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# Facilities for people with a disability

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## Introduction

We are committed to promoting accessible transport services to all users, and to upholding the objectives of the Equality Act 2010.

Drivers of designated taxi and private hire vehicles have a legal duty to:

- carry the passenger whilst in a wheelchair
- not make any additional charge for doing so
- take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort and
- give the passenger such mobility assistance as is reasonably required.

If the passenger chooses to sit in a passenger seat, the driver must carry the wheelchair in the vehicle.

## What does mobility assistance mean?

Mobility assistance means:

- enabling the passenger to get into or out of the vehicle
- enabling the passenger to get into and out of the vehicle while in the wheelchair (if the passenger wishes to remain in the wheelchair)
- loading the wheelchair into or out of the vehicle (if the passenger does not wish to remain in the wheelchair) and
- loading the passenger's luggage into or out of the vehicle

Drivers may be exempt from these duties because of a medical or physical condition and must carry their exemption certificate with them for the exemption to be valid.

## Designated wheelchair-accessible vehicles

A taxi or private hire vehicle is "designated" as wheelchair-accessible for the purposes of section 165 of the [Equality Act 2010](#) if it appears on the following list maintained under section 167 of the Act.

HCL Ltd	Tel: 01932 245400
Mr. Najam Qazi	Tel: 07886 806250
Mr. Colin Jones (CJ Cars Surrey Ltd)	Tel: 07961 040838

## GUIDE DOGS / ASSISTANCE DOGS

Drivers of taxi and private hire vehicles have a significant role to play in helping people with assistance dogs to travel and have a legal duty to:

- carry an assistance dog
- not make any additional charge for doing so

Drivers may be exempt from these duties because of a medical or physical condition and must carry their exemption certificate with them for the exemption to be valid.

## What if a driver refuses to comply with the above?

If a driver refuses to comply with the above requirements, we can investigate the incident and take appropriate enforcement action.

If you wish to make a complaint about a driver, please use our [online](#) form and following the instructions for submitting your complaint.