

Appendix G - Operator Licence Conditions

1. The licensee shall keep a suitable record and shall enter therein before the commencement of each journey the following particulars of every booking of a private hire vehicle invited or by undertaking it at the request of another operator and whether or not the vehicle to be hired is provided by the licensee himself, and such record must be maintained for at least the period of 5 years and all entries must be made in ink, unless the data is taken and stored digitally, which must still be available to an authorised officer upon request.
 - Date of booking.
 - Time of booking.
 - Whether direct from hirer or at request of another operator (in the latter instance give name of operator).
 - Name of hirer.
 - Place, date and time at which vehicle is to pick up.
 - Place, date and time of the vehicle destination.
 - Place and registration number of vehicle, and the name of proprietor if not the licensee himself.
 - Name of the vehicle driver.
2. The licensee shall keep a record of the following particulars of any private hire vehicle for which he or she invites or accepts bookings:
 - Vehicle registration number.
 - Private hire plate number.
 - Permitted number of passengers to be carried as shown on the private hire licence plate.
 - Make and model of vehicle.
 - Name and address of vehicle proprietor.
 - Date the vehicle was first licensed for motor taxation purposes.
 - Date the vehicle was first licensed by this Licensing Authority for private hire work.
 - Date on which the vehicle was added to the operator's fleet.
 - Date on which the vehicle was withdrawn from the fleet.
3. The licensee shall keep a record of the following particulars of all licensed private hire vehicle drivers engaged to drive any private hire

vehicle operated by him or her:

- Full name of driver;
 - Full permanent address of the driver;
 - Date of birth of driver
 - Drivers private hire badge number.
 - Date that engagement/employment commenced.
 - Date that engagement/employment terminated.
4. The licensee shall produce all or any of the records specified in conditions on request to any authorised officer of this Licensing Authority or to any Constable for inspection.
 5. The licensee shall not invite or accept bookings for private hire work for any vehicle which has not been licensed by this Licensing Authority for such work.
 6. The licensee shall not employ or otherwise engage whether directly or indirectly any person to drive any private hire vehicle for which the licensee invites or accepts bookings unless the person has been granted a private hire driver licence by this Licensing Authority and there is in force for every journey appropriate third-party insurance cover in the event of all passengers' personal injury.
 7. The licensee shall provide a prompt, efficient and reliable service to members of the public at all reasonable times and for this purpose shall in particular;
 - Ensure that when a private hire vehicle has been hired to pick up at an appointed time and place the vehicle shall, unless delayed or prevented by enough cause, punctually attend at the appointed time and place;
 - Ensure that when a private hire vehicle has been hired, the vehicle shall be clean inside and display on the external rear of the vehicle, the current private hire vehicle licence plate provided by this Licensing Authority;
 - Ensure that when a private hire vehicle has been hired the price of the journey shall be given to the hirer at the time of the booking.
 - Ensure that at the time of the booking the hirer will be informed that in the cases of a lone person travelling they shall be informed that they are required to travel in the rear of the vehicle unless requested otherwise at the time of the booking.
 8. Keep clean, adequately heated, ventilated and lit any premises

provided and to which the public have access whether for the purpose of booking or waiting;

9. Ensure that any waiting area provided has adequate seating facilities;
10. Ensure that any telephone facilities and radio equipment provided are maintained in a sound condition and that any defects are repaired promptly.
11. The licensee shall immediately on receipt of any information or complaint, as listed in South Cambridgeshire District Council Hackney Carriage and Private Hire Licensing Policy (convictions section), notify the Licensing Officer and provide details of the action taken.
12. A record of all complaints will be kept by the operator and made available to an authorised officer on request in the case of an investigation.
13. The licensee shall notify the Licensing Officer, in writing, of any change in his or her address within seven days of such a change taking place.
14. The licensee shall notify the Licensing Officer in writing of any conviction arising out of court action imposed upon him or her or; if the licensee is a company or partnership, on any of the directors or partners.
15. The licensee driver shall notify the Licensing Officer in writing of any change of his or her address during the period of the licence within seven days of such change taking place.