

CUSTOMER INFORMATION SHEET – TAXI FARES

Does a taxi driver have to turn their meter on?

Yes, meters must be switched on when passengers are seated at the commencement of each journey.

What is the maximum I may be charged?

Taxi fares displayed on North Devon Council's Tariff Card are the maximum a taxi driver may charge. There may be displayed in a meter rates less than this maximum.

Can Value Added Tax (VAT) be added to the council's maximum fares?

No, as the maximum permitted fares have been fixed by the council in accordance with the directions of HM Revenue and Customs (in VAT Notice 700/25 relating to Value Added Tax for Taxis and Hire cars, dated May 2002), the fares must be treated as VAT inclusive.

I think I have been over charged, what action should I take?

Please refer to the tariff card displayed in the vehicle and the example fares on this information sheet (examples are provided for journeys up to 15 miles, made at different times of the day and for different numbers of passengers). If after examining these you still believe you have been overcharged, please contact the council's Licensing Team.

Can a driver discount a fare?

Drivers are recommended to only programme North Devon Council tariffs into their taxi meters and are free to offer discounts as they see fit, at the end of a journey.

Can a taxi driver charge for coming to collect me in their taxi?

No, fares are calculated from the point at which a hirer commences their journey. Only drivers of private hire vehicles may make such charges.

I think a driver has prolonged my journey, what should I do?

If you believe a taxi driver has unreasonably prolonged your journey in time or distance (other than legitimate deviation from the shortest route to avoid congestion, such as road works), please contact the council's Licensing Team.

I have no means to pay the fare, what options are open to a taxi driver?

In essence there are a number of options available to a driver:

- Return the passenger to the point they were picked up. Although this incurs additional costs, it ensures the passenger has not actually benefited from a breach of contract.
- Take the passenger to the nearest police station. Since the introduction in January 2007 of the Fraud Act 2006, this is a criminal matter and the police should take such deliveries of passengers and reports by drivers seriously. It is suggested that this is likely to be more effective than returning them to their destination, depending on the distances involved.
- The Town Police Clauses Act 1847 states that in the case of refusal to pay the fare, the fare (together with any costs) can be recovered as a civil debt (Magistrates' Court Act 1980).
- In some areas, especially on late-night hirings, some drivers ask for either a deposit to be made against the fare, or full fixed payment in advance. This is permissible as long as monies gained do not exceed the metered fare.

Example fares under North Devon Council's maximum fares for licensed Hackney carriages (correct as at 26 April 2016)

Tariff 1-4 passengers		1 mile	2 miles	3 miles	4 miles	5 miles	10 miles	15 miles
1	Hirings begun between 7am and 11.30pm Monday to Saturday , except Xmas and New Year's Day	£4.05	£6.55	£9.05	£11.55	£14.05	£26.55	£39.05
2	Hirings begun between 11.30pm and 7am Monday to Saturday , as well as hirings all day on Sundays and all bank holidays, except Xmas Day and New Year's Day	£6.10	£9.90	£13.70	£17.50	£21.30	£40.30	£59.30
3	Hirings begun between midnight Xmas Eve and midnight Xmas Day and between 10pm New Year's Eve and midnight New Year's Day	£8.10	£13.10	£18.10	£23.10	£28.10	£53.10	£78.10
Tariff 5-8 passengers		1 mile	2 miles	3 miles	4 miles	5 miles	10 miles	15 miles
4	Hirings begun between 7am and 11.30pm Monday to Saturday , except Xmas and New Year's Day	£6.10	£9.90	£13.70	£17.50	£21.30	£40.30	£59.30
5	Hirings begun between 11.30pm and 7am Monday to Saturday , as well as hirings all day on Sundays and all bank holidays, except Xmas Day and New Year's Day	£8.10	£13.10	£18.10	£23.10	£28.10	£53.10	£78.10
6	Hirings begun between midnight Xmas Eve and midnight Xmas Day and between 10pm New Year's Eve and midnight New Year's Day	£12.20	£19.80	£27.40	£35.00	£42.60	£80.60	£118.60

Complaints

North Devon Council records and investigates complaints relating to taxis and taxi drivers operating in the area, for example overcharging, driver conduct, driving standards or vehicle condition.

If you a complaint about a North Devon Council taxi or taxi driver, you may choose to take up your complaint with the driver directly. Alternatively, take a note of the driver's name and badge number, vehicle plate number (which is shown on the rear of the vehicle and in the windscreen) and/or vehicle registration number and contact the council's Licensing Team:

Licensing Team
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 Barnstaple
 Devon
 EX32 2GR
 Tel: 01271 388 415
licensing@northdevon.gov.uk