



Customer Code of Conduct for Taxi Services

To ensure a safe, comfortable, and respectful experience for both passengers and drivers, all customers using taxi services are expected to adhere to the following Code of Conduct:

1. Child Safety

- It is illegal for a child under the age of three to travel in a taxi without a proper, designated child seat. New types of taxis, such as the TX1s, have in-built child seats in the middle of the rear of the cabs.
- All taxi drivers must carry one booster seat for children over the age of three up to eleven years old or under 1.35 metres tall. An appropriate child car seat must be provided by the accompanying adults if needed; taxi drivers are not required to provide baby seats.
- Children aged 12 to 13 years or younger and over 1.35 metres tall must wear an adult seatbelt.

2. Respect and Courtesy

- Treat drivers and fellow passengers with respect and courtesy at all times.
- Avoid using offensive, abusive, or inappropriate language.
- Respect the driver's personal space and follow their instructions regarding safety and conduct.

- Be mindful of cultural sensitivities and diverse backgrounds of fellow passengers and drivers.

3. Safety First

- Always wear a seatbelt while inside the taxi.
- Do not distract the driver or engage in behaviour that could compromise road safety.
- Do not ask the driver to exceed speed limits or break traffic laws.
- Ensure children are appropriately restrained as required by law.

4. Cleanliness and Hygiene

- The consumption of food or drink is prohibited in taxis. The driver may politely ask you to keep takeaway food wrapped up or, in some cases, may ask you to put food into the luggage compartment, as takeaways can leave an odour in the vehicle and there is always a risk of accidents.
- Keep the taxi clean and avoid littering.
- Do not smoke, vape, or consume alcohol or drugs inside the vehicle.
- Avoid bringing food or drinks that may cause spills or unpleasant odours. If you have allergies or sensitivities, please inform the driver beforehand.

5. Soiling and Sickness

- A soiling charge of £200 will apply if a passenger causes excessive mess in the vehicle, including being sick, which requires professional cleaning.
- If you feel unwell and think you might be physically sick, inform the driver immediately so they can provide fresh air or stop the vehicle at the nearest safe location.
- Some drivers carry sick bags—please ask for one if you suffer from travel sickness.

6. Payment and Fares

- Ensure you have a valid payment method before starting your journey.
- Pay the correct fare as displayed on the meter or agreed upon in advance.
- Tipping is appreciated but not mandatory; however, it is a nice way to acknowledge great service.
- Always ask the taxi driver for a receipt in case of any complaints or queries you may have regarding a taxi fare, as it can only be dealt with if a receipt exists.
- Get the driver's PSV badge number; it should be displayed. If not, ask to see it and take down their number and name.

7. Booking and Cancellations

- If booking in advance, be ready at the agreed time and location.
- If you need to cancel, do so as early as possible to avoid inconvenience to the driver.
- No-shows or repeated last-minute cancellations may result in restrictions on future bookings. If you are running late, please contact the driver or the taxi service to inform them.

8. Property and Belongings

- Check that you have all your belongings before leaving the taxi.
- The taxi company is not responsible for lost or forgotten items, but drivers will do their best to return them if found. If you lose an item, please contact us as soon as possible with a description.

9. Prohibited Behaviour

- The driver has the right to refuse service if passengers are too intoxicated, if their behaviour becomes unruly or aggressive, or if they use foul and abusive language.
- No verbal or physical abuse towards the driver or other passengers will be tolerated.
- No vandalism or damage to the vehicle; do not damage or foul the interior of any taxi, as you may face a hefty bill for repair or cleaning afterwards.
- No illegal activities, including drug use or transporting prohibited substances. Avoid any behaviour that may make other passengers uncomfortable.

10. Luggage and Passenger Capacity

- Taxi drivers cannot take more passengers than the taxi license permits. Please do not try to squeeze extra passengers in, as the driver will refuse to go anywhere while the vehicle is overloaded.
- The driver can refuse to take oversized cases or luggage. If one piece of luggage weighs more than 30 kilos or there are too many cases or bags to fit safely in the vehicle's trunk, they may decline to transport them.
- The driver can refuse a passenger's request to go down a dirt track or across a muddy field if they believe the vehicle may get stuck or damaged.

11. Compliance with the Law

- Follow all local laws and regulations while using the taxi service.
- Provide truthful information when required, such as when requesting a ride or reporting an issue.
- Respect any health and safety guidelines in place, such as those related to COVID-19 or other public health concerns.

12. Complaints

- If you have a complaint about a JERSEY TAXIAPP driver that cannot be resolved directly with them, please contact us via email at; **jersey.taxiapp@jtda.org.uk** or call **07829 777756**, between the hours of 9am to 5pm, Monday to Friday, except bank holidays.

- Any complaint regarding a licensed taxi driver or the vehicle should be made to:

Driver & Vehicle Standards Department

La Collette

St Helier

Jersey, JE1 3UE

Tel: +44 (0)1534 448600

Failure to comply with this Code of Conduct may result in refusal of service, reporting to authorities, or being banned from using the taxi service in the future.

Thank you for respecting these guidelines and ensuring a pleasant journey for everyone.