

## Hackney Carriage & Private Hire Vehicles A Guide for Passengers

There are two types of vehicle which carry fare paying passengers – Hackney carriage (Taxis) and Private Hire vehicles; both of which have to be licensed by the Council

### Hackney Carriages (Taxis)

All licensed Hackney Carriages:-

- Can be a London style cab, a saloon car, an estate or an MPV
- Must display a taxi roof sign and carry a white licence plate on the rear of the vehicle and white door badges on the rear doors
- Can stand on taxi ranks
- Can be hailed in the street
- Can be booked by telephone
- Must have a sealed meter, which is used to calculate the fare.
- Are subject to fare scales set by the Council and displayed on a tariff card in the vehicle
- Are subject to vehicle inspection, in addition to two MOT type tests a year
- Must have current vehicle insurance for taxi work
- Are driven by Council licensed drivers

### Private Hire Vehicles

All licensed Private Hire Vehicles:-

- Can be saloon car, an estate or MPV
- Must display a yellow licence plate on the rear of the vehicle and yellow door badges on the rear doors (prestigious vehicles may apply for an exemption, in which case the licence plate must still be carried inside the vehicle)
- Must be booked in advance
- Are not subject to fare scales set by the Council and the cost should therefore be agreed before the start of your journey
- Are subject to vehicle inspections, in addition to two MOT type tests a year
- Must have current vehicle insurance for private hire work
- Are driven by Council licensed drivers

### Drivers

All drivers have been thoroughly vetted by the Council and must wear an identity badge at all times when working. The badge will contain the following information:-

- The Council's logo
- The Driver's photograph
- The Driver's licence number
- The expiry date of the licence

### Complaints about Drivers and Vehicles

The Council will investigate all complaints received from the public. To assist us, please make a note of the Driver's Badge Number or the Vehicle Plate Number, and the time, date and place of the incident. The Taxi Licensing Officer can be contacted at the Town Hall, Bexhill-on-Sea, TN39 3JX, by telephone on 01424 787550 or by email

[licensing@rother.gov.uk](mailto:licensing@rother.gov.uk)