

## Standard Private Hire Operators Licence conditions

The holder of this licence shall:

- provide a prompt, efficient and reliable service to members of the public at all reasonable times.
- ensure that when a vehicle is hired it arrives on time, unless delayed by circumstances beyond the operator's control.
- ensure that any waiting areas for customers are tidy, well lit, heated and ventilated and that there is adequate seating and working telephone facilities.
- keep copies of the current vehicle and driver licences for each driver and vehicle operated by them.
- at all times, keep a copy of the licence and conditions issued to them at any premises used for the private hire business and shall make these available for inspection by any fare-paying customer or authorised officer
- keep a record of any complaints made to them by members of the public and make this record available for inspection by any authorised officer.
- must notify the Council within 7 days, in writing, of any of the following;
  - a) change of company/trading name or addition of new names
  - b) change of telephone number (business or personal) or addition of new numbers
  - c) change of email address or addition of new email address
  - d) any vehicle or driver joining or leaving the company
  - e) a new conviction or caution
  - f) if there is more than one operator, the removal of an operator from the licence or business
- shall keep the following information in a non-erasable form in a suitable log book or electronic format

Vehicles:

- a) names of proprietors/drivers of each vehicle
- b) registration number, make, model, type, colour and engine
- c) plate number and expiry date of current licence
- d) number of passenger seats
- e) insurance details
- f) vehicle call signs

Drivers:

- a) names of all drivers
- b) badge numbers
- c) call signs
- d) expiry dates of current driver's licences
- e) date each driver joined the operator and the date any driver left the operator

Bookings:

Prior to each journey, the operator shall record the following information:

- a) date and time and location of pick-up
- b) name of passenger
- c) contact details of passenger
- d) the destination
- e) time at which the booking was made
- f) time at which the booking was allocated to the driver
- g) plate number and badge number of the vehicle and driver undertaking the booking
- h) price quoted for the booking
- i) time that the booking was completed