

Taxi Industry Customer Charter

Insert name of Network, Operator or Owner (optional):
Contact Details (optional):

Every taxi passenger has an expectation of a safe, pleasant and reliable journey. This Customer Charter outlines the service you can expect to receive when travelling in a taxi in Victoria.

1. Your Safety

Your safety is a priority. taxi drivers will provide you with a safe and comfortable journey. Your taxi will be clean and well maintained and they will drive carefully obeying all road and traffic laws.

Information for taxi passengers:

- wear your seatbelt (it's the law) and don't exceed the number of passengers the taxi is permitted to carry
- don't distract the driver or touch any of the taxi equipment or controls
- don't ask the driver to speed or take risks on the road (including when dropping you off)
- security cameras operate in taxis in Victoria for passenger and driver safety
- you can check a taxi driver's accreditation and other taxi information on the Taxi Services Commission Public Register at taxi.vic.gov.au/public-register

2. Your Service

Providing good, consistent customer service is important. All taxi drivers are determined to provide you with a high level of service that is professional, courteous and responsive.

Information for taxi passengers:

- at the start of the trip indicate where you would like to go, your preferred route and how you would like to pay
- pay your fare and any applicable tolls, fees or charges - drivers can request you to pay an estimate of the fare at any time
- you can request a quiet ride or ask to have the music or air conditioning/heating adjusted for your comfort
- don't eat or drink in the taxi; smoking or consuming any alcohol/liquor in the vehicle is an offence
- behave appropriately in the taxi and towards your driver – you can be refused travel or have your trip terminated if you or anyone in your travelling party is violent, noisy, misbehaving, filthy or offensive.

Your taxi driver will show their commitment to good service by:

- being punctual, helping you with your luggage or other items and (if appropriate) getting into or out of the taxi
- accepting all fares (including short trips) and explaining to you any incurred costs e.g. tolls, booking/airport fees etc
- taking you on the most direct route or the route you prefer
- ensuring that they (and their vehicle) are neat, clean and well-presented at all times
- not talking on the phone while driving you to your destination
- being knowledgeable about geographic locations, points of interest, tourist attractions and major events.

3. Your Accessibility

Improving taxi travel for people with mobility issues is a major focus of the industry. passengers with a wheelchair, assistance animals (or with other needs) will be treated with respect and provided with professional, safe, reliable and comfortable transport.

Your taxi driver will support your participation in community life by:

- being punctual and getting you safely and comfortably to your destination
- taking extra care when assisting you into or out of the vehicle and being aware of your personal space
- driving smoothly and avoiding speed humps, turning sharply or braking suddenly
- being familiar with assistance animals and allowing these to travel with you (their handler)
- ensure your mobility aid(s) and other equipment/items are safely secured
- returning your Multi-Purpose Taxi Program card (if used) after your payment is processed.

For more information for taxi passengers travelling with wheelchairs, scooters or other mobility aids in a taxi, refer to the Taxi Services Commission website taxi.vic.gov.au/passengers-with-wheelchairs-and-mobility-scooters

4. Your Shared Responsibilities

Unsafe or inappropriate behaviour by you or your taxi driver is unacceptable. This conduct may put either of you at risk and could offend, harm or result in the matter being reported to police or other actions being taken.

Mutual obligations and behaviours of taxi passengers and drivers:

- treat each other with respect
- comply with the law
- don't engage in any discriminatory behaviour.

Further information on the rights and responsibilities of both parties can be found on the Taxi Services Commission website:

- taxi.vic.gov.au/passenger-rights-and-responsibilities
- taxi.vic.gov.au/driver-rights-and-responsibilities

5. Your Feedback

Feedback about your taxi experience allows the taxi industry to continuously improve its services and the standards of its drivers. Your feedback can recognise good service or help to ensure that drivers meet their obligations as well as your general expectations.

Always get an electronic receipt – it's a record of your fare and travel and will help if you've lost property, or wish to provide feedback.

To provide feedback please contact the taxi company above (if shown) or via the website or advertised telephone number of the taxi service you used.

Information on your consumer rights can be obtained from the Taxi Services Commission website at taxi.vic.gov.au/your-consumer-rights or from Consumer Affairs Victoria via consumer.vic.gov.au