



Accessible taxis for wheelchair users

Drivers of designated wheelchair accessible vehicles must now provide assistance to wheelchair users and are not allowed to charge extra for a fare.

Section 165 of the Equality Act came into force in April 2017 and places certain duties on drivers of designated wheelchair accessible vehicles, which include:

- To carry a passenger while in the wheelchair
- Not to make any additional charge for doing so
- If the passenger chooses to sit in a passenger seat to carry the wheelchair
- To take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort
- To give passengers such mobility assistance* as is reasonably required

*The Act defines mobility assistance as:

- To enable the passenger to get into or out of the vehicle
- If the passenger wishes to remain in the wheelchair to enable the passenger to get into and out of the vehicle while remaining in the wheelchair
- To load the passenger's luggage into or out of the vehicle
- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle.

Drivers are also expected to provide assistance such as folding manual wheelchairs and placing them in the luggage compartment, installing the boarding ramp or securing a wheelchair within the passenger compartment.

The meter should not be left running whilst the driver performs any of the above duties.

Some drivers may have a medical condition or a disability or physical condition which makes it impossible or unreasonably difficult for them to provide the sort of physical assistance which these duties require. If this is the case, the driver will be in possession of an Exemption Certificate which is provided by the Council which will be displayed within the vehicle.

Designated list of wheelchair-accessible vehicles within Amber Valley

Company/ Operator	Vehicle Licence Number	Vehicle Make/Model	Telephone Number	Hackney Carriage or Private Hire Vehicle	Area Based
1 st Call	514	Peugeot Partner	01773 742495	Hackney	Alfreton
A Travel	1507	Ford Tourneo	07827 274232	Hackney	
A K Cars	552	Peugeot Teepe	07501 478846	Hackney	Alfreton
Amber Taxis	512	Mercedes Vito	01773 836100	Hackney	Alfreton
Amber Taxis	524	Mercedes Vito	01773 836100	Hackney	Alfreton
Amber Taxis	527	Mercedes Vito	01773 836100	Hackney	Alfreton
Amber Taxis	561	Mercedes Vito	01773 836100	Hackney	Alfreton
Bond Cars	503	Peugeot Premier	01773 761007	Hackney	Loscoe
Bond Cars	504	Fiat Scudo	01773 761007	Hackney	Loscoe
Brookvale	515	Fiat Doblo	01332 882947	Hackney	Ripley
D & C Taxis	511	Peugeot Partner	07565 743290	Hackney	Alfreton
Heage Cars	555	Peugeot Premier	07817 354309	Hackney	Ripley & Belper
Holbrook Travel	529	Mercedes Vito	07855 321745	Hackney	Belper
Ive's	526	Ford Torneo Custom	01773 609425	Hackney	Alfreton
JMS	532	Fiat Scudo	01773 831378	Hackney	Alfreton
JMS	553	Peugeot E7	01773 831378	Hackney	Alfreton
Jo's	1525	Peugeot Premier	07817 555226	Hackney	Ripley
K's Taxis	556	Renault Traffic	01773 823005	Hackney	Belper, Heanor & Ripley
Kempy's	508	Fiat Doblo	07576 159909	Hackney	Heanor
Matt's	506	Peugeot Premier	07708 342998	Hackney	Heanor
Mr Shabir	533	Fiat Scudo	01332 230217	Hackney	
Nat-A-Jack	538	Peugeot Premier	01773 761111	Hackney	Heanor
Nat-A-Jack	539	Peugeot Premier	01773 761111	Hackney	Heanor
On-Time Taxis	505	Citreon Nemo	01773 713987	Hackney	
On-Time Taxis	565	Peugeot Partner	01773 713987	Hackney	
On-Time Taxis	575	Fiat Doblo	01773 713987	Hackney	
On-Time Taxis	521	Citreon Dispatch	01773 713987	Hackney	
PAN Travel	509	VW Caddy	07519 504969	Hackney	Ripley
PAN Travel	531		07519 504969	Hackney	Ripley
Pete's	563	Fiat Doblo	07764 928104	Hackney	Alfreton
Swiftly's	568	Peugeot Partner	01773 292020	Hackney	Ripley
Watchorn	544	Peugeot Partner	01773 830888	Hackney	Alfreton

PLEASE NOTE: Every vehicle on the designated list has the capacity to accommodate a "reference" wheelchair. It is advisable when making your booking to ensure that the operator has a suitable vehicle to accommodate your specific wheelchair or mobility requirements. It is possible that vehicles on this list cannot accommodate larger types of wheelchairs.