

Aberdeenshire Council
Civic Government (Scotland) Act 1982
Civic Government (Scotland) Act 1982 (Licensing of Booking
Offices) Order 2009
Taxi/Private Hire Car Booking Office Licences
Conditions

GENERAL

1. The Licence permits the use of the premises specified therein as a place for the carrying on of a business, which consists to any extent of the taking of bookings, by any means of communication, from members of the public for the hire of a relevant vehicle as defined in the Licence. The Licence must be exhibited in the Premises in such a place and in such a manner as to be easily read by the public.
2. The Licence holders or, in the absence of the Licence holders, a person authorised by them, must be in charge of the premises at all times and must not be engaged in duties which might prevent the exercising of general supervision of the premises.
3. The Licence holders shall be liable for any act or omission of their servants, agents or lessees in the contravention of, or non-compliance with, any of these Conditions.
4. The Licence holders shall ensure that the Premises are covered by an adequate policy of Third Party Liability Insurance with a reputable and shall exhibit to the Council, on demand, evidence that the premiums in respect of such policy have been timeously paid.
5. The Licence holders shall not make, cause or permit to be made any structural alteration to the premises unless and until details of the proposed works have been submitted by the Licence holders to the Licensing Authority and the works approved by the Council in terms of paragraph 9(2) of Schedule 1 to the Act.
6. All plans of the premises approved by the Council will be retained by the Licensing Authority.
7. The Licence holders must surrender the Licence if and when called upon to do so by the Licensing Authority for the purpose of alteration in accordance with any decision of the Licensing Authority.

Mandatory Conditions for Booking Offices

8. The Licence Holder must keep a record of every booking for the hire of a relevant vehicle taken at the relevant premises.
9. The Licence Holder must keep a record of –
 - (1) The registration number of the vehicle which was hired as a result of a booking taken at the relevant premises; and
 - (2) The name of its driver at the time of that hire.

10. The Licence Holder shall take all reasonable steps to ensure that any booking taken at the relevant premises from a member of the public for the hire of a relevant vehicle results in the hire of a vehicle which is –

- (1) A relevant vehicle; and
- (2) Being driven by a person who holds a taxi driver's licence or a private hire car driver's licence granted under Section 13 of the Act, and that licence is in effect.

Local Conditions for Booking Offices

11. The Licence Holder shall ensure that the relevant premises are not used for any illegal or otherwise unlawful purpose.

12. The licence Holder shall ensure that, the relevant premises is kept in a clean and tidy condition.

13. The Licence Holder shall ensure that every booking for a taxi or private hire vehicle that has been accepted is fulfilled at the time and location specified, unless prevented by sufficient cause.

14. The Licence Holder shall keep a record of the reasons why any bookings accepted were not fulfilled at the time and location specified.

15. The Licence Holder shall produce a policy or procedure for dealing with complaints from members of the public and from persons whose bookings have not been accepted or fulfilled. The Licence Holder shall ensure that all staff are aware of this policy or procedure.

16. The Licence Holder shall keep a record of all complaints made and how they were dealt with.

17. The Licence Holder shall not ask the driver of a taxi or private hire vehicle to do anything which would result in him/her committing a breach of the conditions attached to their licence.

18. Advertisements regarding alcoholic liquor and tobacco products, sexual services, any service considered to be illegal or immoral and anything considered to be political or religious will not be permitted on the relevant premises.

19. The records detailed in Conditions 9,10, 15 and 17 above, may be kept electronically, but the Licence Holder shall ensure that there is a printed version kept within the premises at all times

20. The Licence Holder shall keep all records for a period of 3 years, which records must be made available to the Licensing Authority, an authorised officer and/or to the Police on demand.

21. Definitions.

“the Act” means the Civic Government (Scotland) Act 1982;

“the Licensing Authority” means a Council constituted under Section 2 of the Local Government etc. (Scotland) Act 1994 and for the purpose of these conditions means Aberdeenshire Council and any employee, officer or agent authorised to act for and on its behalf;

“the Police” means Grampian Police and any employee, officer or agent authorised to act for and on its behalf;

“Licence Holders” means the person, persons, company, firm, public body or voluntary organisation named in the Licence;

“relevant premises” means the premises specified in the Licence.

“relevant vehicle” means a vehicle in respect of which a taxi licence or a private hire car licence has been granted in terms of Section 10 of the Act and that licence is in effect.