

Out and about

# Transport – Taxis and minicabs

Accessible to me but refused access



**RIGHT TO  
PARTICIPATE**

## Useful knowledge

Under the Equality Act 2010, transport must be accessible for all people, regardless of disability. There are special regulations under the Equality Act 2010 that deal with physical accessibility of transport modes; and the discrimination provisions of the Act deal with what happens getting on and off transport and when on it.

If you're discriminated against in transport because of your disability, your complaint would go to the local government in the case of taxis and minicabs, and the provider in the case of buses and trains. For taxis where you know which taxi company you used, you can also complain directly to the taxi company.

## Taxis and minicabs

Under the Equality Act, taxis and minicabs cannot refuse to pick you up if you're in a wheelchair, have an assistance dog, or any other type of disability, and cannot charge you more than the standard fare. Drivers of wheelchair accessible vehicles have a duty to reasonably assist you to enter and exit the vehicle. They should also allow you to choose to either sit in your wheelchair in the vehicle or sit in a seat and carry the wheelchair inside vehicle.

Drivers with medical conditions that can be made worse by dogs may have a yellow 'Notice of Exemption' certificate on their vehicle windscreen. They are the only taxi and minicab drivers who can legally refuse service to passengers with assistance dogs.

## Useful skills

- Effective communication
- Negotiation skills
- Writing clearly
- Record-keeping

## Ways to assert your legal rights

- 1.** If a taxi or minicab refuses to pick you up because you have an assistance dog, are in a wheelchair, or have any other disability, or they charge you extra for having a dog or wheelchair, you should usually report them to the local council. The exception to this is London where you report them to Transport for London.
- 2.** If you're not satisfied with the response of the council or TfL, you may be able to take legal action. Taking court action can be a long, stressful and sometimes very expensive process and it is best to seek legal advice first. There are strict time limits for taking legal action under the Equality Act. You will have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow an 'out-of-time' claim in limited circumstances. You can claim for compensation and a legal order for the service provider to make the reasonable adjustments you originally asked.

## You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

**Telephone** • 0808 800 0082  
**Text phone** • 0808 800 0084  
**Email** • [through websites form](#)