



MANCHESTER CITY COUNCIL

CONDITIONS FOR PRIVATE HIRE OPERATORS

**UNDER THE LOCAL GOVERNMENT
(MISC. PROVISION) ACT 1976**

Issued by:

Manchester City Council
Licensing Unit
Room 1012, Level 1
Town Hall Extension
Manchester
M60 2LA

Tel: 0161 234 4917 / 21

Textphone: 0161 234 4919

Fax: 0161 234 4920

Email: licensing@manchester.gov.uk

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Conditions Attached to Private Hire Operators Licences

1. In this licence:

"authorised Officer" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976;

"the Council" means the Council of the City of Manchester;

"the Operator" means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976;

"private hire vehicle" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

2. The Operator shall obtain any necessary planning permission required for his premises and shall comply with any conditions attached thereto.
3. The Operator shall provide adequate telephone facilities and staff to provide an efficient service to the public using the Operator's facilities.
4. The Operator's radio equipment where such is installed shall be maintained in a sound condition and any defects shall be repaired promptly.
5. The Operator's premises shall be kept clean, adequately heated, ventilated and illuminated.
6. The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate seating.
7. When the Operator accepts a hiring, he shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
8. When the Operator accepts the hiring he shall, if required, specify to the hirer the fare or the rate of the fare for the journey to be undertaken and shall record all the details of the hiring legibly in the form prescribed by Condition 9.
9. The Operator must keep records of every private hire vehicle booking invited or accepted by him in the following format:

<i>Time booking received</i>	<i>Time booking allocated</i>	<i>Name of hirer</i>
<i>Pick-up Location</i>	<i>Destination</i>	<i>Driver</i>

The records must be immediately available for inspection on demand by an authorised City Council officer or Constable. The records must be continuous, chronological records. If the records are compiled on computer then they must be immediately capable of being printed from the computer onto paper and they must not be capable of retrospective alteration or amendment.

There must be only one set of records: cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be recorded on the records.

10. The Operator shall not dispose of any record of hirings required to be made by Condition 9 within six months of the latest hiring contained therein.
11. Every contract for the hire of a private hire vehicle shall be deemed to be made with the Operator whether or not he himself provides the vehicle.
12. Private Hire Operators in the City of Manchester shall only operate with vehicles and drivers licensed by the City of Manchester and shall operate only from premises within the City boundary.
13. The Operator must maintain and keep up-to-date the following records which must be immediately available for inspection on demand by any authorised officer of the City Council or Constable:
 - a. name and home address of every private hire vehicle driver operated by him;
 - b. details including date of expiry of the Manchester City Council private hire driver's licence of every private hire vehicle driver operated by him;
 - c. the unique radio call sign allocated to each private hire vehicle driver operated by him;
 - d. name and home address of the proprietor of every private hire vehicle operated by him;
 - e. details including Manchester City Council private hire licence plate number and expiry date and vehicle registration number of every private hire vehicle operated by him.
14. The Operator shall ensure that each private hire vehicle he operates displays a suitable notice inside the vehicle stating the name of the operator and giving details of how a customer may contact the operator in the event of any complaint relating to a contract for hire or purported contract for hire relating to or arising from his business. The operator will notify the Council in writing of any complaint which remains unresolved more than one calendar month after receipt of the complaint by the operator.
15. The Operator shall notify the Council of any conviction against him immediately in writing after his conviction has been imposed.
16. The Operators shall inform the Council of the scale of fees he intends charging and give the Council at least one calendar month's notice of any changes proposed thereto and will ensure that the current scale of fees is suitably displayed in all private hire vehicles operated by him.
17. If at any time during the period of this licence, the licensee ceases to be in business as an Operator or his Operator's licence is suspended or revoked, he shall immediately surrender and return it to the Council.
18. If any vehicle operated by the operator is fitted with a taximeter, the operator will ensure that:

- a. the taximeter is of a type approved by the Council and is maintained in a sound condition at all times and for it to be located within the vehicle in accordance with the reasonable instructions of the authorised Officer.
- b. the taximeter to be set to display the fare table submitted to the Council from time to time.

19.

- a. Advertising on vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator shall be displayed on a private hire vehicle which includes the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage.
- b. Advertising other than on private hire vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator wherever it is displayed shall consist of or include the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage unless the words PRIVATE HIRE are also displayed with equal prominence.

20. The following must be prominently displayed on the premises in an area to which the public have access or in a waiting room/area if provided:

- a. a copy of the Operator's licence;
- b. a schedule of fares and charges;
- c. a notice giving the address of the Licensing Office.

21. The Private Hire Operators Licence is granted solely in respect of the premises referred to on the licence. A licence holder who operates from more than one premises is required to pay an additional charge per premises at a rate determined by the City Council.



Private Hire Driver Conditions

Revised 17 September 2001

Conditions of Licence for Private Hire Drivers

1. In this licence:

"the Council" means the Council of the City of Manchester

"identification plate" means the plates issued by the Council for the purpose of identifying the vehicle as a private hire vehicle.

"the operator" is a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976.

"private hire vehicle" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

"the proprietor" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

"Faremeter" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

2. The licensee shall notify the Council of any conviction against him/her immediately in writing after the conviction has been imposed.
3. The licensee shall not permit any other person to drive a vehicle let for hire except with the consent of the vehicle proprietor.
4. The licensee shall, at all times when the vehicle is available or being driven for hire, be clean and respectable in his/her dress and person, shall behave in an orderly manner and conduct him/herself with civility and propriety towards every person seeking to hire, or hiring or being conveyed and shall comply with every reasonable requirement of every person hiring or being conveyed in the vehicle.
5. The licensee shall not, except with the express consent of the hirer, smoke, drink or eat in the vehicle.
6. The licensee:
 - a) Shall not, except with the express consent of the hirer, play any radio or sound reproducing instrument or equipment in the vehicle other than for communicating with the operator.
 - b) Shall at no time cause or permit the noise emitted by any radio equipment or any sound reproducing equipment, installed in the private hire vehicle, to be a source of annoyance to any person whether inside or outside the vehicle.
7. The licensee, when hired to drive to any particular destination, shall, subject to any directions given by the hirer, proceed to that destination by the shortest practicable route.
8. The licensee shall not, except with the express consent of the hirer, convey any person other than the hirer in the private hire vehicle.

9. The licensee shall not conceal either the exterior identification plates of the private hire vehicle or the details printed or marked thereon, or the interior display of the private hire vehicle licence numbers, from the public view, and will keep the identification plates and the display in a clean condition.
10. The licensee of a private hire vehicle who has agreed or has been hired to be in attendance with a vehicle at an appointed time or place, shall unless delayed or prevented by some sufficient cause, punctually attend with the private hire vehicle at such appointed time and place.
11. The licensee shall afford all reasonable assistance with passenger's luggage.
12. The licensee shall deposit his Private Hire Driver's Licence with the proprietor of the vehicle that he is driving, before commencing to drive that vehicle for private hire.
13. The licensee shall, immediately after termination of any hiring or as soon as practicable thereafter, carefully search the private hire vehicle for any property which may have accidentally been left therein.
14. The licensee of a private hire vehicle shall if any property is accidentally left therein by any person who may have been conveyed in the vehicle and be found by or handed to him:
 - a) carry it as soon as possible and in any event within 24 hours if not sooner claimed by or on behalf of its owner, to the Licensing Unit.
 - b) be entitled to receive from the person to whom the property may be delivered, an amount equal to 10p in the pound of its estimated value or the fare from the distance of the place of finding to the Licensing Unit, whichever is the greater but not more than £10.
15. The licensee shall at all times when a vehicle is hired, take all responsible steps to ensure the safety of the passengers conveyed on entering or alighting from the vehicle.
16. The licensee shall give notice to the Council of any change of his address during the period of the licence within 7 days of such change taking place.
17. The licensee shall not allow any child under the age of 10 years to be conveyed in the front of the vehicle.
18. The licensee shall allow only one passenger to be carried in the front of the vehicle beside the driver.
19. The licensee shall at all times carry a copy of these Conditions in the private hire vehicle for inspection by the hirer or other passengers.
20. The licensee shall, if requested by the hirer, provide him with a receipt for the fare paid.
21. If the vehicle being driven is fitted with a faremeter the licensee shall not cause the fare recorded thereon, to be cancelled or concealed until the hirer has had a reasonable opportunity of examining it and has paid the fare.
22. The driver of a private hire vehicle shall not demand from any hirer a fare in excess of that prescribed by the fare table displayed in the vehicle or if the vehicle is fitted with a

faremeter the fare shown on the face of the faremeter, unless this has been previously agreed with the operator at the time of booking.

23. The licensee shall not while driving or in charge of a private hire vehicle:
- a) tout or solicit on a road or other public place any person to hire or be carried for hire in any private hire vehicle, or
 - b) cause or procure any other person to tout or solicit on a road or any other public place, any person to hire or be carried for hire in any private hire vehicle, or
 - c) offer that vehicle for immediate hire while the licensee or that vehicle is on a road or other public place provided that merely parking that vehicle on a road or other public place shall not of itself be deemed to be a breach of this condition, or
 - d) accept an offer for the immediate hire of that vehicle while the licensee or that vehicle is on a road or other public place except where such offer is first communicated to the licensee by telephone or by radio apparatus fitted to that vehicle.

IN THIS CONDITION:

"road" means any highway and any other road to which the public has access including such roads at Manchester International Airport, and bridges over which a road passes.

24. If at any time, during the period of his/her licence, the licensee, for any reason, does not wish to retain it or the licence is suspended or revoked the licensee shall immediately surrender and return it to the Council.
25. Disabled persons or those who accompany them shall not be refused conveyance on the grounds that they are accompanied by a guide, hearing or prescribed assistance dog. There shall be no additional charge for the conveyance of the assistance dog and it shall be allowed to remain with the passenger. This condition will not apply if the driver concerned has applied for and been granted a medical exemption by Manchester City Council and is properly exhibiting a notice of such exemption in the private hire vehicle.
26. The Licensee shall only be engaged to drive private hire vehicles licensed by the City of Manchester.

FARE CARDS / NOTICES

27. The driver:
- a) will ensure that a copy of the fare table in a form approved by the Council is exhibited inside the vehicle at all times the vehicle is being used for hire. The card must not be concealed from view, allowed to become defaced or rendered illegible.
 - b) will ensure that at all times the vehicle is being used for hire, a suitable notice is displayed in the vehicle stating the name of the operator and giving details of how a customer may contact the operator in the event of any complaint relating to the hire of the vehicle.

SOUNDING OF CAR HORNS

28. The driver of a private hire vehicle will not sound the vehicle's horn as a means of alerting hirers of his presence.

Taxi Licensing Team
PO Box 532
Manchester
M60 2LA
E-mail: taxilicensing@manchester.gov.uk
Web: www.manchester.gov.uk/taxi