

## Code of Practices Fair4All

As a Fair4All taxi or minicab operator, I will always:

- **Welcome** disabled passengers into my cab.
- **Ask** my disabled passengers what they need and how I can help. I will listen carefully to what they say and be patient and understanding.
- **Help** my disabled passengers when they ask for it. I will assist disabled passengers to get in and out of my cab if they ask for help and carry wheelchairs, luggage or bags if the customer can't do it.
- **Offer** a cab which meets my disabled customer's needs. I will ask if the customer needs a wheelchair accessible cab or would prefer a MPV or sedan car.
- **Agree** a fair price for the journey before it starts. A fair price means I will charge the normal price for that cab and won't charge extra just because the customer is disabled.
- **Carry** wheelchairs, mobility aids and assistance dogs without extra charge.
- **Inform** my disabled passengers immediately if I can't meet a booking and help them to find another cab.

