

LICENSING TEAM

Southampton and Eastleigh Licensing Partnership

Southampton City Council
Civic Centre
Southampton
SO14 7LY

Licensing Team,
Southampton & Eastleigh Licensing
Partnership
PO Box 1767, Southampton SO18 9LA



Direct dial: 023 8083 2421
Our ref: 2017/00020/45TXPO

E-mail: licensing@southampton.gov.uk
Please ask for: Russell Hawkins

Cab My Ride Limited
Arena Business Centre
Threefield Lane
Southampton
SO14 3LP

17 July 2019

Dear Sir

Section 29 of the Equality Act 2010

It has come to our attention that your company now offers a wheelchair accessible service on your app. I have examined your app and note that a booking for a normal vehicle from our office to Woolston is quoted as £7-9, a six seater vehicle is quoted as £9-£11, a premium vehicle is quoted as £11-£13 and for an accessible vehicle the quote is £12-£14.

The accessible function of your app is clearly marketed towards disabled passengers as it features a wheelchair symbol in the app icon.

Section 29 of the Equality Act states:

- (1) A person (a "service-provider") concerned with the provision of a service to the public or a section of the public (for payment or not) must not discriminate against a person requiring the service by not providing the person with the service.
- (2) A service-provider (A) must not, in providing the service, discriminate against a person (B)—
 - (a) as to the terms on which A provides the service to B;
 - (b) by terminating the provision of the service to B;
 - (c) by subjecting B to any other detriment.

Charging more for someone with a disability appears to breach the above legislation. This apparent discrimination against disabled users brings into question if you are fit and proper as an operator. Therefore I advise that you take steps to remove this pricing difference as soon as practicable.

I will examine your app again in fourteen days from the date of this letter. If I consider there is still a breach of any legislation we will consider enforcement proceedings against your company. This may result in the suspension or revocation of your operator's licence and may also include prosecution.

If you wish to discuss the matter further please call me on 023 8083 2421

Yours sincerely

Russell Hawkins
Senior Licensing Officer

If you require this letter or future correspondence from us in a different format (e.g. tape, Braille or disc) please do not hesitate to let us know.