

CODE OF CONDUCT

1. You should be clean and smartly dressed.
2. You should be courteous.
3. You should not drink alcohol while on duty.
4. When you are waiting for hire you should keep close to your taxi-cab.
5. When your taxi-cab is available for hire you should not normally refuse a hire. This is particularly the case if yours is the first (rank) taxi-cab on a taxi rank or if you are hailed when driving your taxi-cab. However, you may do so if you reasonably believe that -
 - your fare will not be paid;
 - the hire will last for more than an hour;
 - the hirer's clothing will dirty or unreasonably wet the interior of your taxi-cab;
 - the hirer will act in a disorderly manner during the journey.
6. In particular you should not refuse a hiring by a person with a disability. But if you must because your taxi-cab cannot take their wheelchair you should try your best to find one that can.
7. You should not seek passengers in a manner that may cause a nuisance, for example by stopping and asking people if they need a taxi-cab.
8. You should arrive for a booking at the correct time. However, if this proves to be impossible you must try to inform the hirer that you will be late.
9. You should assist passengers. For example, you should open doors, help load and unload luggage and move it to or from premises where it is reasonable to do so.
10. You should not normally refuse to carry in your taxi-cab luggage or any other items accompanying a passenger. However you may refuse to carry -
 - an animal, although you should carry a guide dog or a hearing dog unless you have a good medical reason for not doing so;
 - an item that weighs more than 32 kilograms;
 - an item which because of its size or nature cannot be safely carried in the taxi-cab.

11. You should normally take a hirer to the destination requested but may end a hire at any time or place if the hirer -
 - acts in a disorderly manner;
 - smokes in your taxi-cab;
 - continues to eat or drink in your taxi-cab after you have asked them to stop doing so;
 - continues to play a radio, tape or disc after you have asked them to stop doing so
 - continues to distract your attention while driving after you have asked them to stop doing so.
12. You must not start your taxi meter until the hire starts. This usually means when a passenger gets into your taxi-cab but if you have been asked to go to a certain place to pick up passengers it means when you arrive at that place.
13. Unless your passenger agrees, you should not play a radio, tape, disc or similar device while your taxi-cab is on hire. This includes wearing a personal stereo. However, you can use normal taxi communication equipment.
14. You must not charge or attempt to charge more than the correct amount. In particular you must ensure that you set your taxi-meter to the correct tariff. The tariffs must be displayed prominently in your vehicle.
15. You should keep your taxi-cab in a clean and tidy condition, both inside and out, and promptly repair it if it is damaged.
16. You should regularly maintain your taxi-cab and keep a log that you have done so.
17. You should ensure that the sign on your taxi-cab that shows if it is available for hire is not lit when it is not available for hire.
18. If your taxi-cab is a rank taxi-cab you should not allow it to stand on a taxi rank unless it is available for hire. If your taxi-cab is a Private hire taxi-cab you must not pick-up passengers from, on or near a taxi rank or stand on any taxi-rank although you may pick up a passenger at the taxi rank at the Airport, Albert Pier or Elizabeth Harbour if no rank taxi-cab is available to do so.
19. You should not involve yourself in conflict with other road users, other psv drivers or members of the public but should refer any complaint to the Driver and Vehicle Standards Department.
20. You should make your self aware of the laws governing your profession and observe the rules of the road.

21. You must wear your badge in a conspicuous position so that it can be easily legible when you are driving your taxi-cab
22. You must produce your badge for examination on being requested to do so by a Police or Traffic Officer.
23. You must ensure that inside your taxi-cab is displayed a sign in a position that can be easily read by a passenger showing the PSV taxi-cab number.
24. You should ensure the hours worked are not likely to cause fatigue. You should always consider the number of hours worked already and the activities undertaken - e.g. other employment.
25. It is an offence to smoke in a taxi-cab at any time.
26. You will probably be the first resident that visitors meet in the Island. Ensure that their first impression is a good one.



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DVS

Driver and
Vehicle Standards

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**For the guidance of the driver and/or a licence holder
of a rank or private hire taxi-cab or a limousine taxi-cab**

**Published pursuant to Article 37(4) of the
Motor Traffic (Jersey) Law 1935**

NOTE: A failure to comply with any requirement of this code will be taken into account by the Minister when considering if you are a fit and proper person to continue to hold a taxi-cab licence and/or a badge and whether your vehicle is fit to continue to be used as a taxi-cab.



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