

## **Press Release**

### **Commission for Taxi Regulation Launch Receipts Campaign**

(27<sup>th</sup> January 2010) The Commission for Taxi Regulation today announced its first public information campaign of 2010, focussing on the importance to consumers of getting a receipt for their journey. The provision of receipts has been a legal requirement since September 2006 for small public service vehicle journeys.

All customers are entitled to be given a printed receipt at the end of a taxi journey, and a written receipt on payment of the fare for a hackney or limousine journey. A taxi receipt printed by the printer attached to the meter (not handwritten) will include details of the vehicle licence and vehicle registration numbers, the distance of the journey undertaken, the amount paid, the date and duration of journey.

Commissioner for Taxi Regulation, Kathleen Doyle explained; "Most customers will find their journey extremely satisfactory and we are pleased with the general level of compliance and standard of service within the industry, however, where there is dissatisfaction, it is essential that people know how to make their feelings known and seek the appropriate action. The first step in this is to take your receipt."

She continued, "All complaints are investigated by the Commission, the provision of a receipt is beneficial to both customer and driver in this respect as it gives indisputable facts about a journey. In the event of customer dissatisfaction about a fare, driver conduct, or condition or cleanliness of a vehicle, we advise customers to pay the fare displayed on the meter including extras, and then make a formal complaint by requesting a form from our National Consumer Information line on 1890 60 60 90 or by download from [www.taxiregulator.ie](http://www.taxiregulator.ie)

A nationwide print and radio advertising campaign starts on February 1<sup>st</sup> 2010. Further information on the work of the Commission for Taxi Regulation is available at [www.taxiregulator.ie](http://www.taxiregulator.ie)

**Ends**