

Private Hire Operator Licence PO2616

Licensed Premises

Room 509
7 Charlotte Street
Manchester
M1 4DZ

Proprietor(s)

Bolt Services UK Limited Trading as Bolt



Issued On
16 September 2021

Valid From
16 September 2021

Date Expires
16 September 2022

Manchester City Council hereby licence the above to invite and accept bookings for licensed private hire cars within the city of Manchester, subject to conditions fixed by Manchester City Council attached to the Private Hire Operators Licence.

Your attention is drawn to conditions of this Licence, a copy of which should be kept on the premises and be readily available for inspection.

This licence is issued by

Taxi Licensing Team
P O Box 532
Town Hall
Manchester
M60 2LA

taxi.licensing@manchester.gov.uk

Conditions Attached to Private Hire Operators Licences

1. In this licence:

"authorised Officer" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976;

"the Council" means the Council of the City of Manchester;

"the Operator" means a person holding a licence to operate private hire vehicles issued pursuant to Section 55 of the Local Government (Miscellaneous Provisions) Act 1976;

"private hire vehicle" has the same meaning as in Section 80 of the Local Government (Miscellaneous Provisions) Act 1976.

2. The Operator shall obtain any necessary planning permission required for his premises and shall comply with any conditions attached thereto.
3. The Operator shall provide adequate telephone facilities and staff to provide an efficient service to the public using the Operator's facilities.
4. The Operator's radio equipment where such is installed shall be maintained in a sound condition and any defects shall be repaired promptly.
5. The Operator's premises shall be kept clean, adequately heated, ventilated and illuminated.
6. The Operator shall ensure that any waiting area for the use of prospective hirers shall be provided with adequate seating.
7. When the Operator accepts a hiring, he shall, unless prevented by some sufficient cause, ensure that a licensed private hire vehicle attends at the appointed time and place.
8. When the Operator accepts the hiring he shall, if required, specify to the hirer the fare or the rate of the fare for the journey to be undertaken and shall record all the details of the hiring legibly in the form prescribed by Condition 9.
9. The Operator must keep records of every private hire vehicle booking invited or accepted by him in the following format:

Time booking received	Time booking allocated	Name of hirer
Pick-up Location	Destination	Driver

The records must be immediately available for inspection on demand by an authorised City Council officer or Constable. The records must be continuous, chronological records. If the records are compiled on computer then they must be immediately capable of being printed from the computer onto paper and they must not be capable of retrospective alteration or amendment.

There must be only one set of records: cash and credit account bookings can be separately identified but must not be in separate sets of records. The name of the person compiling the records must be recorded on the records.

10. The Operator shall not dispose of any record of hirings required to be made by Condition 9 within six months of the latest hiring contained therein.
11. Every contract for the hire of a private hire vehicle shall be deemed to be made with the Operator whether or not he himself provides the vehicle.
12. Private Hire Operators in the City of Manchester shall only operate with vehicles and drivers licensed by the City of Manchester and shall operate only from premises within the City boundary.
13. The Operator must maintain and keep up-to-date the following records which must be immediately available for inspection on demand by any authorised officer of the City Council or Constable:
 - a. name and home address of every private hire vehicle driver operated by him;
 - b. details including date of expiry of the Manchester City Council private hire driver's licence of every private hire vehicle driver operated by him;
 - c. the unique radio call sign allocated to each private hire vehicle driver operated by him
 - d. name and home address of the proprietor of every private hire vehicle operated by him;
 - e. details including Manchester City Council private hire licence plate number and expiry date and vehicle registration number of every private hire vehicle operated by him.
14. The Operator shall ensure that each private hire vehicle he operates displays a suitable notice inside the vehicle stating the name of the operator and giving details of how a customer may contact the operator in the event of any complaint relating to a contract for hire or purported contract for hire relating to or arising from his business. The operator will notify the Council in writing of any complaint which remains unresolved more than one calendar month after receipt of the complaint by the operator.
15. The Operator shall notify the Council of any conviction against him immediately in writing after his conviction has been imposed.
16. The Operators shall inform the Council of the scale of fees he intends charging and give the Council at least one calendar month's notice of any changes proposed thereto and will ensure that the current scale of fees is suitably displayed in all private hire vehicles operated by him.
17. If at any time during the period of this licence, the licensee ceases to be in business as an Operator or his Operator's licence is suspended or revoked, he shall immediately surrender and return it to the Council.
18. If any vehicle operated by the operator is fitted with a taximeter, the operator will ensure that:
 - a. the taximeter is of a type approved by the Council and is maintained in a sound condition at all times and for it to be located within the vehicle in accordance with the reasonable instructions of the authorised Officer.

- b. the taximeter to be set to display the fare table submitted to the Council from time to time.

19.

- a. Advertising on vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator shall be displayed on a private hire vehicle which includes the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage.
- b. Advertising other than on private hire vehicles - no notice, sign or advertisement seeking to advertise or promote the business of a private hire operator wherever it is displayed shall consist of or include the words TAXI or CAB, whether in the singular or plural, or any words or devices which give any indication that the service to which the notice, sign or advertisement relates is that which can only be provided by a licensed Hackney Carriage unless the words PRIVATE HIRE are also displayed with equal prominence.

20. The following must be prominently displayed on the premises in an area to which the public have access or in a waiting room/area if provided:

- a. a copy of the Operator's licence;
- b. a schedule of fares and charges;
- c. a notice giving the address of the Licensing Office.

21. The Private Hire Operators Licence is granted solely in respect of the premises referred to on the licence. A licence holder who operates from more than one premises is required to pay an additional charge per premises at a rate determined by the City Council.