

Falkirk Council
Civic Government (Scotland) Act 1982
Civic Government (Scotland) Act 1982 (Licensing of Booking
Offices) Order 2009
Taxi/Private Hire Car Booking Office Licences
Conditions

Mandatory Conditions for Booking Offices

1. The Licence Holder must keep a record of every booking for the hire of a relevant vehicle taken at the relevant premises;
2. The Licence Holder must keep a record of : –
 - (1) The registration number of the vehicle which was hired as a result of a booking taken at the relevant premises; and
 - (2) The name of its driver at the time of that hire.
3. The Licence Holder shall take all reasonable steps to ensure that any booking taken at the relevant premises from a member of the public for the hire of a relevant vehicle results in the hire of a vehicle which is –
 - (1) A relevant vehicle; and
 - (2) Being driven by a person who holds a taxi driver's licence or a private hire car driver's licence granted under Section 13 of the Act, and that licence is in effect.

Local Conditions for Booking Offices

4. In addition to the records that the Licence holder must hold (detailed in condition 2 above), the Licence holder must keep a record of the date and time of each booking, the date and time of the journey, the place of journey commencement and proposed final destination.
5. The Licence Holder shall ensure that every booking for a taxi or private hire vehicle that has been accepted is fulfilled at the time and location specified, unless prevented by sufficient cause.
6. The Licence Holder shall keep a record of the reasons why any bookings accepted were not fulfilled at the time and location specified.
7. The Licence Holder shall produce a policy or procedure for dealing with complaints from members of the public and from persons whose bookings have not been accepted or fulfilled. The Licence Holder shall ensure that all staff are aware of this policy or procedure.
8. The Licence Holder shall keep a record of all complaints made and how they were dealt with.

9. The Licence Holder shall not ask the driver of a taxi or private hire vehicle to do anything which would result in him/her committing a breach of the conditions attached to their licence.
10. The records detailed in Conditions 2 and 4 above, may be kept electronically, but the Licence Holder shall ensure that there is a printed version kept within the premises at all times
11. The Licence Holder shall keep all records for a period of 3 years, which records must be made available to the Licensing Authority, an authorised officer and/or to the Police on demand.
12. Definitions.

“the Act” means the Civic Government (Scotland) Act 1982;

“the Licensing Authority” means a Council constituted under Section 2 of the Local Government etc. (Scotland) Act 1994 and for the purpose of these conditions means Falkirk Council and any employee, officer or agent authorised to act for and on its behalf;

“the Police” means Police Scotland and any employee, officer or agent authorised to act for and on its behalf;

“Licence Holders” means the person, persons, company, firm, public body or voluntary organisation named in the Licence;

“relevant premises” means the premises specified in the Licence.

“relevant vehicle” means a vehicle in respect of which a taxi licence or a private hire car licence has been granted in terms of Section 10 of the Act and that licence is in effect.