**Private Hire Operator: Conditions attached to Licence**

1. The Operator must keep a record and maintain such a record at his/her premises detailing the particulars of all vehicles operated by him or her, which shall include the following:

* the licence plate numbers;
* the registration numbers;
* the names and addresses of the proprietors;
* the names and addresses of drivers;
* the licence (badge) numbers of drivers;
* copies of licences for all licensed vehicles and drivers; and
* copies of insurance certificates for all licensed vehicles.
  1. The Operator must, before a hiring starts, record in a suitable book the pages of which are numbered consecutively, or by use of a suitable computer programme the following particulars:

1. the date and time of the booking;
2. the name and contact telephone number / email address (if either are available) of the hirer and, where the booking is received from another operator, the name of that operator;
3. the manner in which the booking was made (i.e. whether by telephone, in person, or by electronic means);
4. the time and place at which it is intended that the passenger shall be collected;
5. the destination (which may be recorded electronically at the conclusion of the journey using GPS tracking);
6. the time at which the driver was allocated the booking;
7. the registration number and licence plate number of the vehicle allocated to the booking;
8. the licence number of the driver who will attend the booking; and
9. where the booking is passed onto another operator by way of “sub-contracting”, the name and address of that operator, together with the Operator’s licence number and issuing authority.
   1. The Operator must keep the records referred to in the above conditions and make available for inspection on request by an authorised Officer of the Council or a Police Officer for a period of not less than 12 months. If the records are maintained by the use of a computer, the operator shall ensure that a print-out of any record kept can be provided at any time the business is in operation, on request by an authorised officer of the Council or a Police Officer for a period of not less than 12 months.
10. The Operator must within 7 days of any request made by any Authorised Officer, make available any records or other information that would reasonably assist with an investigation. Any failure to comply with the reasonable request of the Licensing Officer will be considered relevant when assessing the suitability of the applicant to continue to hold a Private Hire Operator licence.
11. The Operator must have a complaints procedure in place which can be audited and checked by the licensing authority upon request.
12. The Operator must not invite or accept a booking for a Licensed Vehicle, or control or arrange a journey to be undertaken by such vehicle, without first making available in writing, or giving orally, or by means of electronic communication to the person making the booking information as to the basis of charge for the hire of the vehicle.
13. The Operator must not charge a higher price for any journey, for a person who requires “mobility assistance” than would otherwise be charged for a person without such a need for “mobility assistance” for the same journey.
14. The Operator must not accept a booking for a vehicle to carry more passengers than the vehicle is licensed to carry.
15. The Operator must not take any bookings requested directly by the driver of any licensed vehicle.
16. The Operator must, when accepting a booking for a vehicle to attend at an appointed time and place, ensure that unless delayed or prevented by some sufficient cause, a suitable vehicle attends at that appointed time and place. If an Operator sub-contracts a booking ( under the Deregulation Act, 2015 ) the operator shall inform the customer prior to the vehicles arrival at the pick up point, of the details of the sub- contractor that will be conducting the journey and give them the contact number and licensed name of that Operator.
17. The Operator must provide, and ensure that any vehicle in his employ that is fitted with a taxi-meter carries and displays upon request a list of the tariffs charged by the Operator.
18. The Operator must take all necessary measures, including those requested by the Licensing Officer, Police Officer or other Authorised Officer to prevent vehicles in its employment, from parking or congregating in such a manner as to cause a nuisance to any reasonable person.
19. The Operator must make all necessary measures to ensure drivers in their employment do not park in a prominent position that may encourage unlawful hire.
20. The Operator must maintain an adequate supply of livery, and provide such livery upon request to the driver of a Licensed Vehicle in his or her employ should such livery be found to be absent, deteriorated or perished.
21. The Operator must not, knowingly or without the prior written consent of the Council, engage in partnership with, or allow or tolerate any involvement in the management of the licensed Operator by:

* any person who has been convicted of an offence under the Local Government (Miscellaneous Provisions) Act 1976 or any other legislation relating to Private Hire and Hackney Carriage licensing; and
* any person who, for the purposes of Part II of the said Act, has been found by any Licensing Authority not to be a fit and proper person to hold a Hackney Carriage & Private Hire (Combined) Driver Licence or Private Hire Operator Licence.

1. The Operator shall inform the Council in writing, and within 14 days of him / her having received a fixed penalty notice, been bailed, arrested, cautioned, reprimanded or is involved in an investigation, charged with or convicted of any criminal offence and interviewed under caution at a police station for any offence which you are suspected of having committed.
2. The Operator must be responsible for the actions of any manager, supervisor or any other person appointed to run the Private Hire Operator business on his / her behalf.
3. If provision is made by the Operator on his or her premises for the reception of members of the public proposing to hire a vehicle, the Operator must ensure that the premises are in a clean and tidy condition at all times, and that adequate arrangements are made for the seating of customers within the premises.
4. The Operator must not permit any person who is behaving in a manner likely to give rise to concerns regarding the safety of other members of the public, to remain upon the premises in respect of which this licence is in force.
5. The Operator must understand that a Private Hire Operator licence is not transferable.
6. The Operator must notify the Council immediately (and in any case within 7 days) of any change in the Operator’s business address, in the vehicles operated by the Operator or in the drivers employed to drive them; and make payment of any associated fee for the re-issue of the licence following such amendments being made.
7. The Operator must ensure that every driver employed to drive the vehicles operated by the Operator holds a Hackney Carriage & Private Hire (Combined) Driver Licence and is acquainted with the conditions attached to such a driver licence.
8. The Operator must ensure that the holder of any Hackney Carriage Vehicle Licence or Private Hire Vehicle Licence relating to a licensed vehicle operating under his / her Operator licence is acquainted with the conditions attached to such a vehicle licence.
9. The Operator must inform the licensing authority if he/she intends to be absent or unavailable for 7 days or more, giving details of a responsible person.