

Complaints

If you wish to make a complaint note the following:

- the fare on the meter
- the driver's badge number
- the vehicle plate number
- the time, date and place of journey

Further information

Contact the Hackney Carriage Officer at:
the city**direct** centre, Bartholomew Square,
Brighton BN1 1JP ☎292270
email: ehl.safety@brighton-hove.gov.uk

Or, the city**direct** centre, Hove Town Hall,
Norton Road, Hove BN3 3BQ ☎292290

Translations and large print

If you, or anyone you know, would like
this information in large print, on tape,
or in braille, please ring ☎01273 000000.

need a translation? ☎ 01273 000000

هل تحتاج إلى ترجمة؟ ☎ 01273 000000

به ترجمه نیاز دارید؟ ☎ 01273 000000

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This leaflet was designed by creative services @ Brighton & Hove City Council.

Brighton & Hove Taxi Information



There are two types of taxi operating in Brighton & Hove, Hackney Carriages and Private Hire Vehicles.

Hackney Carriages

How to recognise a Hackney Carriage

- most will display a full roof sign with the words Brighton & Hove Taxi
- they will be white with aqua-marine bonnets and boots (see the picture below)
- they will display a white square plate, with aqua-marine and black writing, on the rear of each vehicle which shows the taxi licence number
- the taxi licence number is on the rear passenger doors by the door handle

How to get a Hackney Carriage












- they can be hired from taxi ranks
- they can be hailed on the street
- they can be booked by telephone or by going to a taxi office
- they can be booked using freephones at various places in the city
- most taxi firms have wheelchair accessible vehicles which can be requested

Cost





Hackney Carriages can only charge the metered rate set by the council for journeys taking place in the city. These will be on display in each vehicle and a meter will calculate the fare. For any other journey the fare is negotiable with the driver before the start of travel.




















Taxi ranks in Brighton & Hove

-  Argos Western Road
-  Brighton General Hospital
-  Brighton Railway Station
-  Brunswick Square
-  Carden Hill / Carden Avenue
-  Court Farm Road / Nevill Road
-  Elm Grove
-  Fiveways Hollingbury Park Avenue
-  Floral Clock
-  Goldstone Villas near Hove Railway Station
-  Goldstone Villas near Woolworths

Hotels

-  The Grand
-  The Metropole
-  The Old Ship
-  The Thistle

-  Lewes Road / Coldean Lane
-  Lewes Road by Bus Garage
-  Norfolk Road – opposite Norfolk Square
-  Norton Road
-  Paston Place
-  Patcham Clock Tower (Ladies Mile Road)
-  Pool Valley Coach Station
-  Preston Street
-  Queens Park Terrace
-  Queens Square / North Street East Street
-  Royal Crescent – Marine Parade
-  Royal Sussex County Hospital
-  St.Peters Place
-  Stanford Avenue
-  The Broadway – Whitehawk
-  West Street
-  Western Street

Please note: Only Brighton & Hove Hackney Carriages are licensed to ply for hire on ranks

Freephones

- ☎ Asda Marina & Hollingbury
- ☎ Bingo Halls
- ☎ Brighton Centre
- ☎ Brighton Law Courts
- ☎ Brighton Pier
- ☎ Co op, St James Street
- ☎ Corn Exchange
- ☎ Golf Clubs
- ☎ Leisure Centres
- ☎ Local Hospitals & Doctor Surgeries
- ☎ Major Hotels & various Public Houses
- ☎ Marks & Spencer – Western Road
- ☎ Preston Park Railway Station
- ☎ Registrars Office - Brighton Town Hall
- ☎ Safeway, St James Street
- ☎ Sainsbury's Supermarkets
- ☎ School Clinic – Morley Street
- ☎ Sommerfield London Road
- ☎ Sussex University
- ☎ The Dome
- ☎ The Lift Maderia Drive
- ☎ Theatre Royal
- ☎ UCG Film Centre at the Marina
- ☎ Varley Halls – Coldean
- ☎ Woodvale Crematorium



Private Hire Vehicles

How to recognise a Private Hire Vehicle

- they may display a small roof sign with the company telephone number (optional)
- they must display a council plate which is green with black writing on the rear of the car which shows the vehicle licence number
- they must display a windscreen badge which shows the vehicle licence number
- the vehicle number is on the the rear passenger doors by the door handle

How to get a Private Hire Vehicle

They can only be booked by telephone or by going to their taxi office.

They cannot be flagged down and may not be insured for street hiring.

Cost

Most Private Hire cars have meters set to the same fare as Hackney Carriages for journeys within the city. These will be on displayed in each vehicle. For all other journeys or where no meter is used, the fare is negotiable with the driver before the start of travel.



Be safe - not sorry

All drivers must be wearing a badge showing their licence number and date of expiry. Vehicles and drivers are controlled by very stringent bylaws and licensing conditions.

Do only use Brighton & Hove Licensed Hackney Carriages or Private Hire Vehicles in Brighton & Hove

Do telephone a reliable firm or go to a taxi rank

Do sit in the back of the car and fasten your safety belt

Do ask for a vehicle with wheelchair access if it is needed

Do ask for a quote if your journey takes you outside Brighton & Hove

Do ask for a receipt if you think you have been charged too much

Do have small value notes and check your change **before** leaving the vehicle

Do ask to see the driver's badge and note the number. Also note the number on the rear passenger door or the back of the car if you have cause to complain

Do respect the driver and the vehicle you are travelling in

Do ask for a vehicle that allows smoking if you wish to smoke

Do not hail cars in the street or get into a car unless you are sure it is a Hackney Carriage or the Private Hire Vehicle you have ordered

Do not get into a vehicle if you are concerned for your safety

Do not engage a car for a long journey unless you are satisfied with the price quoted

Do not offer large value notes

Do not pay more than the fare on the meter
Tips are at your discretion.

