



# Equality Act 2010

## 2010 CHAPTER 15

### PART 12

#### DISABLED PERSONS: TRANSPORT

### CHAPTER 1

#### TAXIS, ETC.

#### **[<sup>F1</sup>165A Disabled passengers: assistance to identify and find vehicle**

- (1) This section imposes duties on the driver of a private hire vehicle or pre-booked taxi where the following two conditions are met.
- (2) The first condition is that the private hire vehicle or pre-booked taxi has been hired—
  - (a) by or for a disabled person, or
  - (b) by another person who wishes to be accompanied by a disabled person.
- (3) The second condition is that the driver of the private hire vehicle or pre-booked taxi has been made aware before the start of the passenger's journey in the vehicle that the passenger requires assistance to identify or find that vehicle.
- (4) For the purposes of this section—
  - (a) a taxi is “pre-booked” if it has been hired otherwise than as a result of plying or standing for hire;
  - (b) “the passenger” means the disabled person concerned.
- (5) The duties are—
  - (a) to take such steps as are reasonable to assist the passenger to identify and find the vehicle which has been hired;
  - (b) not to make, or propose to make, any additional charge for complying with the duty mentioned in paragraph (a).

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**Changes to legislation:** Equality Act 2010, Section 165A is up to date with all changes known to be in force on or before 18 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

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- (6) The driver of a private hire vehicle or pre-booked taxi commits an offence by failing to comply with a duty imposed on the driver by this section.
- (7) A person guilty of an offence under subsection (6) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.]

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**Textual Amendments**

**F1** S. 165A inserted (28.6.2022) by [Taxis and Private Hire Vehicles \(Disabled Persons\) Act 2022 \(c. 29\)](#), ss. 1(4), 6(2)

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**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 40A inserted by [2023 c. 51 s. 1](#)
- s. 120(9) inserted by [2023 c. 51 s. 2\(b\)](#)
- s. 124A inserted by [2023 c. 51 s. 3](#)