**Rue Driver Terms and Conditions**

**1. Licensing Requirements**

* **Driver Licensing:** All drivers must hold a valid Hackney Carriage or Private Hire Driver's Licence issued by the relevant local authority.
* **Vehicle Licensing:** Vehicles operating under Rue must have a valid Hackney Carriage or Private Hire Vehicle Licence, with the official plate displayed in accordance with local authority regulations.

**2. Vehicle Standards**

* **Age and Condition:** Vehicles must comply with the licensing authority’s standards for age and condition. From April 2025, new vehicle licences may require vehicles to be under five years old.
* **Accessibility:** Drivers operating wheelchair-accessible vehicles must provide appropriate assistance to passengers requiring such services.

**3. Driver Conduct and Appearance**

* **Dress Code:** Drivers must maintain a professional appearance, including wearing appropriate attire such as collared shirts, polo shirts, trousers, or knee-length shorts or skirts.
* **Behaviour:** Drivers must be courteous and professional at all times, refraining from inappropriate language or conduct.
* **Assistance to Passengers:** Drivers must assist passengers with luggage and provide reasonable support to individuals with mobility challenges.

**4. Operational Guidelines**

* **Bookings:** Private hire journeys must be pre-booked via the Rue app or designated operator system. Street hails and rank pickups are prohibited for private hire vehicles.
* **Fares:** Hackney carriage fares must follow the taxi meter rates set by the licensing authority. Private hire fares are agreed upon at the time of booking.
* **Route Knowledge:** Drivers must be familiar with local routes and use the most direct or agreed-upon route for all journeys.

**5. Compliance and Enforcement**

* **Penalty Points Scheme:** Rue follows a penalty points system for infractions such as failing to assist passengers, improper conduct, or not meeting dress code requirements. Accumulating 12 or more points in a 12-month period may result in a review of the driver’s ability to operate via Rue.
* **Inspections:** Vehicles and drivers are subject to periodic inspections to ensure compliance with safety and licensing regulations.

**6. Legal Obligations**

* **Equality Act Compliance:** Drivers must comply with the Equality Act 2010, ensuring fair and equal treatment for all passengers, including those with disabilities.
* **Data Protection:** Rue complies with the Data Protection Act 2018 and GDPR. Passenger information is handled securely and not shared without legal justification.

**7. Health and Safety**

* **Driver Fitness:** Drivers must meet medical fitness standards and report any health changes that could affect their ability to drive safely.
* **Vehicle Maintenance:** Regular vehicle checks must be performed to ensure roadworthiness. Drivers must maintain records of servicing and repairs.

By operating under Rue, drivers agree to adhere to these Terms and Conditions to ensure a safe, reliable, and professional service for all users.