

# Example of a Notice of Exemption:

SECTION 37A DISABILITY DISCRIMINATION ACT 1995  
NOTICE OF EXEMPTION

Name of private hire vehicle licensing authority \_\_\_\_\_

Driver's full name<sup>1</sup> \_\_\_\_\_

Licence No.<sup>1</sup> \_\_\_\_\_

**The person named above is exempt from carrying guide dogs, hearing dogs, or assistance dogs in the private hire vehicle specified at "A" below or in a kind of private hire vehicle specified at "B" below.**

A Registration number of specified private hire vehicle\* \_\_\_\_\_  
B Kind of private hire vehicle\* \_\_\_\_\_

(a) Private hire vehicle with fixed partition segregating the driver from the passenger compartment\*  
(b) Private hire vehicle without fixed partition segregating the driver from the passenger compartment\*

**This notice expires<sup>1</sup> \_\_\_\_\_ 20\_\_\_\_\_**

**ED**

\*Delete as appropriate  
1to be completed

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If you forge or alter exemption documents or lend these to another driver, you will be guilty of an offence and liable, on summary conviction, to a fine currently up to £5,000. You may also be liable, on conviction, to a term of imprisonment of up to two years, or to a fine and imprisonment.

## Appeals

If your licensing authority refuses to issue you with an exemption certificate, you have a right of appeal to the local Magistrates Court. This right must be exercised within 28 days from the date of the refusal of the licensing authority to issue an exemption certificate.

## Other duties

The "right of access" all disabled people have to goods, services and facilities has now been extended to transport services. As well as the duty to carry assistance dogs, you must also ensure that you do not discriminate against disabled people, treat them less favourably or fail to make a reasonable adjustment to your service. More information about these duties is available from the Accessibility and Equalities Unit (see below).

## Further information

Further information about these duties and making your services more accessible to disabled people can be obtained from:

Accessibility & Equalities Unit  
Department for Transport  
Zone 4/23  
Great Minster House  
76 Marsham Street  
London SW1P 4DR

Tel: 020 7944 8035  
Minicom: 020 7944 3277  
Fax: 020 7944 6102  
E-mail: xxx@xxx.xxx.xxx.uk  
Web: www.dft.gov.uk/access

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Disability Discrimination Act 1995

## Carriage of Assistance Dogs in Taxis and Private Hire Vehicles

Advice for Operators and Drivers



# Introduction

This guidance is aimed at licensed taxi drivers and private hire vehicle (PHV) drivers and operators to explain the legal duties relating to the carriage of assistance dogs, how these will be enforced and how to seek an exemption.

## Duties

**Drivers** must:

- carry assistance dogs accompanying disabled people;
- do so without additional charge; and
- allow the dog to remain with the passenger.

**Operators** must:

- accept bookings made by or on behalf of a disabled person who is accompanied by an assistance dog;
- accept bookings made by a person who will be accompanied in a PHV by such a disabled person; and
- not make an additional charge for carrying the assistance dog.

Assistance dogs have given many disabled people the confidence to travel independently. Disabled people tend to use taxis and PHVs more often than the population as a whole and your services can often be a lifeline.



# Types of dog covered

**Guide dogs:** trained by Guide Dogs to guide a visually impaired person. These dogs wear a harness.

**Hearing dogs:** trained to assist a deaf person. These dogs wear a yellow jacket with the words "Hearing Dog".

**Other assistance dogs:** those trained by "Dogs for the Disabled", "Support Dogs" or "Canine Partners" to assist a disabled person with a physical impairment. These dogs should be wearing a jacket inscribed with the name of the relevant charity.

The owners of all these dogs should also carry an identity card with the name of the relevant charity.

It is important to remember that assistance dogs are highly trained animals and will remain on the floor of your vehicle. They are unlikely to damage or dirty it in any way. In the unlikely event that they do, it may be reasonable for you to seek remedy from the dog's owner.

# Failure to comply

If you fail to comply with these duties, you will be guilty of an offence and, on conviction, liable to a fine currently up to £1,000. The enforcement of these duties is the responsibility of your licensing authority.



# Exemptions

Drivers can seek exemptions from these duties on medical grounds only (there is no exemption available for operators).

The law does not allow for an exemption to be granted on religious grounds.

If you have a medical condition, such as severe asthma, which is aggravated by contact with dogs, or if you are allergic or have an acute phobia to dogs, it may be possible for you to qualify for an exemption. Applications should be made to your local licensing authority.

Your licensing authority will need to verify your medical condition and may require you to be assessed by an appropriate health care professional. The type of vehicle you drive, e.g. whether or not it has a fixed partition segregating you from the passenger compartment, may also be considered.

Successful applicants will be given an exemption certificate and a Notice of Exemption.

The Notice only must be exhibited in your vehicle by fixing it, facing outwards, to the near side of the windscreen in the holder provided. A bi-lingual Notice is available for drivers operating in Wales.

The front of the Notice of Exemption includes the letters **ED** which stands for 'Exemption Dogs'.

