



## Passenger responsibilities

As a passenger you must:

- pay the correct fare (including any tolls and booking fees)
- wear a seatbelt and ensure children are lawfully restrained
- display good behaviour and not cause a disturbance or nuisance while travelling
- not eat, drink or smoke inside the taxi
- not wilfully and unlawfully damage, deface or improperly interfere with the taxi or its service equipment
- not ask the driver to speed or break any road rules or laws.

## Taxi security cameras

As part of an integrated approach to passenger safety and security, the majority of taxis in Queensland have been equipped with security cameras. The installation of taxi security cameras means increased safety for taxi drivers and passengers. Offences will be caught on camera and offenders will be prosecuted.

## Disputes

Contact the taxi company you travelled with about the service you received. To investigate your concern, information will be required such as the taxi company or business name, vehicle number or vehicle registration number, date, time and trip details. Taxi companies are required to investigate all complaints.

## Contact details

**The Taxi Council of Queensland**  
 PO Box 290  
 Stones Corner QLD 4120

Phone 3847 3500  
 Fax 3394 4395  
 Website [www.tcq.org.au](http://www.tcq.org.au)

Department of Transport and Main Roads  
 Passenger Transport Division

PO Box 673  
 Fortitude Valley QLD 4006

Phone 13 23 80  
 Website [www.transport.qld.gov.au](http://www.transport.qld.gov.au)  
 Email [taxi@transport.qld.gov.au](mailto:taxi@transport.qld.gov.au)

# Taxi Users Guide

This guide has been designed to explain the rights and responsibilities of taxi drivers and passengers. It details what is expected of the driver and the passenger during the course of a journey and who to contact to seek further information.

## Taxi driver rights

Taxi drivers have the right to:

- work in a safe environment and be treated with courtesy
- refuse travel to a passenger who the driver believes may have insufficient funds to pay the fare or may cause a disturbance, nuisance, or be a danger to the driver, other passengers or road users
- request a deposit before the journey starts if the driver believes a passenger may evade fare payment;

this deposit may be up to the estimated full fare or agreed amount

- charge a cleaning fee if a passenger soils the taxi
- refuse to carry animals (there is an exception for passengers with a disability who require an assistance animal).

## Taxi driver responsibilities

A taxi driver must:

- be courteous to passengers, the public and other road users
- provide reasonable assistance to passengers while boarding or leaving the taxi
- provide reasonable assistance to passengers with loading and unloading of luggage (not excessive in weight)
- not drive while fatigued

- not be under the influence of a drug, which includes medication, that can affect driving
- have a blood alcohol level of zero
- be neatly dressed
- keep the taxi clean and tidy
- not smoke in the taxi
- carry evidence of driver authorisation
- be medically fit at all times
- speak and understand English
- deactivate the taxi meter when arriving at the passenger's destination and reset the meter after completing the trip payment
- stop the taxi meter if unable to complete the journey and ensure other suitable transport arrangements for the passenger(s) are made if required
- ensure the hail light is on when available for hire.

## Passenger rights

As a passenger you are entitled to:

- choose the route to your destination
- refuse multiple hiring or share riding
- be charged the correct fare (which includes flagfall, tolls and booking fee) and receive correct change
- not to be charged a booking fee if hailing a taxi or from a rank
- travel in a vehicle that adequately provides for your safety and comfort
- request a receipt
- request assistance to board or leave the taxi
- request assistance to load and unload your luggage (not excessive in weight)
- be accompanied by an assistance animal if required
- receive a wheelchair accessible taxi if required
- provide feedback about the service.