

Our Service aim is to enhance and protect the health, safety, economic welfare and environment of residents, business and other stakeholders in the Vale of Glamorgan.

Our Service Objectives are:

To be customer focused, accessible and responsive to the needs of the community.

To improve the environment through monitoring and regulating air and water quality, noise and contaminated land.

To protect health and safety of the community by ensuring businesses meet legislative requirements, controlling infectious disease, encouraging responsible dog ownership, controlling pests and regulating animal health and welfare.

To maintain a fair and equitable trading Environment

To achieve these objectives a combination of strategies are used to control, reduce and wherever possible eliminate risks including :

- Effective enforcement of legislation.
- Appropriate education and advice.
- Responding to customer requests for service.
- Using intelligence information to inform delivery priorities.
- Working with other Organisations.

THE VALE OF GLAMORGAN COUNCIL LICENSING SECTION

We are committed to offering the best and most cost-effective service possible.

The Licensing Section is continuously improving its service to ensure public safety.

If you have any comments, complaints or suggestions about the quality of the service we provide, please contact the Licensing Team Leader.

Where To Find Us:

**TEAM LEADER LICENSING
LICENSING SECTION
CIVIC OFFICES
HOLTON ROAD
BARRY
CF63 4RU**

Opening Hours

9am - 4.30pm Monday - Thursday

9am - 4pm Friday

Phone: 01446 709105

Fax: 01446 709808

Email: Licensing@valeofglamorgan.gov.uk

www.valeofglamorgan.gov.uk

VALE OF GLAMORGAN COUNCIL

LICENSING SECTION



Hackney Carriage and Private Hire Drivers

Taxi Drivers

**GENERAL
INFORMATION**

VALE of GLAMORGAN



TAXI DRIVERS

- The driver shall be clean and respectable in his/her dress
- The driver shall immediately after the journey or as soon as possible carefully search the vehicle for any property which may have been left behind
- Any property found to be left in the vehicle shall be handed into the Police within 48 hours, unless claimed by the owner beforehand
- On request from a passenger a written receipt must be provided for the fare charged describing the journey involved and indicating the Driver's licence number
- A driver shall punctually attend with the vehicle at the requested time and place



HACKNEY CARRIAGE / PRIVATE HIRE DRIVERS

Drivers must always wear their badge



The driver shall provide, when requested, assistance in loading and unloading e.g. luggage, shopping etc



- The driver shall **NOT** sound the vehicle horn to alert passengers of their arrival
- The driver shall take the most direct route to your destination or follow your directions

TAXI DRIVERS

- The driver will not allow more than the specified number of persons into the vehicle
- The carrying of any Guide, Hearing or other assistance dogs is free of charge when accompanying disabled persons. This will not apply if the driver has a medical exemption granted by this Council, which shall be displayed in the vehicle.



- When requested by a passenger, drivers will not smoke in the vehicle for the duration of the journey

