YOUR RIGHTS

As a passenger you should expect:

- To be treated with respect and dignity
- To feel safe and protected
- To be able to raise any concerns with the driver (or gartjie) without feeling uncomfortable

Your driver or gartjie should:

- Be properly trained and able to do their jobs competently
- Be courteous to ALL passengers
- Abide by the law

Your taxi should be:

- Clean and tidy
- Well maintained

OUR COMMITMENT

- Drivers will be properly licensed and vetted
- The maximum capacity of the taxi will be adhered to
- The vehicle will be driven safely and according to the law
- Any changes to the service will be clearly communicated
- Drivers and gartjies will be attentive to the safety needs of all passengers
- Will take particular care of vulnerable groups and those with special needs
- Will charge you the correct amount for your journey

FEEDBACK OR COMPLAINTS?

Contact the Chairperson of your primary association.

Note: If you have a complaint about a specific taxi, please try to provide as much information as possible including registration number and the route you were travelling on.

NEED FURTHER SUPPORT?

- Rape Crisis 24-hour Helpline: 021 447 9762
- Life Line Counselling Helpline: 021 461 1111
- Sonke Gender Justice: 021 423 7088

This Safe Taxi Charter was co-created in consultation with the SANTACO Women's Desk, the Taxi Industry and taxi passengers. This document was developed in the hopes of promoting a safer and more inclusive transport environment, meeting and setting the standards within the Public Transport Industry.