



CHELtenham  
BOROUGH COUNCIL

# TRADE TIMES

For Hackney Carriage and Private Hire drivers.

## Race Week Preparation

We understand that many drivers have worked across race week over a number of years and will be well prepared for the week. However, as a reminder to experienced drivers, and to assist those who are new to the trade, the following guidance may be of assistance:

### Hackney Carriage Drivers

- Ensure you have a legible and current taxi fare card in your vehicle and on display. This must be visible to the customer and our officers.
- Ensure that your taxi meter is in full working order and has no faults.
- Ensure your roof sign works properly and indicates when you are available and when you are not. It can be very frustrating for the public to think you are available and feel ignored if they are trying to hail you.
- If you travel outside of the borough of Cheltenham, you may negotiate a fare above the meter rate. Any such fare **must be agreed between you and the customer before departing.**

### Private Hire Drivers

- You must only carry a passenger where you have a proper booking.
- Please do not park or wait for customers on taxi ranks, or in the immediate vicinity thereof. You should make clear pick-up and drop-off arrangements with your customers to avoid any confusion or misunderstanding with hackney drivers.

### All Drivers

- Licence plates must be securely attached to the rear exterior of the vehicle. You should not use wire or string as a fastening.
- Your driver's licence must be available and on display whilst you are driving.
- Your supporting paperwork must be up to date.
- Make renewal applications as early as possible to allow the department ample time to assist you.
- You should have a fire extinguisher and first aid kit in your vehicle. Only take action where you feel confident to do so, and always ring 999 if there is an immediate risk to yourself or the public.

**Drivers are not permitted to charge more than the metered fare for the use of card readers. If you offer the use of a card reader, you must only charge the fare on the meter.**

## PHV Parking Complaints

Residents in the areas of Montpellier Spa Road, Christchurch Road, and Eldorado Road have recently reported PHVs parking illegally and sometimes dangerously (close to junctions). Hotspot areas will be reported to Gloucestershire County Council enforcement teams. Please be considerate to residents and other road users.

## Winchcombe Street / Albion Street Junction

It has been brought to the Licensing department's attention that licensed drivers are regularly and unlawfully turning out of Winchcombe Street onto Albion Street. This issue has been ongoing for a while, and CBC regularly receive complaints of this happening.

The existing signage appears to be causing confusion for drivers, and Gloucestershire County Council have since removed one sign. However, one remains, and we are waiting for this to be removed.

**Please be aware that drivers are not permitted to turn into the bus lane in Albion Street from Winchcombe Street.**

## Idling

Idling is running a vehicle's engine when the vehicle is not moving. Not only does this waste fuel; it also increases wear and tear on your engine. For modern vehicles, the cost of switching the engine on and off again after a minute or more will be less than the cost of leaving the engine running. Idling for 15 minutes can waste up to half a litre of fuel.

Likewise, too much idling can damage your vehicle. Engines don't operate at peak temperature when idling as fuel is only partially burned. This leads to a build-up of fuel residue which can cause damage to the engine.

There are many common myths surrounding idling which have now been disproved, including:

- Engines need to stay on to keep the battery fully charged.
- Turning the engine on and off wears it out.
- Starting an engine uses more fuel and produces more pollution than idling.

Although the specific length of time for which it is beneficial to switch an engine off varies for each individual vehicle and its state of repair, a good general principle to apply is that drivers who anticipate that they will be stopped for one minute or more should switch off.

We are asking you, when parked up, to turn off your engine if you anticipate you will be stopped for some time. We understand that, at some points of the year, you may leave the engine running to maintain a particular cab temperature. However, during the milder months, we kindly request that you turn off your engine to save money, reduce pollution, and protect the health of the community you serve.

## Volunteers Wanted - CBC Wants You!

Our Communications Team at CBC are running various promotions around March race week to promote the use of CBC licensed hackney carriages and private hire vehicles, where pre-booked.

As part of that campaign, they would like to do a photo call next week involving some licensed drivers. If you are keen to be involved, and may be available during the week commencing Monday 4th March, please let us know.

The council is really keen to promote the activities of our licensed drivers, vehicle proprietors, and operators, and we hope we will see some representation from both our hackney and private hire trades.

Please send us an email over the weekend if you wish to take part, and we will be in touch with the first 4 or 5 drivers that reply.

## 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
11 <sup>th</sup> April 2024	17 <sup>th</sup> April 2024
16 <sup>th</sup> May 2024	15 <sup>th</sup> 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](mailto: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](mailto:licensing@cheltenham.gov.uk)

01242 264135

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

Hackney Carriage Fares with effect from 2 <sup>nd</sup> 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 <sup>th</sup> December and from 11pm on New Year's Eve until 7am on 2 <sup>nd</sup> 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
<b>Extras applicable to all rates - charged at the driver's discretion:</b>					
<ul style="list-style-type: none"> <li>• 20p for each additional passenger               <ul style="list-style-type: none"> <li>➢ 1<sup>st</sup> passenger: no extra charge</li> <li>➢ 2<sup>nd</sup> passenger: add 20p</li> <li>➢ 3<sup>rd</sup> passenger: add another 20p</li> <li>➢ 4<sup>th</sup> passenger: add another 20p</li> <li>➢ 5<sup>th</sup>, 6<sup>th</sup> &amp; 7<sup>th</sup> passengers: add another 60p each</li> </ul> </li> <li>• Extra charge for a pram / pushchair or large package / luggage – 60p (4 shopping bags will count as 1 large package)</li> <li>• Assistance dogs – no extra charge payable</li> <li>• Bicycles (estate cars only) and animals (carried at driver's discretion other than assistance dogs) £1.20</li> </ul>					
 <p><b>CHELTEMHAM</b> BOROUGH COUNCIL Licensing Section, Municipal Offices, Promenade, Cheltenham, GL50 9SA Tel: 01242 264135 Email: <a href="mailto:licensing@cheltenham.gov.uk">licensing@cheltenham.gov.uk</a> Web: <a href="http://www.cheltenham.gov.uk/licensing">www.cheltenham.gov.uk/licensing</a></p>					
<b>Passenger information and conditions of hire</b>					
<ul style="list-style-type: none"> <li>• The meter will be engaged at the start of the journey</li> <li>• If you or your animals soil the taxi requiring cleaning or valeting, you will be charged £50.00</li> <li>• Passengers must wear their seat belt at all times and keep children and animals under control</li> <li>• No smoking, eating or drinking is permitted within the vehicle</li> <li>• 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</li> <li>• Intoxicated or troublesome passengers are carried at the driver's discretion</li> </ul>					