

# Cambridge City Council Taxicard



## Information Booklet

From 1 April 2010 until further notice

Please read this booklet carefully



# 1: THE TAXICARD SCHEME

## Cambridge Taxicard Scheme

Welcome to the Cambridge Taxicard Scheme. Please read this booklet carefully. Write your Taxicard Customer Number in the boxes below, you must quote this number whenever you order a taxi and if you have any queries.

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The Cambridge Taxicard scheme is available only to Taxicard holders for personal travel in taxis that operate in Cambridge.

<b>A1 Cabco</b>	<b>01223 313131</b>
<b>Ace Taxis</b>	<b>01223 462020</b>
<b>CamCabs</b>	<b>01223 704704</b>
<b>CamTax</b>	<b>01223 242424</b>
<b>Ditton Cars</b>	<b>01223 560455</b>
<b>Panther</b>	<b>01223 715715</b>

## Journeys You Can Make using Taxicard

You may use your Taxicard vouchers for any type of journey you wish. This includes trips to hospital. Your journey must start or finish within the City boundary and must not go beyond a 10mile radius of the City centre. There will be no subsidy at all if your journey goes beyond this 10mile radius.

## Number of Taxicard Vouchers

Each Taxicard holder is issued with 100 vouchers per year. Taxicard holders joining after 1 April will be issued with a proportion of the yearly vouchers.

Vouchers are valid from 1 April to 31 March the following year.

If you have used all your vouchers before the 31 March you will have to wait until the following April for your new set of vouchers. **We cannot issue additional vouchers.**

A trip is a one-way journey

If you lose your vouchers we can replace them.

## Time

The Taxicard can be used at any time of the day, any day of the year.

## Companions

You may be accompanied by travelling companions at no extra cost.

## 2: HOW TO USE THE TAXICARD SCHEME

### How to Book Your Taxi and Notice Required

Booking should be made by phone. Contact details are on the card sent with your vouchers and on page 11 of this booklet.

Bookings should be made at least 15 minutes before the time the taxi is required. For wheelchair accessible taxis this should be at least 30 minutes, please give up to one hour if possible during busy periods.

### Return Journeys

You can book your return journey in advance when you book your outward journey. Please provide the taxi firm with a contact number if possible in case there is a delay on their behalf.

### Taxi Availability

There will be occasions when wheelchair accessible vehicles are not readily available particularly during rush hour and when weather conditions are poor, please allow for this when planning your journey.

## Advance Bookings

You can book your journey in advance.

## Regular Bookings

If you need a regular booking contact the Taxi Operator to discuss your requirement.

## Information Needed When You Book Your Journey

When you telephone to book your taxi please provide information in the following order:

- Your Taxicard Customer number
- Your name
- The exact pick up address
- The exact destination address
- Say if you need a wheelchair accessible taxi
- Say if there are any special pick up instructions

## Assistance and Wheelchair Accessibility Vehicles

Drivers will be able to give you some assistance in getting into and out of the taxi. Tell the operator when you book if you require any special assistance

Please note that **some** electric wheelchairs and scooters are too wide to be secured inside a taxi and therefore cannot be carried. Please check when making your booking that your wheelchair can fit in the vehicle.

Not all vehicles are wheelchair accessible and there may be times you will have to wait for a suitable vehicle. The taxi firm will advise you on the expected time of arrival.

**By law wheelchairs must be secured inside the taxi.**

## Taxi Ranks

Taxi Drivers with the logo of participating companies on them should normally accept your Taxicard, some taxis also have a sign saying "TAXICARDS accepted here". If you use other taxis on the rank you will have to pay full fare.

Drivers should always carry ramps, straps and seatbelts with them if their cab is wheelchair accessible and all drivers should offer you reasonable assistance.

If you have any difficulty when using a taxi, make a note of the plate number on the plate at the back of the cab (or the registration number) and report it to the company and / or the Licensing Enforcement Officer (refer to the Complaints section of the booklet for address)

### 3:TAXI CHARGES AND THE TAXICARD VOUCHER

#### How Much You will have to Pay towards Your Journey

You will be charged the amount on the Taxi meter.

There is a minimum fare, of which you must pay at least £1.00.

Your Taxicard voucher can be used towards the remaining part of the fare.

On journeys costing more than the minimum fare, the Taxi driver will accept your Taxicard voucher as part payment. You will be charged the remaining amount.

**The law allows taxis to have an initial hiring fare on the meter.**

#### Current Fares

Current fares are displayed within the vehicle or are available from the Taxi Licensing Section. If you have any questions on the amount charged please telephone the Customer Services Centre on 01223 457000 and ask to speak to a Taxi Licensing officer.

## Additional Charges

You will have to pay for any additions shown separately on the meter. Additional charges can be made when:

- The entire journey must take place between 7pm and 7am.
- On Sundays
- Bank Holidays
- Between 7pm December 24 and 7am December 26
- Between 7pm December 31 and 7am January 1
- Waiting time
- If the Taxi is deemed unsuitable for service after your journey, a clean-up charge to a maximum of £80 may be imposed.

## Additional Passengers

Additional passengers may accompany you on your journey at no extra cost.

## Where more than one Taxicard Holder travels in the same taxi

For each journey, only one Taxicard voucher will be accepted by the Taxi driver, no matter how many Taxicard holders are travelling at the same time.

## Tipping

There is no obligation on you to tip the driver but if you choose to do so, the amount is at your discretion. Tips are not included in the subsidy.

## 4.ADDITIONAL INFORMATION

### Restrictions of the Use of Your Taxicard Vouchers

You must not allow anyone else to use your Taxicard vouchers. If you abuse this restriction your Taxicard membership may be cancelled.

### Lost Vouchers

If you lose your Taxicard vouchers please notify the Taxicard Administrator by telephone on 01223 457000 quoting your name, address and Taxicard Customer number

### Change of Address

Please write to the Taxicard Administrator if the Taxicard holder has moved, is no longer able to use the Taxicard, or has died.

The Taxicard Administrator  
The Taxicard Scheme  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

## 5:COMPLAINTS & CONTACT DETAILS

### Cambridge City Council Contact Details

1. If you wish to complain or make other observations about the taxicard scheme please write to:

The Taxicard Administrator  
The Taxicard Scheme  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

If you are unable to write then you can telephone 01223 457000 and ask to speak to the Taxicard Administrator

We will need your name and Taxicard Customer number.

2. If you have a complaint about the service you have received from a Taxi Driver or Taxi Firm please write to:

The Licensing Enforcement Officer  
Environmental Services  
Cambridge City Council  
PO Box 700  
Cambridge  
CB1 0JH

If you are unable to write then you can telephone 01223 457900 your complaint will be logged, we will need your name and Taxicard Customer number.

## Taxicard Scheme Operator Contact Details

3. You can also write to or telephone the Taxi operator that you made the booking with.

A1 Cabco      Unit 3 Peaks Storehouse,  
135 Ditton Walk, Cambridge, CB5 8PY.  
Tel: 01223 313131

Ace Taxis      Cheddars Lane,  
Cambridge, CB5 8LD.  
Tel:01223 462020

CamCabs      4 Ronald Ralph Court, 1A Ditton Walk,  
Cambridge, CB5 8PX.  
Tel:01223 704704

CamTax      Suite 3 Pepper Mill, 1A Ditton Walk  
Cambridge, CB5 8QD  
Tel:01223 242424

Ditton Cars      97 Howard Road  
Cambridge, CB5 8QT  
Tel:01223 560455

Panther      Convent Road  
Denny End Industrial Estate  
Waterbeach, CB5 9QT  
Tel:01223 715715

