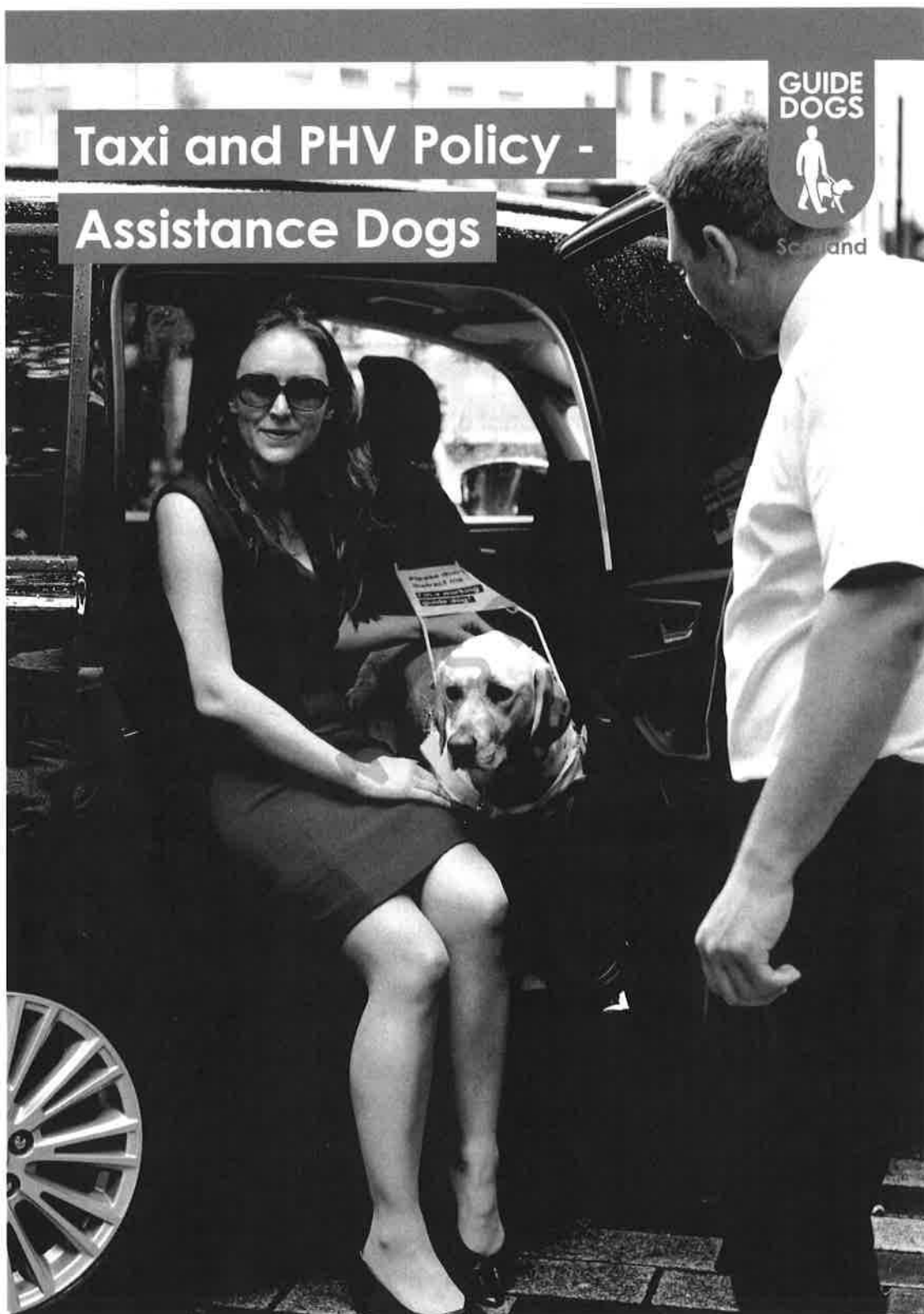


# Taxi and PHV Policy - Assistance Dogs

GUIDE  
DOGS



Scotland



Under the Equality Act 2010, licensed drivers of taxis and private hire vehicles are under a duty to carry passengers with guide, hearing and other assistance dogs without additional charge.

When carrying such passengers, drivers have a duty to:

- a) Convey the disabled passenger's dog and allow it to remain under the physical control of the owner; and**
- b) Not to make any additional charge for doing so.**

This is also a legal duty under the Taxi Drivers' Licences (Carrying of Guide Dogs and Hearing Dogs) (Scotland) Regulations 2003 and the Private Hire Car Drivers' Licences (Carrying of Guide Dogs and Hearing Dogs) (Scotland) Regulations 2004.

## Enforcement Policy

Under the Equality Act 2010, it is an offence for any operator or driver to refuse to carry assistance dogs or to charge more for the fare or booking. On conviction for such an offence, drivers can be fined up to £1,000 and have their licence removed.

**This fine is also highlighted in the Scottish Government's Taxi and Private Hire Car Licensing: Best Practice for Licensing Authorities.**

To ensure that the Equality Act 2010 is upheld, the Licensing Authority will:

- Have a zero tolerance policy to access refusals - investigating all reported violations of the Act with a view to pursuing a conviction.
- Undertake periodic test purchasing with assistance dog owners on licenced vehicles to ensure that licensing requirements are being complied with.

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- Make it a condition of taxi and private hire vehicle drivers licences that they have undertaken disability equality training, which includes information regarding the carriage of assistance dogs.

## **Medical Exemption Certificates**

Drivers who have a certifiable medical condition which is aggravated by exposure to dogs may apply to the council for exemption from the duty on medical grounds. If no exemption has been applied for and subsequently granted, then drivers are still required to carry assistance dogs.

The Licencing Authority will:

- Make it a condition to the licence that the notice of exemption must be exhibited in the vehicle by fixing it in an easily accessible place, for example on the windscreen or in a prominent position on the dashboard.
- Seek to use tactile medical exemption certificates so that guide dog owners are able to identify the certificate, which should be presented to the guide dog owner upon request.
- Only issue an exemption certificate when it is authorised by a medical practitioner and is accompanied by medical evidence, for example a blood test, a skin prick test or clinical history.



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A charity registered in England and Wales (209617) and Scotland (SC038979) 9001 02/18