Information Bulletin



PT 08/10.10

Limousine Service

What is a limousine service?

A limousine service is an unscheduled public passenger service provided by a specific motor vehicle where the agreed fare for a journey is decided before the journey begins.

'agreed fare' means a pre-determined and defined monetary amount that covers the full cost of the service to be provided and is agreed to by the customer prior to the journey commencing. No part of the fare can be determined by any method of calculation (such as a meter) or added to the total cost of the fare during the period of, or at conclusion of the journey.

What type of limousine service licences are available?

There are two (2) types of Limousine Service Licences available:

- Limousine Service
 - Whole of Queensland
 - Rest of Queensland
 - Regional Limousine Service
- Special Purpose Limousine Service

What is a limousine service licence?

A Limousine Service Licence is a licence authorising the holder to provide a limousine service in a specific area subject to certain conditions. The operation of these licences is designated to specific areas – Whole of Queensland, Rest of Queensland and Regional Limousine Service licences operating in Capricornia, Far North Queensland and North Queensland.

The fare for the journey must be decided before the journey begins.

A Limousine Service Licence may be leased, sold or otherwise transferred, but only to an appropriately accredited operator.

What is a special purpose limousine service licence?

A Special Purpose Limousine Service is an unscheduled public passenger service provided in a vehicle over 30 years old or by a stretched version of a luxury motor vehicle that is no longer eligible to operate as a limousine due to reaching its maximum age limit.

The fare for the journey must be decided before the journey begins and is restricted to only providing a service to a wedding event, student event or a tourist service.

A Special Purpose Limousine Service Licence may not be leased, sold, or otherwise transferred.

How many licences can you hold?

There is no limit on the number of Limousine Service Licences or Special Purpose Limousine Service Licences a person may hold.

Limousine service areas

Limousine Service Licences are issued for specific Limousine Service Areas. These areas are designated Whole of Queensland, Rest of Queensland and Regional Queensland.

A licence for the Whole of Queensland allows the operator to provide services anywhere in the state without restriction however a Rest of Queensland licence has area operating restrictions (See attached map).

Regional Limousine Service Licences are issued for designated areas including; Capricornia, Far North Queensland and North Queensland (see attached maps). Passengers can only be collected from within the designated regional area, but can be delivered to destinations outside of the designated area. Whole of Queensland licences can operate within the designated regional areas. There is no limit on the number of licences that may be issued for a particular Limousine Service Area.

A limousine must not ply or stand for hire at a place other than the limousine owners premises, unless the place is approved in writing by the Department of Transport and Main Roads.

How to obtain a limousine service or special purpose limousine licence

A Limousine Service Licence can be obtained by:

- buying or leasing an existing Limousine Service Licence; or
- purchasing a Regional Limousine Service Licences from the Department of Transport and Main Roads; or
- purchasing a Special Purpose Limousine Service Licences from the Department of Transport and Main Roads.

Requirements for limousine service or special purpose limousine licence holders

A Limousine Service or Special Purpose Limousine holder must:

- hold current operator accreditation for limousine services (refer to the information bulletin on Operator Accreditation for Limousine Services);
- comply with the conditions attached to the licence; and
- hold driver authorisation if they intend to drive the vehicle (refer to the information bulletin on Driver Authorisation for Limousine Services).

Licence conditions

A number of standard conditions apply to the operation of Limousine Service Licences including:

- only picking up within the applicable Limousine Service Area;
- not operating a limousine service unless an earlier booking has been made, except when operating from an approved rank, for approved fares to set destinations.
- using a luxury motor vehicle of a type approved by the Department of Transport and Main Roads, and
- displaying a distinctive registration plate.

Conditions that apply to the operation of a Special Purpose Limousine Service Licence include:

- only providing a service to a wedding event, student event or a tourist service;
- not operating a service unless an earlier booking has been made;
- using a motor vehicle of a type approved by the Department of Transport and Main Roads, or a vehicle which is at least 30 years old; and
- displaying a distinctive registration plate.

Vehicles and operational requirements

Vehicles providing a Limousine Service must:

- be of a design and construction making it safe to provide a Limousine Service or Special Limousine Service with that vehicle;
- be of a type and age for a particular service provided by the vehicles;
- comply with Schedule 4 (Luxury Motor Vehicles) and s105A, or be at least 40 years old, or be at least 30 years old for a Special Purpose Limousine Service and comply with Schedule 8 (Public Passenger Vehicles) of the *Transport Operations (Passenger Transport) Regulation* 2005;
- be in a safe condition to provide a public passenger service whenever being operated;
- be operated in a safe manner.

(Note: Left hand drive vehicles can not operate as limousines)

Operators of Limousine Services must:

- ensure that the following is maintained for each vehicle:
 - a current Certificate of Registration; and
 - a current Certificate of Inspection; and
 - adequate Compulsory Third Party Insurance.
- record details of vehicle maintenance for each vehicle used, and retain the records for a period of 5 years.
- not allow vehicles to ply or stand for hire at a place other than the limousine owner's premises, unless the place is approved in writing by the Department of Transport and Main Roads.
- ensure that drivers hold driver authorisation when operating vehicles.
- keep records of drivers operating each vehicle in use by date and time. These records must be kept for five years.
- ensure that their vehicles are not overloaded.
- ensure that vehicles are roadworthy at all times when operated.
- have an incident management plan in place. Operators must keep a copy of their incident management plan and copies of completed incident management reports when applicable for a period of 5 years.
- keep a copy of the parts of the plan relevant to the driver in each vehicle used to provide a service.
- make an electronic or paper record containing the prescribed details of a booking prior to providing a limousine service and retain the records for a period of 5 years.

Refusal

An application for a Limousine Service or Special Purpose Limousine Licence may be refused. For example, this may occur when the applicant does not hold operator accreditation.

Review of, and appeals against, a decision

Should applicants be dissatisfied with the decision on their application, they may request a review of the decision by the Director-General. If the applicant is not satisfied with the outcome of the review, the applicant may appeal to the Queensland Civil and Administrative Tribunal (QCAT) for an external review. (For more information please refer to the separate Information Bulletin - "Reviews and Appeals against Decisions").

Compliance

Non-compliance with these requirements is a breach of the legislation, and may result in the issue of a penalty infringement notice, or the amendment, suspension or cancellation of the licence, and/or operator accreditation and/or driver authorisation.

For more information about compliance please refer to the information bulletin titled *Compliance – Public Passenger Transport Operators and Drivers.*

Period of issue

Limousine Service Licences are issued for a period of five years, or may upon request be issued for a shorter period (in multiples of one year).

Special Purpose Limousine Service Licences are issued for a period of 12 months.

Fees

A fee is applicable for the issue and renewal of each Limousine Service and Special Purpose Limousine Licence.

Further information can be obtained from the Department of Transport and Main Roads by contacting your local passenger transport office.

Additional information

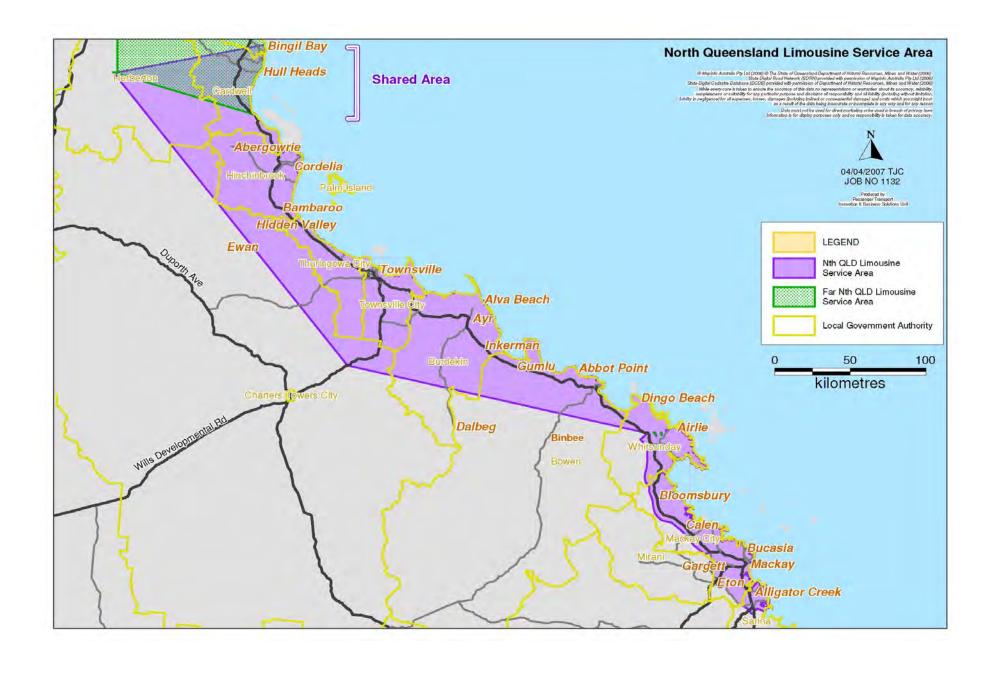
The information contained in this bulletin has been produced as a guide to assist in the understanding of the legislation and policy. Clarification of any information in this bulletin may be obtained from the Department of Transport and Main Roads by contacting your local Passenger Transport office of the Department.

This bulletin is an interpretation of the relevant Acts, Regulations and Standard should not be used as a reference to a point of law.

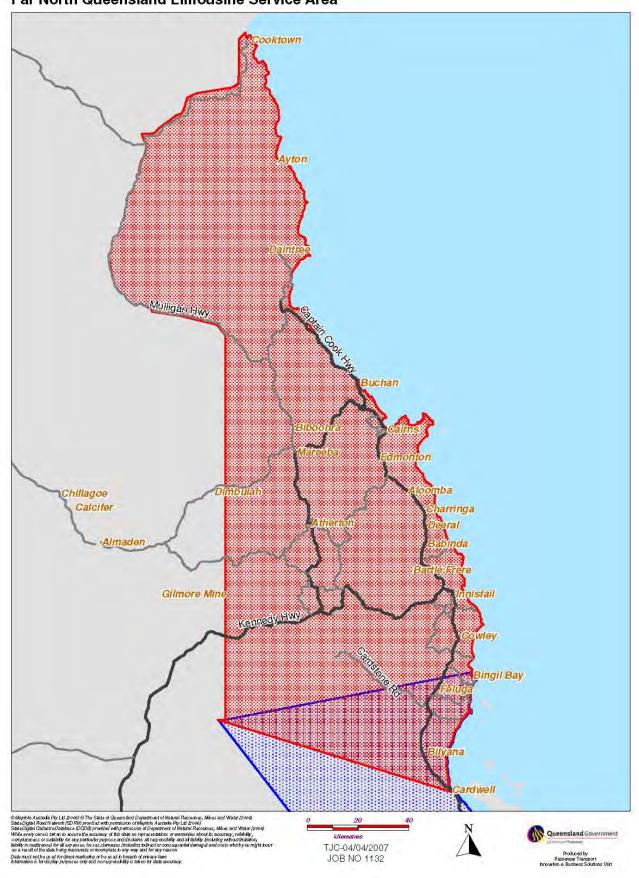
Copies of the *Transport Operations (Passenger Transport) Act 1994, Transport Operations (Passenger Transport) Regulation 2005* and *Transport Operations (Passenger Transport) Standard 2010* can be purchased from GoPrint.

The legislation may be viewed on the internet at www.legislation.qld.gov.au. Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.transport.qld.gov.au/information_bulletins.





Far North Queensland Limousine Service Area



Capricornia Limousine Service Area

