

Taxicab Passenger / Operator Code of Ethics

As a taxicab passenger, you have the right to :

- A professional operator who is courteous and knowledgeable and who practices good hygiene
- Be transported by the most direct route unless you request a different route.
- Expect assistance with belongings going in or out of the vehicle when requested
- Expect a receipt to be provided upon request for the fare charged which indicates the date, time and company name
- A taxicab in good mechanical and physical condition
- A taxicab that has a clean passenger and trunk compartment and vehicle exterior
- A taxicab which is clearly identifiable and has the owners and operators municipal licence clearly displayed.
- A taxicab with a metre which charges an accurate fare for the distance and time travelled according to regulations.

Your taxicab operator has the right to expect a passenger or passengers:

- Behave in a civil manner
- Refrain from smoking, drinking or eating food inside the taxicab
- Will not distract or otherwise prevent the operator from focussing on driving the cab
- Clearly disclose their destination prior to departure
- Confirm a method of payment upon request
- Prompt payment of the posted fare

Service may be refused or interrupted in the following circumstances:

- Passenger is unruly, obnoxious or abusive
- Passenger refuses to show proof of payment or partial payment in advance as requested.
- Passenger request would constitute the driver breaking the law or violating the taxi & limousine regulations.
- Passenger physical appearance is in such a state that the interior of the vehicle would be left in an unsanitary or unuseable condition.
- Passenger appears to be in need of immediate emergency medical assistance
- Passenger refuses to disclose a specific final destination or presents circumstances which causes the operator to be fearful for his or her safety