

APPENDIX I
PRIVATE HIRE LICENCE CONDITIONS

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976
STANDARD CONDITIONS FOR PRIVATE HIRE OPERATOR'S LICENCE

- (1) The Licensee shall keep a record in a manner acceptable to the Council and shall enter therein before the commencement of each journey the following particulars of every booking of a private hire vehicle invited or accepted by him, whether by accepting the same from the hirer or by undertaking it at the request of another operator, and such record must be maintained for at least the period of one year: -

- (a) Place at which vehicle is to attend;
- (b) Date and time at which vehicle is to attend;
- (c) Destination;
- (d) Plate and registration numbers of vehicle;
- (e) Name of driver of vehicle.

If the Licensee notifies to an authorised officer of the Council in writing a call sign identifying a private hire vehicle operated by him and its driver, and the officer accepts the said call sign, the Licensee may as an alternative to entering the particulars of the plate and registration number of the vehicle and its driver in accordance with requirements (d) and (e) above, enter particulars of the said call sign provided that no such particulars shall be entered in respect of any bookings of a private hire vehicle which may be invited or accepted before the said call sign is notified to and accepted by the authorised officer of the Council. If any call sign accepted by or on behalf of the Council is transferred to another vehicle and/or driver the Licensee shall not enter the said call sign as an alternative to the particulars of the plate and registration number of the vehicle and its driver until such time as the Licensee has notified the change of vehicle and/or driver to an authorised officer of the Council and the officer has accepted the change.

- (2) The Licensee shall keep a record of the following particulars of any private hire vehicle operated by him: -

- (a) Registration number;
- (b) Private Hire plate number;
- (c) Permitted number of passengers to be carried as shown on Private Hire plate;
- (d) Make and model of vehicle;
- (e) Name and address of proprietor of vehicle;
- (f) Date vehicle was first licensed for motor taxation purposes;
- (g) Date when vehicle was first licensed by the Council for private hire work;
- (h) Date when vehicle was added to operator's fleet;
- (i) Date on which vehicle was withdrawn from fleet.

- (3) The Licensee shall keep a record of the following particulars of all licensed private hire vehicle drivers engaged to drive any private hire vehicle operated by him: -

- (a) Full names of the driver;
- (b) Full permanent address of the driver;

- (c) Date of birth;
 - (d) Private hire badge number;
 - (e) Date that engagement/employment commenced;
 - (f) Date that engagement/employment terminated.
- (4) The Licensee shall produce all or any of the records specified in conditions (1), (2) and (3) above on request to any authorised officer of the Council or to any constable for inspection.
 - (5) The Licensee shall not operate any vehicle for private hire work, which has not been licensed by the Council for such work.
 - (6) The Licensee shall not employ or otherwise engage whether directly or indirectly any driver to drive any private vehicle operated by the Licensee unless the driver has been granted a private hire vehicle driver's licence by the Council.
 - (7) The Licensee shall ensure that any private hire vehicle operated by him is in a suitable mechanical condition, safe, comfortable, clean and presentable and that the private hire plates provided by the Council are affixed to the vehicle in such manner and position as shall be prescribed by the Council's officers.
 - (8) The Licensee must give the Council written 28 days' notice of a change in operating address, home or business address.
 - (9)
 - (a) The Licensee to publish within 28 days of the grant of the licence a complaints procedure and send a copy to the Council, maintain a written record of complaints received by him, and make those records available to authorised officers of the Council;
 - (b) details of how to make complaints to be made available free of charge by drivers operated by the Licensees to hirers who request them.
 - (10) The Licensee to maintain a record of the expiry dates of the licences, insurance policies and Certificates of Compliance of drivers and vehicles operated by them.
 - (11) The Licensee to maintain a record of the National Insurance numbers of drivers who operate their vehicles.
 - (12) The Licensee to keep in force a public liability insurance certificate in the sum of not less than £5 million in respect of any one event, or some other sum as may be from time to time agreed by the Council and to produce it on request to the Council's authorised officers.
 - (13) All records required to be kept by the Licensee shall be maintained for a minimum period of one year.
 - (14) The Licensee must ensure that all advertising in connection with their private hire business makes it clear that all bookings must be pre-booked in advance through the Licensee.
 - (15) The Licensee must publish and send a copy to the Council within 28 days of the grant of the licence a policy on assisting disabled customers.

- (16)** The Licensee to inform the Council in writing within 14 days of being convicted or receiving a caution for any criminal offence, or on becoming aware of a driver operated by him being convicted or receiving a caution for any criminal offence.
- (17)** The Licensee to advise the Council in writing within three working days of the name and badge number of any licensed driver who starts to work for him or ceases his employment with him.
- (18)** No booking to be accepted unless the hirer is either given an estimate of the charge for that journey or the basis on which the charge will be made.
- (19)** The Licensee to ensure any rooms provided for the public, for waiting or making bookings, to be clean, adequately heated, ventilated and lit.

**LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976 -
STANDARD CONDITIONS
PRIVATE HIRE DRIVER'S LICENCE**

- (1) The driver of a Private Hire Vehicle shall at all times when acting in accordance with this Licence conduct himself in an orderly manner and with civility and propriety and shall comply with every reasonable requirement of any person hiring or being conveyed in such private hire vehicle.
- (2) The Licensee shall at all times when acting in accordance with this licence wear visibly displayed an identity style badge, as provided by, and which shall remain the property of, the Council, which shall be incorporated in it a passport sized photograph of the driver's face and the driver's badge number.
- (3) The Licensee shall take all reasonable precautions to ensure the safety of persons conveyed in or entering or alighting from any private hire vehicle driven by him.
- (4) The Licensee shall not convey or permit to be conveyed in any private hire vehicle driven by him any greater number of persons (excluding the Licensee) than the number of persons specified on the plates provided by the Council and affixed to the vehicle.

Provided that for the purpose of this condition children under the age of three years shall not be reckoned.

- (5) If the Licensee when required by the hirer of any private hire vehicle driven by him shall not refuse to carry in the vehicle the number of persons specified on the plates provided by the Council and affixed to the vehicle, or any less number as required by the hirer.
- (6) The Licensee has agreed or has been hired to be in attendance with a private hire vehicle at an appointed time and place he shall, unless delayed or prevented by some sufficient cause, punctually attend with the vehicle at such appointed time and place.
- (7) If the Licensee has agreed or has been hired to be in attendance with a private hire vehicle so constructed as to carry luggage he shall, when required by the hirer or any person being conveyed in the vehicle:
 - (a) convey a reasonable quantity of luggage;
 - (b) afford reasonable assistance in loading and unloading;
 - (c) afford reasonable assistance in removing it to or from the entrance of any house, station or place at which he may take up or set down such person or persons.
- (8) If the Licensee shall knowingly convey in any private hire vehicle driven by him the dead body of any person he shall immediately thereafter notify the fact to the Council's Head of Community and Customer Services.
- (9) The Licensee shall immediately after the termination of any hiring of a private hire vehicle by him or as soon as practicable thereafter carefully search the vehicle for any property which may have been accidentally left therein.

- (10) The Licensee shall, if any property accidentally left in any private hire vehicle by any person who may have been conveyed in the vehicle by the Licensee be found or handed to him:
- (a) carry it as soon as possible and in any event within 48 hours if not sooner claimed by or on behalf of its owner to the Town Hall on being giving a receipt for it;
 - (b) be entitled to received from any person to whom the property shall be re-delivered an amount equal 5p in the £ of its estimated value or the fare for the distance from the place of finding to the police station, whichever be the greater (but not more than £5).
- (11) The Licensee shall not permit or suffer any person to be carried in, on or about any private hire vehicle driven by him during the hiring without the express consent of the hirer of the vehicle.
- (12) The Licensee, if authorised by the proprietor of any private hire vehicle to act as the driver of such vehicle, shall not suffer any other person to act as driver of such vehicle without the consent of the proprietor thereof.
- (13) The Licensee shall not act as the driver of any private hire vehicle without the consent of the proprietor thereof.
- (14) If a Private Hire Vehicle driver is convicted of any offence, including any traffic offence, the driver is responsible for notifying the details of the offence and any penalty or sentence awarded in connection with such offence to the Council in writing, within 28 days of the conviction.
- (15) The driver of a private hire vehicle shall, when requested by any person hiring the vehicle, carry a guide dog accompanying a visually impaired passenger.

You are reminded that it is your responsibility to renew your licence in good time, and to inform the Head of Community and Customer Services of any changes

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976
STANDARD CONDITIONS FOR PRIVATE HIRE VEHICLE LICENCES

Within these conditions:

“Council” means Watford Borough Council and its officers

“You” means the person to whom the licence is granted.

1. Plates

The plates (provided by the Council and which remain the property of the Council) identifying the vehicle as a private hire vehicle in respect of which this licence has been granted must be affixed to the vehicle in such manner and position as shall be prescribed by the Council's inspecting Officer.

2. Vehicle Condition

(1) You must keep the exterior of the bodywork in a suitable and clean condition at all times such that road dirt, mud or other detritus does not excessively obscure any paintwork, lights, windows, licence plates or number plates.

(2) You must maintain the vehicle in a manner satisfactory for public service at all times, without evidence of corrosion, damage, unsatisfactory repairs and/or unsatisfactory modifications.

(3) You must keep the interior of the vehicle in a suitable and clean condition at all times without accumulations of dust, dirt, litter, general debris, cigarette ash, staining, excessive unpleasant odours or excessive wear.

(4) You must ensure that seat cushions and back rests are adequately maintained in good condition and offer proper support to passengers.

3. Advertisement Signs

(1) You may only display the following window stickers or signs providing those do not encroach more than 40 mm into the area swept by the windscreen wipers or obscure vision through the windows:

(a) the Council's official plate

(b) an authorised parking permit

(c) membership of a recognised motoring organization or private hire association

(d) disability awareness signs

(2) You may display a tinted windscreen strip on the upper part of the windscreen and may include the operator name (but may not contain the words “Taxi” or “Cab”) and telephone number, providing such signage does not encroach more than 40 mm into the area swept by the windscreen wipers. An identical sign bearing the same words and of the same dimensions may also be displayed in the same position in the rear windscreen providing that adequate rear view vision is maintained;

(3) You must permanently apply door signs (of such dimensions and colours as may from time to time be approved by the Council) to the driver and

front passenger door of such dimensions and colours which must bear the words "Private Hire - Advance Bookings Only"; the operator's name and/or telephone number, but may not contain the words "Taxi" or "Cab".

- (a) Where an Exemption Certificate has been issued for the vehicle by the Council, a magnetic sign may be applied instead to the driver's and front passenger door providing that it meets the requirements stated in paragraph 1(c) and in addition contains in prominent figures the number of the vehicle plate issued to that vehicle. The magnetic signs must be displayed on the vehicle whilst it is being used for Non-Contract Work and may be removed whilst being used for Contract Work.

- (b) Within this condition:

Contract Work means journeys undertaken for hire or reward as part of a regular course of business with a particular client or customer as determined to the satisfaction of the Council's officers;

Non-Contract Work means all other journeys for hire or reward including those conducted for the purposes of conveying children to or from any school or educational establishment.

- (4) You must display at least one "No Smoking" sign on at least one near-side and one off-side window to be clearly visible to passengers before entering the vehicle.

4. Tyres

You must ensure that the vehicle has, at all times, appropriate equipment and/or tools to repair or replace a punctured or damaged tyre.

5. Meters

No taximeter or other device for measuring fares and/or distance may be used unless of a type and secured in a position approved by the Council's officers .

6. Non Factory Fitted Equipment

- (1) You may not use non-factory fitted equipment (for example, radios, PDAs, sat-nav systems) unless they are installed in positions approved by the Council's officers.

- (2) You must notify the Council before installing any non-factory fitted equipment so that the equipment and proposed position may be tested in relation to passenger and driver safety and comfort. The vehicle must not be used as a private hire vehicle before the equipment and position have been approved by the Council.

7. Fire Extinguisher

You must ensure a suitable and efficient fire extinguisher is fitted and kept maintained in the vehicle.

8. Driver identification

You must make sure that there shall be displayed so that it is visible from the rear seat on the dashboard of the vehicle, whilst it is available and used for hire, an identity style badge as provided by, and which shall remain the

property of, the Council, which shall have incorporated within it a photograph of your face and your badge number.

9. Receipts

You shall ensure that the driver of the vehicle offers to each passenger (or, if there are more than one passengers, at least one of those passengers) at the termination of their journey a receipt which shall contain at the least the following information:

- (1) the date
- (2) the fare for that journey
- (3) the number of the badge issued by the Council to that driver
- (4) other information that may be specified in writing to you by Council officers.

10. Luggage

You shall provide means for securing luggage if the vehicle is so constructed as to carry luggage

11. Large Packages

You must not allow any packages or other luggage etc to protrude from the luggage compartment over any of the seats which may be occupied, or outside the vehicle.

For the purposes of this licence, 'luggage compartment' means the space behind the rear seats, or when the furthestmost rear seats are folded down, the space to the rear of the next complete row of seats. In mini-buses, the luggage compartment may be the front footwell on the passenger side provided that any seat in this location is not occupied by a passenger.

12. Tail Gate or Rear Doors

All doors which allow access to the luggage compartment (eg a tail gate, boot, or rear doors) must be locked shut when the vehicle is in motion.

13. First Aid Kit

(1) You must ensure that a First Aid Kit, meeting the requirements of the Health and Safety (First-Aid) Regulations 1981 (or any regulations which amend or supersede the 1981 regulations) is carried in a secure position at all times.

(2) The registration mark of the vehicle shall be permanently and legibly written on the First Aid Kit.

14. Vehicle modifications

You must request in writing the Council's consent, and obtain such consent, before making any modification to the vehicle, including its seating capacity.