

19 June 2020

frequently asked questions

Just some quick answers to some frequently asked questions for the trade for the current situation:

1. I see the government have made face coverings mandatory on public transport. Does this include taxis and private hire vehicles?

Answer – No. They are missing from this guidance. However, as it is in place for other forms of public transport, we are strongly recommending that drivers equip themselves with suitable face coverings and use them.

2. Will you take enforcement action against drivers not wearing face coverings?

Answer – No. They are not required by law but we are strongly recommending them.

3. Will you take action against a driver that refuses to carry passengers not wearing a mask?

Answer – No. Currently this is not an unreasonable request from a driver. However, we will take action if a driver refuses a short fare using this as an excuse but is later found carrying passengers without face coverings. Note that children and people with breathing problems may be exempted from these requirements.

4. If I am plated for 4 passengers, can I refuse to take a front seat passenger if there is a group of 4?

Answer – Yes, This is not unreasonable during the pandemic.

5. Can I fit a screen in my vehicle to protect myself and passengers?

Answer – Yes, for the duration of the pandemic and so long as customers/drivers can see through them, they don't interfere with any safety features inside the vehicle and you inform your insurers.

Hope this is of some assistance.

Regards

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