

PASSENGER BILL OF RIGHTS

This page details the rights and responsibilities of passengers when hiring or travelling with Riverside Line Taxi Car Service.

When traveling in a taxi, passengers have the right to:

- Ride in a Taxi cab that is clean, in good condition, and has passed all required state inspections. It is a basic right of the passenger to expect to travel in a clean, safe, tidy and roadworthy cab.
- Be driven by a licensed driver with a good standing driving record.
- A safe and courteous driver who obeys all traffic laws.
- A quiet trip, free of horn honking and audio / radio.
- Receive a free quote from the dispatcher or auto dispatch application and pay that amount for your ride (unless the trip changes).
- A driver who does not use a cell phone while driving (hands-free phones are not permitted during the ride).
- A smoke and scent free ride.
- Air conditioning or heat upon request by the passenger.
- Working seatbelts for all passengers – please use them!
- Not share a ride, unless you want to.
- Be accompanied by a service animal.
- Decline a tip for poor service.
- Request a wheelchair-accessible vehicle and be provided with equivalent service.
- Their choice of a preferred route. A passenger can specify the route to be taken to reach the stated destination. If a route is not specified, the taxi driver is required to take the most direct and practicable route available. The driver may use a street directory or GPS to establish the appropriate route.
- Access to view the total fare for the ride.
- When a passenger starts a taxi ride, the customer can request verbally how much the fare will be to his/her final destination which has to match exactly with the fare displayed on the driver's application.
- A passenger has the right to have air conditioning in the taxi turned on or off. However, taxi drivers are not expected to meet unreasonable requests which may impair their ability to provide a safe ride, such as setting air conditioning to levels which create discomfort.
- A passenger has the right to request a ride to their expected comfort level. This includes the right to have a music system or radio turned off or down. Passengers may also advise the driver if they wish to complete the taxi ride without conversation.

Assistance animals

- Assistance animals, such as guide dogs, for people with a vision or hearing impairment must be accepted by the taxi driver for carriage within the cab.*
- All other animals are not permitted in the cab and drivers must refuse a request for them to be carried.
- All other animals are only permitted in the cab when travelling to the vet. If not travelling to the vet, drivers must refuse a request for them to be carried.

Refuse multiple hiring

- Passengers who have hired a taxi cab are entitled to exclusive use of the taxi for the course of their trip. *
- A driver must provide passengers with the ability to pay by credit or debit cards which are displayed in the taxi.
- A receipt or tax invoice.
- On request, the driver must provide a receipt that is legible and contains the following details:
 - Signature of the driver
 - Number of the taxi
 - Driver id number
 - All items which make up the total fare
 - Total amount paid
 - Payment date
 - The driver is obliged to explain to the customer how the fare was calculated if requested at the end of the journey.
 - Use any taxi in the rank
 - Passengers have the right to choose any taxi in the taxi rank.

Passenger responsibilities

- Fare payment
- When hiring a taxi, a passenger has entered into a legal agreement to pay the fare displayed in the application or verbally given by the office dispatch, any tolls cost incurred, stop or waiting time will be add it the basic fare.

Wearing of seat belts

- All passengers must wear seat belts and ensure that any person under their control who is 12 years old or younger is also wearing a seat belt or appropriate restraint.
- Number of passengers permitted to be carried in the taxi.
- A taxi driver is not permitted to carry more passengers than the number which the cab is licensed to carry. This number will be indicated on the vehicle. Therefore, a passenger cannot request the driver to carry more than the permitted number of passengers.
- Consumption of alcohol and carrying open alcohol container is totally prohibited.
- Passengers must not consume alcohol or carry open containers which hold, or say they contain, alcohol while travelling in a taxi.