

Taxis are a vital means of door-to-door transport for many people. For a large number of elderly and disabled people they are a lifeline. Taxis often provide the only means of local transport. They can be a vital link for long distance travel by rail or air. They are a very flexible form of transport.

You may have a vehicle which has been designed to make travel easier for many elderly and disabled people. These include those who use wheelchairs. The vehicle's design is only part of the answer. Your attitude and understanding are vital. If you are not sure how to help or you are not willing to help elderly or disabled passengers you may lose business. The passengers will have lost a valuable means of transport.

Under the Equality Act 2010, licensed drivers of taxis and private hire vehicles are under a duty to carry passengers with guide, hearing and other assistance dogs without additional charge. When carrying such passengers, drivers have a duty to:

- a) Convey the disabled passenger's dog and allow it to remain under the physical control of the owner; and
- b) Not to make any additional charge for doing so.

It is best practice to ask the passenger where they want themselves and their dog to sit in the vehicle

Disability comes in many forms, some visible some invisible. Never make assumptions. Always ask what help (if any) a passenger may need from you. Make sure you are familiar with any access and safety equipment in your vehicle.