



# Comune di Montepulciano

*Province of Siena*

## ETHICAL CHARTER FOR TAXI DRIVERS OF THE MUNICIPALITY OF MONTEPULCIANO

### CODE OF CONDUCT

#### **Art.1**

The conduct of taxi drivers operating in Montepulciano must be based on observance of the laws regulating the profession of taxi driving, as well as the Municipal Regulation for the Taxi service approved by Municipal Council resolution no. 31 of 28.3.2018.

A copy of the Municipal Regulations must be kept in the car.

#### **Art.2**

The taxi driver is required to arrive on time and promptly when called, except in the case of unforeseen events due to force majeure. In cases of serious delay, the taxi driver is responsible for notifying the Customer.

#### **Art.3**

In the exercise of his or her activity, the taxi driver is forbidden from smoking inside the car.

#### **Art.4**

The use of a mobile phone, only if necessary and for short calls, is allowed when using appropriate headphones, after requesting the permission of the Customer.

#### **Art.5**

The taxi driver shall activate and suspend the heating or air-conditioning in the car in compliance with the Customer's requests, and shall also remove any waste left inside the vehicle.

#### **Art.6**

The passenger with any packages/luggage must be assisted by the taxi driver with loading and unloading operations, as far as the entrance to the place of destination if necessary.

#### **Art.7**

1. In performing the service, the taxi driver shall treat Customers in the best way possible, behaving in a polite and civil manner.
2. In performing the service, the taxi driver shall:
  - a) refrain from verbal and behavioural harassment or aggression;
  - b) refrain from physical harassment or aggression;
  - c) issue a receipt and/or invoice for the fare collected upon request. The taxi driver shall not act violently or aggressively towards other drivers, pedestrians or cyclists.
3. The taxi driver shall also wear appropriate clothing, consisting of closed-toe shoes, long trousers and an upper garment with long or short sleeves.
4. The taxi driver shall not behave in such a way as to cause economic damage and/or damage to the image of the taxi drivers and the Municipality of Montepulciano.

**Art.8**

When working at night, if the only passenger in the car is a female Customer, the taxi driver shall take care, at the end of the journey, to wait for her to enter the building of destination.

**Art.9**

In the case of transport of disabled Customers or Customers who have mobility difficulties, the taxi driver will be responsible for facilitating the operations of boarding and alighting the taxi and, if necessary (e.g. if the passenger is blind), accompanying them to the entrance of the place of destination, also helping them with the loading and unloading of the equipment necessary for moving or of the guide-dog accompanying blind passengers.

**Art.10**

At the end of the trip, the taxi driver shall check to see whether the passenger has forgotten any personal effects. Objects of any value left in cars by customers must be taken into the custody of the taxi driver from the moment they are found. After communicating the discovery to the Municipal Police Station, the taxi driver shall have 24 (twenty-four) hours to deposit them at the lost property office of the Municipal Police, unless otherwise agreed with the customer.

**Art.11**

The taxi driver is morally obliged to be at the disposal of the public to report accidents involving people or animals, fires or anything else that requires the intervention of the police.

**Art.12**

To facilitate the work of police, security and rescue vehicles (Carabinieri, Traffic Police, Municipal Police, ambulances, Fire Brigade, etc.), the taxi driver shall always give way to them on the roads, even when there is no emergency.

**Art.13**

The taxi driver shall ask the Customer if they have any preferences regarding the route to be travelled to reach their destination. In the case of high-speed routes, the driver shall inform the Customer of any additional costs.

**CUSTOMER CARE****Art.14**

The Customer will be given maximum assistance with all needs relating to the service, calling the Municipal Office on +39 0578-7121, and on the Municipal website, [www.comune.montepulciano.si.it](http://www.comune.montepulciano.si.it).

**Art.15**

The Municipality, represented by the Manufacturing Activities Service, will take into consideration all Customer suggestions and reports, with a view to improving the quality of the service offered, undertaking, where deemed appropriate by the governing bodies, to implement them for continuous improvement.

**Art.16**

Taxi drivers may, by agreement, operate independently, in compliance with the laws and regulations in force and subject to prior notification of the Municipal Administration, to offer

maximum flexibility of service to cover special requests during events or on occasions that are of importance to the city.

## **VEHICLES**

### **Art.17**

The taxi driver shall guarantee the tidiness, hygiene and cleanliness of the vehicle

### **Art.18**

The taxi driver, inspired by the efficient management of resources, shall endeavour to use vehicles built to the highest technological standards and respectful of the environment.

### **Art.19**

The taxi driver has the obligation to make the taxi identifiable by displaying the licence number and taxi code assigned to him/her by the Municipality of Montepulciano.

## **FARES AND METHOD OF PAYMENT**

### **Art.20**

The taxi driver is required to have a stock of coins in order to be able to give the passenger the necessary change, and shall accept all types of electronic payment, in order to simplify payment by Customers.

### **Art.21**

The taxi driver is required to strictly observe the fare system in force, informing customers clearly and correctly and applying the cheapest fare.

## **CHECKS AND SANCTIONS**

### **Art.22**

The Municipal Police Department may carry out checks to verify the conditions of the vehicles. Any sanctions will be applied in compliance with the Municipal Regulations.

## **REPORTS AND COMPLAINTS**

### **Art.23**

Customers may submit proposals and suggestions regarding the service provided by the taxi driver, contacting [urp@comune.montepulciano.si.it](mailto:urp@comune.montepulciano.si.it).

Customers may also make written complaints. The Municipal Administration shall answer all complaints. If the Customer does not receive a reply or is unhappy with the reply received, they may contact Adiconsum Siena.