

## **Guide to Accessible Vehicles in Bracknell Forest**

Hackney carriages (taxis) and private hire vehicles can both be booked in advance for a door-to-door service, but only taxis can be hired in the street or at a rank.

Private hire vehicles must be pre-booked with an operator, and the fare should be agreed when booking. A list of licensed private hire operators can be found on the Council's website. If you are booking a vehicle in advance, make sure you let the operator know of any requirements you have so that they can send an appropriate vehicle.

Taxis are fitted with a meter, which shows the fare payable at the end of your journey. The fare chart should be displayed in the vehicle – please ask the driver to show it to you if it is not visible.

Taxis must, unless they have good cause, accept any hiring within Bracknell Forest. Fares for journeys ending outside of the Borough should be negotiated with the driver before the start of the journey.

The driver should provide you with any reasonable assistance at no extra charge. If you think that you have been overcharged for a journey, please ask for a receipt from the driver and note down the details of the driver and/or vehicle.

All of the hackney carriages in Bracknell Forest are fully wheelchair accessible and many have additional features to make travelling easier for disabled persons, such as induction loops and intermediate steps into the vehicle. Wheelchairs should always be secured according to the manufacturer's instructions.

All licensed hackney carriages and private hire vehicles must carry assistance dogs at no extra charge. The only drivers who are exempt from this are those with a proven medical condition which is made worse by contact with dogs. In these cases the driver will have a 'Notice of Exemption' certificate which must be displayed on the windscreen or dashboard of the vehicle. This notice will have a large ED (for Exemption Dogs) printed on it and will show the driver's licence number.

A list of vehicles that the Council has designated as wheelchair accessible is available on the Council's website. The driver of one of these vehicles will be committing an offence if they refuse a journey based on the fact that the hirer or a person accompanying them uses a wheelchair, unless they have a medical exemption. If this is the case, they will have a 'Notice of Exemption' which must be displayed in the vehicle. This notice will have a large EW (for Exemption Wheelchair) printed on it and will show the driver's name and licence number – you can check this against their badge.

If you want to make a comment or complaint about a Bracknell Forest taxi or its driver, please get in touch as soon as possible after the journey or incident. Any complaint about the service provided by a vehicle that you booked should be reported to the operator with whom you made the booking. If you are not satisfied with the outcome, please contact us.

If a driver has refused to carry you because you are in a wheelchair or because you have an assistance dog, please contact us directly as soon as possible, with as many details of the vehicle and driver as you can remember.

To contact us, you can log a call with our Customer Service Centre on 01344 352000 and an officer will call you back. Alternatively, email us at [licensing@bracknell-forest.gov.uk](mailto:licensing@bracknell-forest.gov.uk), or write to us at: Licensing Section, Bracknell Forest Council, Time Square, Market Street, Bracknell, RG12 1JD