is not left on the taxi stance longer than is reasonably necessary.
35. The driver of a taxi, while the taxi is on a taxi stance, must not congregate on or obstruct the carriageway or footway and the driver's behaviour must not cause any annoyance or disturbance to residents or other persons in the vicinity of the taxi stance.