

The STREETWISE Taxi Guide

**If you have any worries, complaints
or would like more information,
please contact:**

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 **Gateshead**
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***Do you know what
you're getting into?***

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Stay Safe

Unlicensed taxis or private hire vehicles are not only illegal – they could be dangerous.

An unlicensed taxi will not have been examined by Gateshead Council for safety and roadworthiness. It might not even have a current MOT.

It is also very unlikely that an unlicensed vehicle will be insured to carry passengers – so if the vehicle is involved in an accident and you are injured, you won't be able to claim damages or compensation for your injuries.

Remember

- ✓ before you get into a taxi or private hire vehicle, make sure it has a proper license plate and make a note of the number,
- ✓ ask to see the driver's badge and make a note of the number,
- ✓ if you are using a private hire vehicle, check it is from the firm you booked with – they usually have a sticker on the window or doors.

Taxis can be flagged down in the street or boarded at a taxi rank and an increasing number of taxis are now wheelchair-accessible.

If a private hire vehicle stops for you in the street, its driver is breaking the law and the vehicle could therefore be uninsured.

What's the Difference between a Taxi and a Private Hire Vehicle?

Private Hire Vehicles

What to look for:

- ✓ Licence number displayed inside the vehicle
- ✓ Radio linked to an operator
- ✓ Licence plate on the back of the car, like this



Private hire vehicles **MUST** be booked in advance, either

by telephone or by visiting the operator's office, and cannot –

- ✗ be flagged down in the street
- ✗ wait at a taxi rank
- ✗ advertise as a "taxi"

All private hire vehicle drivers must display a badge with the number and expiry date on it. Some vehicles do not have meters (though many do) and fares should therefore be agreed with the operator when you book your journey.

All drivers, vehicles and operators are governed by strict laws and conditions.

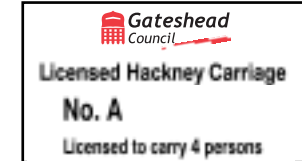
Taxis

What to look for:

- ✓ Gateshead Council emblem on the front doors



- ✓ a taxi sign on the roof
- ✓ a meter with an illuminated "For Hire" sign
- ✓ a fare scale displayed inside
- ✓ a licence plate like these



Taxi drivers must

- ✓ display a badge showing their licence number and expiry date
- ✓ use a meter for all journeys within Gateshead

Only taxis licensed by Gateshead Council can wait at a taxi rank or be flagged down in the street in Gateshead.

Fares are set by Gateshead Council and meters are checked regularly. If the journey goes outside the Gateshead area, you can negotiate a fare with the driver before the start of the journey.