



## Taxi Service Customer Charter

### **CUSTOMERS RIGHTS AND RESPONSIBILITIES:**

#### **Taxi customers have the right to:**

- A driver who is licensed and accredited;
- See the taxi identification number;
- Choose a preferred route;
- See the metered fare;
- Travel in a clean, tidy, smoke free, and well-maintained and roadworthy cab;
- Have the air conditioning turned on or off;
- Have the music system turned on or off;
- Be accompanied by a guide dog;
- Refuse a multiple hiring;
- Use an EFTPOS facility where available;
- Use valid credit or debit cards as displayed in the cab;
- Be given a receipt or tax invoice for their trip.

#### **Taxi customers have the responsibility to:**

- Pay the estimated fare if requested prior to commencing the hiring;
- Pay the correct fare, including any regulated tolls or booking fees;
- Not eat, drink or smoke in the taxi;
- Not swear or act in an offensive way;
- Wear a seatbelt;
- Ensure any children under 14 are secured in an approved child restraint or seatbelt;
- Not request the driver to exceed the number of passengers permitted to be carried in the taxi.

### **DRIVERS RIGHTS AND RESPONSIBILITIES:**

#### **Taxi Drivers have the right to:**

- Ask for proof of ability to pay or request payment of the estimated fare, prior to commencing the hiring;
- Refuse to take passengers or terminate a hiring if they are intoxicated, aggressive, offensive or if their clothing is likely to soil the taxi.

#### **Taxi Drivers have a responsibility to:**

- Be courteous and helpful;
- Know and obey all traffic laws;
- Be clean, neat and tidy;
- Be wearing an approved uniform;
- Not refuse a fare (other than for the reasons outlined above);

- Know major routes and destinations;
- Take the most direct, practicable route;
- Assist passengers where reasonable;
- Be understanding of people with special needs.

**FEEDBACK & COMPLAINTS:**

Taxi Customers who wish to provide feedback or make a complaint about Silver Service Canberra, are to provide details in writing to:

Customer Services Department;  
 Silver Service Canberra  
 PO Box 1233  
 Fyshwick ACT 2609

or via [www.silverservicecanberra.com.au](http://www.silverservicecanberra.com.au) using the Contact Us Enquiry form.

or Fax: 026126 1549

Silver Service Canberra Taxis will abide by the Road Transport (Public Passenger Services) Minimum Service Standards – Taxi Network regulations, and agrees to the following:

<b>Standard for Responding to Written Complaints</b>
a. First response to complainant within 3 days.
b. Complaints to be substantially acted on / investigated within 14 days.
c. Complainant to be notified of outcome of investigation within 28 days.

**TELEPHONE WAITING TIMES:**

Silver Service Canberra will make every effort possible to abide by the Road Transport (Public Passenger Services) Minimum Service Standards – Taxi Network regulations, in relation to Telephone Waiting Times, and will submit monthly reporting for such data.

**TAXI WAITING TIMES:**

Silver Service Canberra will make every effort possible to abide by the Road Transport (Public Passenger Services) Minimum Service Standards – Taxi Network regulations, in relation to Taxi Waiting Times, and will submit monthly reporting for such data.

Silver Service Canberra will also make every effort possible to ensure that Taxi Operators and Taxi Drivers affiliated with the network abide by such regulations.