



EYE ROADCAR

LOCALLY BASED, PRE-BOOKED,
PRIVATE HIRE CAR SERVICE

POLICY STATEMENT

EYE ROADCAR is a fully licensed and insured private hire car service based in the historic market town of Eye in the county of Suffolk.

EYE ROADCAR is owned and run by a fully licensed private hire vehicle driver resident in Eye.

EYE ROADCAR'S normal operating hours are 7am to 7pm daily. Emergency doctor/hospital bookings may be available outside these hours.

The aim of the business is to provide a professional and reliable private hire car service for the people of Eye and surrounding villages.

The vehicle is NOT licensed as a Hackney Carriage (taxi) and cannot therefore be hailed in the street on an ad hoc basis or hired without pre-booking. The vehicle can only be hired by making an advance booking via the following two telephone numbers:

01379 872984 (Landline with 24 hour answering and message leaving facility)

07484 690516 (Mobile with 24 hour answering and message leaving facility)

EYE ROADCAR aims to:

- comply with all the conditions of its operating licence issued by Mid Suffolk District Council and to behave in a civil, orderly and responsible manner at all times.
- arrive punctually at the prescribed address and provide a courteous and helpful service to customers, including assistance with boarding and alighting and luggage if required.
- proceed via the most direct route to the prescribed destination subject to any prevailing road or traffic conditions on the day.

- maintain the licensed vehicle in a safe, clean and satisfactory condition at all times.
- call at the door or notify the customer by telephone upon arrival.
- handle all parcels with due care and attention and transport and deliver them to the prescribed recipient within an agreed timescale, subject to any prevailing road or traffic conditions on the day.
- respond to any messages left on the landline number as soon as possible and on the mobile number as soon as it is safe to do so.
- agree the fare to be paid with the customer at the time of booking.
- issue a detailed receipt for each fare paid upon request.
- ensure customer comfort and safety at all times.
- allow the carriage of assistance dogs when accompanying blind or partially sighted customers.
- allow small dogs, cats and other pet animals to travel with their owners, provided they are restrained within a suitable secure pet carrying basket at all times whilst travelling in the vehicle.

The licensed operator is:

Mr P. F. Burnside.

The licensed operator's address is:

2, The White House, Lambseth Street, Eye, Suffolk, IP23 7AG

The licensing authority is:

Mid Suffolk District Council, Endeavour House, 8, Russell Road, Ipswich, IP1 2BX

This policy statement is available to all customers on request.

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