



CHEL TENHAM
BOROUGH COUNCIL

TRADE TIMES

For Hackney Carriage and Private Hire drivers.

Reminder Regarding Parking Enforcement

Cheltenham Borough Council do not designate taxi ranks, nor do they have enforcement powers for any parking infringements relating to parking offences that occur on any taxi ranks.

If there is a particular problem area, or a specific time of day where there are parking infringements occurring, please contact Gloucestershire County Council directly to report this so they can tailor their inspections accordingly:

- [Gloucestershire County Council website](https://www.gloucestershire.gov.uk)
- parking@gloucestershire.gov.uk
- 01452 425610

Taxi Ranks

There have been some queries raised by drivers as to whether the areas outside of the train station and 'The Queen's Hotel' are taxi ranks.

Gloucestershire County Council have provided details of all hackney carriage ranks in the borough. We can confirm that both areas have been designated as taxi ranks. If you have any queries regarding this, or parking enforcement in these areas, please [direct it to the county council](#).

Uber Enquiries

You may be aware that Uber withdrew from 'local cabs' schemes in December 2023; this included a relationship with a local company.

Recently, we have received reports of Uber vehicles being available for hire in the borough. The law allows private hire drivers to work cross-border, as long as the operator, driver, and vehicle are licensed by the same local authority, and bookings and dispatch are correctly managed by the operator. This does allow for an element of sub-contracting. Hackney carriage drivers, and their vehicle, may also work for an out of borough private hire operator.

Should we receive complaints of illegal activity, we will investigate these on a case-by-case basis. In such cases, we would need a good level of evidence to allow us to pursue any allegation.

Licensing Contact Details


By appointment only:

Licensing Department
Municipal Offices
Promenade
Cheltenham
GL50 9SA

licensing@cheltenham.gov.uk

01242 264135

<https://www.cheltenham.gov.uk/>

Hackney Carriage Fares with effect from 2 nd March 2023					
	Amount charged at the start of the journey	Incremental charge thereafter	Actual cost of a running mile	Waiting time charged at	Definition
Rate 1	£3.00	£0.20 every 133 yards	£2.64	£0.20 every 31 seconds	Rate 1: Mon – Sat, 7am to 8pm
Rate 2	£3.60	£0.25 every 133 yards	£3.30	£0.25 every 26 seconds	Rate 2: Mon – Sat, 8pm – 7am and all day Sunday and all day public holidays and 6pm – 11pm on both Christmas Eve and New Year's Eve
Rate 3	£5.00	£0.35 every 133 yards	£4.63	£0.35 every 33 seconds	Rate 3: From 11pm on Christmas Eve until 7am on 27 th December and from 11pm on New Year's Eve until 7am on 2 nd January
Rate 4 races only	£4.50	£0.20 every 89 yards	£3.95	£0.20 every 31 seconds	Rate 4: Tues – Sat, 7am to 7am only the week of Cheltenham Race Festival held in March each year
Extras applicable to all rates - charged at the driver's discretion: <ul style="list-style-type: none"> • 20p for each additional passenger <ul style="list-style-type: none"> ➢ 1st passenger: no extra charge ➢ 2nd passenger: add 20p ➢ 3rd passenger: add another 20p ➢ 4th passenger: add another 20p ➢ 5th, 6th & 7th passengers: add another 60p each • Extra charge for a pram / pushchair or large package / luggage – 60p (4 shopping bags will count as 1 large package) • Assistance dogs – no extra charge payable • Bicycles (estate cars only) and animals (carried at driver's discretion other than assistance dogs) £1.20 					 CHEL TENHAM BOROUGH COUNCIL Licensing Section, Municipal Offices, Promenade, Cheltenham, GL50 9SA Tel: 01242 264135 Email: licensing@cheltenham.gov.uk Web: www.cheltenham.gov.uk/licensing
Passenger information and conditions of hire <ul style="list-style-type: none"> • The meter will be engaged at the start of the journey • If you or your animals soil the taxi requiring cleaning or valeting, you will be charged £50.00 • Passengers must wear their seat belt at all times and keep children and animals under control • No smoking, eating or drinking is permitted within the vehicle • If you wish to make a complaint ask for a receipt showing the driver's badge number and the vehicle's plate number. Complaints should be directed to the address shown above • Intoxicated or troublesome passengers are carried at the driver's discretion 					

Best Practice Guidance Published

The Department for Transport has published new best practice guidance for licensing authorities in England. Whilst individual licensing authorities are still responsible for deciding their own policies and determining individual licensing matters, we will be using this guidance to inform our position and future policy.

Those interested in reading the guidance can [do so on the Gov.uk website](#).

Cheltenham Festival - 12th-15th March

With upwards of 250,000 visitors expected to arrive in the town, the 2024 Cheltenham Festival will be a busy time for businesses, drivers, and the council alike. We are anticipating that the Licensing department will be subject to a very high volume of queries in the weeks preceding, during, and following the races.

All drivers with badge or plate renewals during this period should submit their applications as soon as possible. Any MOT and fitness tests required for vehicle renewals should also be booked with Ubico (01242 387780) or Swanbrook (01452 712386) well in advance, as availability will be extremely limited during this time.

During the festival, the department will be carrying out enforcement. We would expect:

- All PHDs and HCDs must wear their driver badges and have the second copy on display in the vehicle
- All PHDs and HCDs to have spare bulb packs
- All HCDs to have a fare card on display
- All HCVs to have a working roof sign
- All HCVs to have a working meter

If you have any concerns, please contact the Licensing department as soon as possible using the details at the foot of this page.

Upcoming Safeguarding and Local Knowledge Test Dates

We continue to add dates to both our safeguarding sessions and Local Knowledge Tests (LKTs). The following are available to book via [our online form](#):

Safeguarding	Local Knowledge Test
7 th March 2024	17 th April 2024
11 th April 2024	
16 th May 2024	

All sessions are held in person at the Municipal Offices. Safeguarding sessions are scheduled to begin at 10:00am with a duration of two and half hours. LKTs begin at 11:00am, and last for approximately one and a half hours.

Report It

Any concerns about the conduct or condition of a Hackney Carriage or Private Hire driver or vehicle should be made to:

- licensing@cheltenham.gov.uk
- 01242 264135

We will always request your name and a contact email address so we can effectively carry out enforcement and investigation.

Licensing Contact Details


By appointment only:

Licensing Department
Municipal Offices
Promenade
Cheltenham
GL50 9SA

licensing@cheltenham.gov.uk

01242 264135

<https://www.cheltenham.gov.uk/>

Hackney Carriage Fares with effect from 2 nd March 2023					
	Amount charged at the start of the journey	Incremental charge thereafter	Actual cost of a running mile	Waiting time charged at	Definition
Rate 1	£3.00	£0.20 every 133 yards	£2.64	£0.20 every 31 seconds	Rate 1: Mon – Sat, 7am to 8pm
Rate 2	£3.60	£0.25 every 133 yards	£3.30	£0.25 every 26 seconds	Rate 2: Mon – Sat, 8pm – 7am and all day Sunday and all day public holidays and 6pm – 11pm on both Christmas Eve and New Year's Eve
Rate 3	£5.00	£0.35 every 133 yards	£4.63	£0.35 every 33 seconds	Rate 3: From 11pm on Christmas Eve until 7am on 27 th December and from 11pm on New Year's Eve until 7am on 2 nd January
Rate 4 races only	£4.50	£0.20 every 89 yards	£3.95	£0.20 every 31 seconds	Rate 4: Tues – Sat, 7am to 7am only the week of Cheltenham Race Festival held in March each year
Extras applicable to all rates - charged at the driver's discretion: <ul style="list-style-type: none"> • 20p for each additional passenger <ul style="list-style-type: none"> ➢ 1st passenger: no extra charge ➢ 2nd passenger: add 20p ➢ 3rd passenger: add another 20p ➢ 4th passenger: add another 20p ➢ 5th, 6th & 7th passengers: add another 60p each • Extra charge for a pram / pushchair or large package / luggage – 60p (4 shopping bags will count as 1 large package) • Assistance dogs – no extra charge payable • Bicycles (estate cars only) and animals (carried at driver's discretion other than assistance dogs) £1.20 					 CHELTEMHAM BOROUGH COUNCIL Licensing Section, Municipal Offices, Promenade, Cheltenham, GL50 9SA Tel: 01242 264135 Email: licensing@cheltenham.gov.uk Web: www.cheltenham.gov.uk/licensing
Passenger information and conditions of hire <ul style="list-style-type: none"> • The meter will be engaged at the start of the journey • If you or your animals soil the taxi requiring cleaning or valeting, you will be charged £50.00 • Passengers must wear their seat belt at all times and keep children and animals under control • No smoking, eating or drinking is permitted within the vehicle • If you wish to make a complaint ask for a receipt showing the driver's badge number and the vehicle's plate number. Complaints should be directed to the address shown above • Intoxicated or troublesome passengers are carried at the driver's discretion 					