

Feedback

If you've had a good experience using a taxi, thank the driver. If you've had a bad experience and your complaint involves criminal activity, contact the NZ Police.

Otherwise, contact the taxi company giving the driver's unique identifier and vehicle fleet number or the vehicle's registration number.

If you're not satisfied with the results of the taxi company's investigation, outline your complaint in writing and send it to your nearest NZ Transport Agency (NZTA) Access and Use regional manager at one of the following NZTA offices:

- NZTA, Level 11, HSBC House, 1 Queen Street, Auckland
- NZTA, Level 9, PSIS House, 20 Ballance Street, Wellington
- NZTA, Level 1, Deloitte House, 24 Bridge Street, Hamilton East, Hamilton
- NZTA, 245 Blenheim Road, Christchurch

Our contact details

For general enquiries and contact information for the NZ Transport Agency please check our website www.nzta.govt.nz or email us at info@nzta.govt.nz

NATIONAL OFFICE
50 Victoria Street
Private Bag 6995
Wellington 6141
New Zealand
Telephone: 04 894 5400
Fax: 04 894 6100

**TRANSPORT
REGISTRY CENTRE**
Private Bag 11777
Palmerston North 4412
New Zealand
Telephone: 0800 108 809
(motor vehicle
registrations)
Telephone: 0800 822 422
(driver licensing)
Fax: 06 953 6406

Hiring a taxi in New Zealand

what you need
to know



The NZ Transport Agency is responsible for the licensing, regulation and compliance of New Zealand's taxi fleet and drivers. If you're hiring a taxi, we want you to have a safe and pleasant experience.

With this in mind, we've put together this information which outlines the things you should know when you hire a taxi in New Zealand.

- A person driving a taxi or shuttle in New Zealand must be the holder of, and display in the taxi where it can easily be seen, a current driver identification card. A driver identification card must contain a recent photograph of the driver and display a unique identifier. The name and logo of the taxi company, and the fleet number of the taxi, must be displayed on the outside of the taxi. The taxi company name and vehicle's fleet number must be displayed inside of the left rear passenger door.
- A passenger can choose any taxi on a rank. They are not obliged to take the first available taxi.
- A driver may refuse to accept a person as a passenger or refuse to continue the hiring of the vehicle by a person if the driver has reasonable grounds for refusing, eg the driver has concerns for their safety, the passenger/s are eating or the passenger/s appear to be under the influence of alcohol or drugs.

- A driver of a taxi must, if asked, state the correct scale or basis of the fare, including any extra charges. A taxi driver, at the end of a hire, must not demand more than the exact amount of the fare displayed on the taxi meter. The fare schedule may differ from company to company and should be displayed on the inside and the outside of the vehicle.
- A taxi driver must take reasonable care of luggage and ensure it is secured appropriately. The driver must also be orderly and civil.
- A taxi driver must, unless requested or agreed by the hirer, travel the route that is most advantageous to the hirer either in time and/or distance.
- Tipping is not expected by New Zealand taxi drivers.

unique identifier

