

# TEWKESBURY BOROUGH COUNCIL

## PRIVATE HIRE OPERATOR LICENCE CONDITIONS

### Convictions, Cautions and Fixed Penalties

If any person named on the private hire operator's licence gets any convictions, cautions, fixed penalties or has a court case pending, he/she must notify the Licensing Authority in writing within seven days.

### Change of address or details of Licence

Any person named on the private hire operator's licence must notify the Licensing Authority in writing within seven days if the information supplied in his/her application for a private hire operator's licence is altered for any reason including a change of address.

### Responsibility for Drivers and Vehicles

An operator must take all reasonable steps to ensure that all vehicles and drivers operating under his/her operator's licence are complying with the legislation and conditions relating to private hire vehicles and drivers.

### Accepting Bookings

An operator must not accept a booking unless he/she has taken reasonable steps to ensure that the person making the booking knows the basis of the hire charge

### Booking Records

An operator must keep a record of all bookings at their operator base in either a bound book or as a computer record which must include:

- The time and date of booking.
- The name and address of person making the booking.
- How the booking is made.
- The time of the pick up
- The point of pick up.
- The destination.
- The driver that is allocated to the booking.
- The plate number or registration of the vehicle allocated to the booking.
- Any other comments such as details of sub contract.

Details of all bookings must be entered into the records immediately after they have been accepted or as soon as is reasonably practicable and should be kept for six months.

### Other Records

The operator must maintain driver training records and vehicle maintenance records including any relevant documentation in relation to the Lifting Operations and Lifting

Equipment Regulations 1998 (LOLER) and/or the Provision and Use of Work Equipment Regulations 1998 (PUWER).

An operator must keep records of all private hire vehicles that he/she operates. This includes

- The owner of the vehicle
- The registration number and plate number
- The driver of the vehicle and badge number

An operator shall notify the Licensing Authority, in writing within seven days of the termination of the employment or contract of a private hire vehicle or driver.

### **Standard of Service**

An operator shall ensure that when a private hire vehicle has been hired it shall attend punctually at the appointed time and place unless delayed or prevented with reasonable cause.

### **Premises**

If any rooms or areas are provided for the public for waiting or making bookings they must be clean, adequately heated and ventilated and lit and have adequate seating facilities.

If any rooms or areas are provided for use by the public the operator must hold public liability insurance for those areas if relevant.

### **Telephones and Radios**

The operator shall ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.