

TAXICAB BILL OF RIGHTS

If you have a compliment or complaint regarding the taxicab ride,
please contact 1-877-TO-TAXIS (1-877-868-2947)

website: www.toronto/TOtaxi.ca | E-mail: TOtaxi@toronto.ca | scan the QR code



Welcome to your licensed Toronto taxicab!

Your driver is a professional who is licensed by the City of Toronto and must:

- be courteous and provide you with assistance
- know the major routes and destinations in Toronto
- speak and understand English
- offer a silent ride if requested
- provide a receipt noting the date and time of the trip, the distance travelled, the taxicab licence number and the fare charged
- not recommend hotels or restaurants, unless requested

Together, you and your driver are responsible for ensuring a safe and enjoyable ride. Your driver must:

- obey all traffic laws to transport you safely
- ensure there is no open alcohol inside the taxicab
- use a cell phone only in emergencies

This taxicab is your driver's workplace. Please provide your driver with courtesy and respect. Your driver may refuse to provide service, if you:

- do not disclose your final destination before or immediately after entering the taxicab
- ask to be driven to a remote place, which your driver reasonably believes to be unsafe
- are unduly obnoxious or abusive

The taxicab must be:

- equipped with an in-car camera that can be downloaded by police in the event of a crime
- a smoke-free environment
- in good mechanical and physical condition
- equipped with easily accessible seatbelts, which you are responsible for wearing
- clean in the passenger area and the trunk
- heated or air-conditioned on demand

Your driver has the right to receive payment for the ride. The meter will bill you according to the tariff card and does not stop running until you reach your final destination.

As the passenger, you:

- may direct your driver on the route to be taken
- have the right to a free ride if the meter is not in a recording position
- must pay your fare and any authorized charges or fees

Failing to pay your fare is illegal, and may lead to prosecution.