

Subsidiary Legislation made under s.69.

Taxis (City Service, Cruise Terminal and Airport Service) Regulations 1999

LN.1999/092

*Commencement (rr.1, 2 & 4)
(r.3)*

**4.8.1999
23.3.2000¹**

Amending enactments	Relevant current provisions	Commencement date
LN. 2000/027	r. 3(1)-(5)	23.3.2000
2003/063	r. 3.	15.5.2003
2006/046	r. 3(1), (3)-(4)	13.4.2006
2009/045	r. 3(6)(c)	20.8.2009
2013/115	rr. 3(7), (d)-(e), (8A)	12.8.2013
2014/059	rr. 3(6), (a). 4(8)	2.5.2014
2016/067	rr. 3(1A), (2)-(7), (8A), Schs.1-2	24.3.2016
2016/144	r. 3(7), (7A)-(7B)	7.7.2016
2017/024	rr. 2, 2A-2C, 3(7)(d)-(f)	9.2.2017
2017/039	rr. 2ZA, 2A(3), 2B(7)	23.2.2017
2017/066	Schs.1-2	10.4.2017
2024/186	r. 3(7)	3.10.2024
2024/227	rr. 2, 2ZA(1)(b)-(d), 3(1), (1A), (2), (4)(a), (5)(a)-(b), (6)-(7), (7)(c)-(e), (7A)(a)-(b), (8), (b), (d), 3A, Sch.3	19.12.2024
2025/009	r. 3A(2)	16.1.2025
2025/078	rr. 1(1), 2, 5	10.4.2025
2026/337	rr. 2, 5B-5E, Sch.4	17.9.2026

¹ Notice of Commencement (LN.2000/026)

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Title and commencement.

1.(1) These regulations may be cited as the Taxis (City Service, Cruise Terminal and Airport Service) Regulations 1999.

(2) Regulations 1, 2 and 4 come into operation on 4 August 1999 and regulation 3 comes into operation on the day appointed by the Minister by Notice in the Gazette.

Interpretation.

2. In these regulations—

“airport service” shall be construed in accordance with regulation 5;

“city service line” means the line designated for city service at Casemates Square as demarcated in Schedule 4

“city service” means the city day service or the city night service;

“city day service” shall be construed in accordance with regulation 3;

“city night service” shall be construed in accordance with regulation 3A;

“cruise terminal” means any area within the port where passengers embark and disembark from cruise ships;

“taxi authority” means the person or entity designated as such under regulation 2A;

“Gibraltar taxi service” means a central dispatch for taxis and private hire vehicles, in part responsible for receiving bookings for a taxi from the general public and assigning such bookings to a taxi driver; and

“relevant day” means the day on which a driver’s disc corresponds to that set out on the roster prepared by the Commission pursuant to regulation 3(4)(a);

“relevant night” means the night on which a driver’s disc corresponds to that set out on the roster prepared by the Commission pursuant to regulation 3A(5)(a);

“Shore Excursion Agent” means the person or persons appointed by a cruise ship principal to make the arrangements for pre-booked tours and transport for passengers on cruise ships calling at Gibraltar.

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“Upper Rock Tour” means a taxi tour of the Upper Rock Nature Reserve;

“Upper Rock Tour line” means the line designated for Upper Rock Tours at Casemates Square as demarcated in Schedule 4;

“Upper Rock Tour service” means a taxi service for the conveyance of passengers on an Upper Rock Tour;

Transport Commission.

2ZA.(1) For the purposes of discharging its functions under-

- (a) section 4(b), (c) or (d) of the Act;
- (b) subregulation (2);
- (c) regulation 3; and
- (d) regulation 3A,

the Commission shall use the Global Positioning Data, referred to in regulation 2C, received from the Gibraltar taxi service.

(2) The Commission shall be responsible for supervising the functioning of the Gibraltar taxi service.

Taxi authority.

2A.(1) For the purposes of these Regulations there shall be established a taxi authority.

(2) The Driver and Vehicle Licensing Department is appointed as the taxi authority referred to in subregulation (1).

(3) The taxi authority shall be responsible for monitoring and ensuring the functioning of the Gibraltar taxi service and for this purpose shall inspect the Global Positioning Data received from the Gibraltar taxi service.

Gibraltar taxi service.

2B.(1) For the purposes of these Regulations there shall be established a Gibraltar taxi service.

(2) The Gibraltar Taxi Association is appointed as the Gibraltar taxi service referred to in subregulation (1).

(3) Subject to subregulation (6), the Gibraltar taxi service shall administer a call out service for-

(a) all taxi drivers other than a taxi driver undertaking a Rock Tour; and

(b) private hire vehicles.

(4) The Gibraltar taxi service shall make use of the Global Positioning System data in the running of the Gibraltar taxi service.

(5) The Gibraltar taxi service shall provide the information received from the taxi driver's Global Positioning System, referred to in regulation 2C, to the taxi authority.

(6) The operation of the call out service referred to in subregulation (3) shall be at the discretion of the Gibraltar taxi service.

(7) The Gibraltar taxi service shall provide the information received from the taxi driver's Global Positioning System, referred to in regulation 2C, to the Commission for the purposes referred to in regulation 2ZA.

Global Positioning System.

2C.(1) Each taxi licenced in accordance with the Act shall be monitored and coordinated by the Gibraltar taxi service, with the use of Global Positioning System technology.

(2) Each taxi licenced in accordance with the Act shall be equipped with a functional Global Positioning System transmitter as specified by the Transport Commission.

(3) A taxi driver shall provide the information output produced by the Global Positioning System referred to in subregulation (2) to the Gibraltar taxi service.

City day service.

3.(1) The Commission shall issue each taxi licenced in accordance with the Act with a coloured disc in the form set out in Schedule 1 for the purpose of indicating on which days the taxi concerned will operate a city day service.

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(1A) The Minister may by notice in the Gazette amend the coloured discs set out in Schedule 1 and where the number of colours has been increased or decreased, the Commission shall re-issue discs as appropriate.

(1B) For the purposes of sub regulation (1), a further driver and vehicle may be added to a road service licence for no more than five consecutive days, solely for the purpose of conducting the city day service, upon approval following successful submission of the relevant application to the Commission for amendment to a road service licence, pursuant to the Transport Regulations 2000.

(2) All private hire vehicles shall carry a white disc in the form set out in Schedule 2 which indicates that the private hire vehicle is permanently on city day service.

(3) The Commission shall issue equal numbers of coloured discs and no taxi may receive more than one disc.

(4) (a) The Commission shall prepare and introduce a roster for the purposes of indicating on which days a taxi shall operate a city day service.

(b) The roster shall be displayed at the offices of the Commission and may be amended from time to time by the Commission as they may direct in writing.

(5) (a) Save as provided in paragraph (b), a driver of a taxi whose disc corresponds to that set out on the roster may only offer a city day service on that day.

(b) Nothing in this regulation shall prevent any other taxi also offering a city day service.

(6) A taxi on “city day service” means that the taxi may only ply for hire from taxi ranks (excluding the “Shuttle Service” rank at the Market Place) to carry a passenger to another point within Gibraltar from the hours of 8am to 8pm on a relevant day and may not enter—

(a) the cruise terminal (except for the delivery of passengers from a point in Gibraltar other than the “Shuttle Service” point at the Market Place);

(b) the coach terminal; or

(c) the Upper Rock except in the case of a one-way fare which—

(i) does not require an entry ticket to the Nature Reserve, and

- (ii) is either—
 - (A) to or from a specific residence there for a resident or visitor to that residence, or
 - (B) in respect of a public or private function occurring there which is not part of the general tourist attraction of the Upper Rock and which does not involve a stop at or a visit to any part of the Upper Rock except where the event is occurring.

(7) A driver of a taxi who, on a relevant day –

- (a) fails to display the disc issued;
- (b) refuses to accept, without reasonable cause, a passenger who wishes to travel to another point within Gibraltar;
- (c) enters any area prohibited to him or her under subregulation (6);
- (d) fails, during the relevant day, to provide a city day service as directed by the Commission;
- (e) fails to comply with any instructions given to him or her by a Transport Inspector in respect of how and where the city day service is to be provided, such as, in particular, being required by a Transport Inspector to move to a different taxi rank or to attend a different area; or
- (f) fails to operate a functional Global Positioning System transmitter, as referred to in regulation 2C,

shall be deemed to have failed to comply with a condition of his or her licence, unless as regards sub regulation (7)(d), he or she makes up any shortfall by providing a city day service for the period equivalent to that missed within 10 days.

(7A) A driver of a taxi who fails to make up any shortfall pursuant to regulation 3(7) shall-

- (a) remain on city day service and be prevented from carrying out a Rock Tour until such time as he or she makes up for the shortfall for the period equivalent to that missed; and

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- (b) be liable to a fixed penalty pursuant to regulation 67 of the Transport Regulations, and for the avoidance of doubt, payment of the fixed penalty does not exempt a driver from performing the missed city day service for which the fixed penalty was issued.

(7B) Pursuant to the Transport Act, the Commission may revoke or suspend the road service licence of the driver of a taxi who refuses to carry out a city day service.

(8) For the purposes of sub regulation (7)(b), “reasonable cause” for refusing to accept a passenger includes, by way of example—

- (a) the passenger is drunk, disorderly, abusive or otherwise not in a fit state to be carried;
- (b) the passenger appears unable to pay the potential fare and refuses to show that he or she has enough money with him;
- (c) the taxi driver is beginning or going to another hiring; or
- (d) the request by the passenger would place the taxi driver in contravention of the provisions of the Act or the conditions of his or her licence.

City night service.

3A.(1) The Commission shall, at its discretion, issue taxis licenced in accordance with the Act with a coloured disc in the form set out in Schedule 3 for the purpose of indicating on which nights the taxi concerned will operate a city night service.

(2) For the purposes of sub regulation (1), a further driver and vehicle may be added to a road service licence for no more than five consecutive nights, solely for the purpose of conducting the city night service, upon approval following successful submission of the relevant application to the Commission for amendment to a road service licence, pursuant to the Transport Regulations 2000.

(3) The Minister may by notice in the Gazette amend the coloured disc set out in Schedule 3 and where the number of colours has been increased or decreased, the Commission shall reissue discs as appropriate.

(4) The Commission shall issue equal numbers of coloured discs and no taxi may receive more than one disc.

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- (5) (a) The Commission shall prepare and introduce a roster for the purposes of indicating on which nights a taxi shall operate a city night service.
- (b) The roster shall be displayed at the offices of the Commission and may be amended from time to time by the Commission as they may direct in writing.
- (6) (a) Save as provided in paragraph (b), a driver of a taxi whose disc corresponds to that set out on the roster may only offer a city night service on that night.
- (b) Nothing in this regulation shall prevent any other taxi also offering a city night service.
- (7) A taxi on “city night service” means that the taxi may only ply for hire from taxi ranks (excluding the “Shuttle Service” rank at the Market Place) to carry a passenger to another point within Gibraltar from the hours of 17:00 to 01:00 on a relevant night and may not enter—
- (a) the cruise terminal (except for the delivery of passengers from a point in Gibraltar other than the “Shuttle Service” point at the Market Place);
- (b) the coach terminal; or
- (c) the Upper Rock except in the case of a one-way fare which—
- (i) does not require an entry ticket to the Nature Reserve, and
- (ii) is either—
- (A) to or from a specific residence there for a resident or visitor to that residence, or
- (B) in respect of a public or private function occurring there which is not part of the general tourist attraction of the Upper Rock and which does not involve a stop at or a visit to any part of the Upper Rock except where the event is occurring.
- (8) A driver of a taxi who, has been licenced to provide the city night service—
- (a) fails to display the disc issued;
- (b) refuses to accept, without reasonable cause, a passenger who wishes to travel to another point within Gibraltar;

- (c) enters any area prohibited to him or her under sub regulation (7);
- (d) fails, during the relevant night, to provide a city night service as directed by the Commission;
- (e) fails to comply with any instructions given to him or her by a Transport Inspector in respect of how and where the city night service is to be provided, such as, in particular, being required by a Transport Inspector to move to a different taxi rank or to attend a different area;
- (f) fails to operate a functional Global Positioning System transmitter, as referred to in regulation 2C; or
- (g) provides any taxi service or Rock Tour at any time which is not the city night service even when not on duty,

shall be deemed to have failed to comply with a condition of his or her licence, unless as regards paragraph (d), he or she makes up any shortfall by providing a city night service for the period equivalent to that missed within 10 days.

- (9) A driver of a taxi who fails to make up any shortfall pursuant to regulation 3A(8) shall-
 - (a) remain on city night service until such time as he or she makes up for the shortfall for the period equivalent to that missed; and
 - (b) be liable to a fixed penalty pursuant to regulation 67 of the Transport Regulations, and for the avoidance of doubt, payment of the fixed penalty does not exempt a driver from performing the missed city night service for which the fixed penalty was issued.

(10) Pursuant to the Transport Act, the Commission may revoke or suspend the road service licence of the driver of a taxi who refuses to carry out a city night service.

(11) For the purposes of sub regulation (8)(b), “reasonable cause” for refusing to accept a passenger includes, by way of example–

- (a) the passenger is drunk, disorderly, abusive or otherwise not in a fit state to be carried;

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- (b) the passenger appears unable to pay the potential fare and refuses to show that he or she has enough money with him;
- (c) the taxi driver is beginning or going to another hiring; or
- (d) the request by the passenger would place the taxi driver in contravention of the provisions of the Act or the conditions of his or her licence.

Cruise Terminal.

4.(1) The Shore Excursion Agent in respect of each cruise ship calling at Gibraltar shall contract, for the purpose of providing a Rock Tour for the passengers on the cruise ship, for the use of at least the number of taxis shown in the following table:

Number of passengers on ship	Number of taxis
100 - 200	5
201 - 300	12
301 - 500	18
501 - 1000	25
1001 and more	30

(2) The Shore Excursion Agent will pay fees in respect of each 7-seater taxi (and pro rata for taxis with less seating capacity) used under subregulation (1) at the rate of £51 for a standard Rock Tour of one hour 30 minutes plus £17 for each 30 minutes extension of the standard time, any such extension of the standard time to be agreed in advance.

(3) The Shore Excursion Agent may use, for the purposes of providing a shuttle service from the cruise terminal to the city or to any point within Gibraltar, the number of taxis shown in the table below out of the minimum number of taxis contracted for use under subregulation (1):

Minimum number of taxis	Maximum number for shuttle service
5	2
12	2
18	3
25	5
30	7.

(4) The Shore Excursion Agent will pay fees in respect of each 7-seater taxi (and pro rata for taxis with less seating capacity) used or available for use under subregulation (3) at the rate

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of £34 for each hour, beginning with the tour dispatch time of the cruise ship, as specified by the Cruise Terminal Manager, the taxi is used or required to be available for use, subject to a minimum payment of £34.

(5) Any fee payable under subregulation (4) will be forfeited if a taxi refuses to carry out a journey reasonably requested by the Shore Excursion Agent, but that taxi will nevertheless be considered to have formed part of the minimum number of taxis under subregulation (3).

(6) If a taxi which has been contracted for under subregulation (1) is not required by the Shore Excursion Agent for use under either subregulations (1) or (3) and dismissed by the Shore Excursion Agent within 30 minutes of the tour dispatch time as specified by the Cruise Terminal Manager, the Shore Excursion Agent will pay a fee of £25 in respect of that taxi.

(7) This regulation does not apply—

- (a) in respect of taxis provided or required by a shipping agent in respect of a cruise ship, for example to transport the crew to and from the ship; or
- (b) where a cruise ship calling at Gibraltar does not appoint a Shore Excursion Agent or provide pre-booked shore excursion packages to its passengers.

(8) No taxi driver on City Service and no second driver of a taxi may carry out the shuttle service under sub-regulation (3).

Airport service.

5.(1) The Gibraltar taxi service shall ensure that a minimum of five private hire vehicles are stationed at the Gibraltar International Airport taxi rank for the scheduled arrival of all inbound commercial flights into Gibraltar.

(2) The private hire vehicles mentioned in subregulation (1) shall remain available for passenger hire for a period of not less than one and a half hours following the scheduled arrival time of each inbound commercial flight into Gibraltar.

(3) The airport service described in subregulations (1) and (2) shall be fulfilled exclusively by private hire vehicles provided by the Gibraltar taxi service.

(4) All private hire vehicles assigned to the airport service shall bear clearly visible distinguishing signs or markings on the body of the vehicle, identifying them as designated airport service vehicles.

(5) The Commission shall prepare and introduce a roster for the purposes of indicating on which days a private hire vehicle shall operate the airport service.

(6) The roster described in subregulation (5) shall be displayed at the offices of the Commission and may be amended from time to time by the Commission as they may direct in writing.

(7) Nothing in this regulation shall prevent any other taxi from also offering an airport service.

(8) Failure by a driver of a private hire vehicle who has been licenced to provide the airport service to –

- (a) ensure that the private hire vehicle designated to carry out the airport service bears the required distinguishing signs or markings;
- (b) refuses to accept, without reasonable cause, a passenger who wishes to travel to another point within Gibraltar from the Gibraltar airport terminal;
- (c) provide the airport service as stipulated in this regulation; or
- (d) comply with any instructions given to him or her by a Transport Inspector in respect of how and where the airport service is to be provided,

shall cause the Gibraltar taxi service to be liable to an offence pursuant to regulations 67(8) (in the case of subregulations (8)(c) or (d)), 99A(4) (in the case of subregulations (8)(a) or (b)) and 126 and Part 1 of Schedule 3 of the Transport Regulations 2000.

(9) Pursuant to the Transport Act, the Commission may revoke or suspend the road service licence of the driver of a private hire vehicle who refuses to carry out the airport service.

(10) For the purposes of sub regulation (8)(b), “reasonable cause” for refusing to accept a passenger includes, by way of example–

- (a) the passenger is drunk, disorderly, abusive or otherwise not in a fit state to be carried;
- (b) the passenger appears unable to pay the potential fare and refuses to show that he or she has enough money with him or her;
- (c) the driver is beginning or going to another hiring; or

- (d) the request by the passenger would place the driver in contravention of the provisions of the Act or the conditions of his or her licence.

Casemates Square taxi rank: two-line system.

5B.(1) The taxi rank at Casemates Square shall consist of two designated lines—

- (a) the Upper Rock Tour line; and
- (b) the city service line,

each as demarcated by traffic signs and as described in Schedule 4.

(2) A taxi stationed at the Upper Rock Tour line may only accept fares for Upper Rock Tours.

(3) A taxi stationed at the city service line may only accept fares for city service journeys.

(4) No taxi stationed at the Upper Rock Tour line shall provide services for city service journeys unless directed to do so by the Commission under sub regulation (8).

(5) No taxi stationed at the city service line shall provide services for Upper Rock Tours unless directed to do so by the Commission under subregulation (8).

Offence of touting at the two-line rank.

5C.(1) A driver of a taxi stationed at the Upper Rock Tour line who solicits, touts for, or accepts a fare for a city service journey commits an offence.

(2) A driver of a taxi stationed at the city service line who solicits, touts for, or accepts a fare for an Upper Rock Tour commits an offence.

(3) A person guilty of an offence under subregulation (1) or (2) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

(4) Where a person is alleged to have committed an offence under this regulation, a fixed penalty notice may be served on that person in accordance with subregulations (5) to (7).

(5) The fixed penalty payable shall be £1,000.

(6) Where a person is served with a fixed penalty notice, the Commission may in addition, by written notice, apply restricting conditions to the offending Road Service Licence and/or the PSV licence of the offender for such period as the Commission considers appropriate, not exceeding 6 months.

(7) Payment of a fixed penalty shall discharge any liability to conviction for the offence to which the fixed penalty notice relates.

Allocation and management of lines.

5D.(1) The Commission shall manage the allocation of taxis between the Upper Rock Tour line and the city service line and shall ensure that a sufficient number of taxis is stationed at each line to meet demand.

(2) The Commission may, by direction given to the driver of a taxi, require a taxi stationed at one line to move to the other line where the Commission is satisfied that it is necessary to do so in order to maintain an adequate level of service.

(3) A driver who fails to comply with a direction given under subregulation (2) without reasonable excuse commits an offence and is liable on summary conviction to a fine not exceeding level 2 on the standard scale.

(4) The Commission shall have regard to—

- (a) the time of day and the likely pattern of demand for each type of service;
- (b) the number of taxis available for service at the rank; and
- (c) any relevant data obtained from GPS monitoring under regulation 2C,

in exercising its functions under this regulation.

(5) A Transport Inspector may, at any time during his or her shift, roster or instruct up to 5 City Service vehicles to attend and service the city service line.

(6) A driver who fails to attend the city service line within 20 minutes of being instructed to do so under subregulation (5) without reasonable excuse commits an offence.

(7) Where a person is alleged to have committed an offence under subregulation (6), a fixed penalty notice may be served on that person, and the fixed penalty payable shall be—

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- (a) £300 in respect of a first offence;
- (b) £600 in respect of a second offence committed within 12 months of a previous offence under this regulation;
- (c) £1,000 in respect of a third or subsequent offence committed within 12 months of a previous offence under this regulation.

(8) Payment of a fixed penalty shall discharge any liability to conviction for the offence to which the fixed penalty notice relates.

Offence of conducting unauthorised tour on city service.

5E.(1) A driver of a taxi operating under a city service who, whilst purportedly carrying a city service fare, provides what is in substance a tour commits an offence.

(2) A person guilty of an offence under subregulation (1) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

(3) A fixed penalty notice may be served on a person alleged to have committed an offence under this regulation.

(4) The fixed penalty payable shall be—

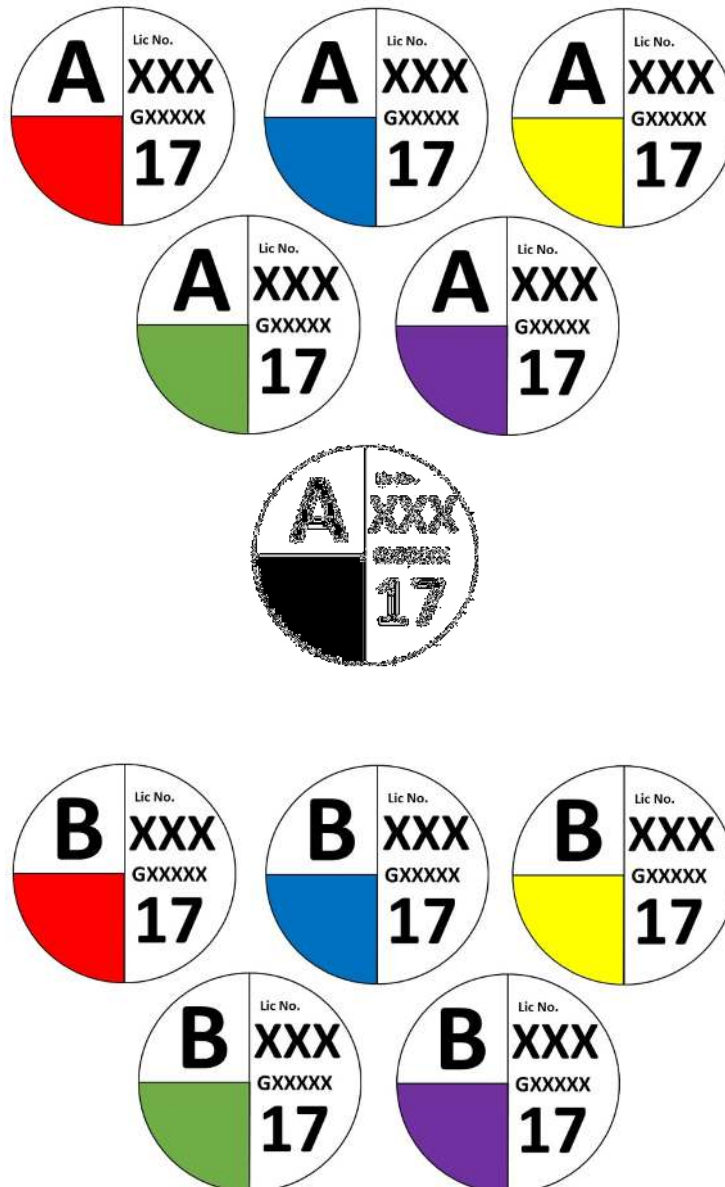
- (a) £300 in respect of a first offence;
- (b) £600 in respect of a second offence committed within 12 months of a previous offence under this regulation;
- (c) £1,000 in respect of a third or subsequent offence committed within 12 months of a previous offence under this regulation.

(5) Payment of a fixed penalty shall discharge any liability to conviction for the offence to which the fixed penalty notice relates.

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SCHEDULE 1

Regulation 3



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SCHEDULE 2

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SCHEDULE 3

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The validity of this disc is
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SCHEDULE 4

Regulation 5B

DEMARCATIION OF TAXI LINES AT CASEMATES SQUARE

1. The two lines shall be separated by a clearly visible demarcation sign bearing the words “UPPER ROCK TOURS” on the northern side and “CITY SERVICE” on the southern side, together with a painted ground marking.
2. Signage shall be erected at the head of each line indicating the type of service available from that line, clearly visible to members of the public.
3. The following diagram is indicative of the layout of the two-line system—

