

Getting Around in Victoria's Taxis and Hire Cars



TAXI
SERVICESCOMMISSION

Catching a Taxi

Pre-book your taxi

Consult your local phone directory, search online or use one of the many smartphone apps available. Booking charges may apply.

Taxi ranks



Taxi ranks are located throughout Victoria. Refer to the map for taxi ranks around Melbourne's city centre.

Late night Safe City taxi ranks



These ranks provide good street lighting, monitored by safety cameras and are staffed by a security officer.

Hail your taxi

You can hail a taxi on the street. Look for one with a dome light that is fully lit which indicates that the taxi is not occupied and is available.



Taxi ranks



Safe City taxi ranks
Friday and Saturday 11pm- 5am



Queen Street mega taxi rank
Friday and Saturday midnight-5am



Taxi ranks around Melbourne's city centre





Tips

Fasten your seatbelt and enjoy the ride

If you'd like the air conditioner, heater or music settings adjusted, ask the driver.

Pre-paid fares

A driver may request prepayment at any time or proof of ability to pay. At the end of your trip, the meter will show the actual fare. You will then pay the driver the balance, or receive change for your trip.

Enjoy your trip from the back seat

Taxis in Melbourne and large regional centres are fitted with safety cameras to make the taxi experience safer for passengers and drivers. Please call **000** if you have any concerns about your safety.

Agree on the best travel route

Let the driver know if you have a preferred route you would like to take. The driver may suggest an alternative route based on traffic and road conditions, but the choice is yours. Please note that all tolls are added to your total fare and charged at the end of your trip.

Travel in a regulated service

All Victorian taxis drivers are accredited and have a valid driver photo ID displayed in their vehicle. Check the driver's details in the public register on **taxi.vic.gov.au/public-register**.



Your Journey

Taxi fares

Taxi fares vary based on distance, location and time of travel. Additional charges apply on Christmas Day, Boxing Day and New Years Eve from 6pm until New Years Day midnight. Additional surcharges occur when making an electronic payment, using toll roads, booking a bigger taxi to accommodate a larger group or traveling with extra luggage.

Paying your fare

- Cash
- Credit/debit card debit (max. fee surcharge 5% incl GST)
- Cabcharge voucher
- Smartphone apps (where available)

Always ask for a receipt. It is a record of your travel and will help if you've lost property, or wish to provide feedback.

Estimate your taxi fare. Use the fare estimator 24 hours a day, seven days a week.

taxi.vic.gov.au/fareestimator

For detailed fare information please visit

taxi.vic.gov.au/fares.

Tipping

It is not a custom in Australia to tip for services. However, you may choose to tip or round-up the fare if you've received exceptional service.

Hire Cars



Hire cars provide an alternative to taxis when getting around Melbourne and Victoria.

Hire cars are a pre-booked only service, so they can't be hailed on the street or caught at a taxi rank.

You can select your preferred vehicle, from high-end luxury cars, limousines, through to more standard vehicles. Like taxis, all hire cars meet strict safety requirements.

You can search for and book a hire car by looking in your local phone directory, online or through a smartphone app.

Hire cars don't have a meter like a taxi so you'll need to enquire about the cost of your trip when you make your booking.

Victoria's Taxis

Victorian taxis are privately operated.

Assistance animals are welcome in taxis.

Wheelchair Accessible Taxis (WATs) are specially equipped to provide transport for people who use a wheelchair or scooter.

Drivers of these taxis are specially trained and endorsed to assist people with a disability. Passengers with a scooter must transfer from the scooter to a passenger's seat prior to commencing the journey.



Information & Feedback

The Taxi Services Commission (TSC) is a state government regulator, responsible for regulating taxi and hire cars and ensuring safety for all.

To leave feedback about your experience please visit taxi.vic.gov.au/feedback-form or call **1800 638 802** (toll-free)

For deaf, hearing or speech impairment please contact TSC through National Relay Service.

TTY/Voice users phone **1800 555 677**
Speak and listen users phone **1800 555 727**



@taxicommission

