THE CAPTAIN TAXIS

*Your Journey Our Passion!*

# Passenger Charter

Safe | Reliable | Respectful | Fair

**VERSION: NOVEMBER 2026**


**The Captain Taxis Pty Ltd**

1800 222 724 | 02 8046 6989

office.tct26@gmail.com

thecaptaintaxis.com.au

Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000

ABN 68 679 554 539 · TSP-448041 · BSP-448042

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| **Document Title** | Passenger Charter |
| **Issued By** | The Captain Taxis Pty Ltd (ABN 68 679 554 539) |
| **Version** | November 2026 |
| **Status** | Approved for publication |
| **Applies To** | All passengers and customers of The Captain Taxis Pty Ltd |
| **Owner** | Management – The Captain Taxis Pty Ltd |
| **Review Frequency** | Annually or following any significant incident, complaint trend or legislative change |

## 1. Our Promise

The Captain Taxis Pty Ltd is committed to safe, reliable, respectful and fairly priced transport across Greater Sydney, 24 hours a day. This Charter sets out what you can expect from us, and what we ask of you in return, so every journey is a good one.

## 2. What You Can Expect From Us

### Safety

- Drivers who are authorised, police-checked and trained under our Safety Management System.
- Licensed, insured and regularly inspected vehicles with working seatbelts and safety equipment.
- Drivers who are well rested and comply with our Fatigue Management Policy.
- Safe pick-up and drop-off locations, and a driver who waits until you are safely inside at night where requested.

### Courtesy and Respect

- Polite, professional and well-presented drivers.
- Equal service for everyone, regardless of background, ability, gender, age or language.
- Help with luggage and with getting in and out of the vehicle when needed.
- Your choice of route, and of temperature, music and conversation where practical.

### Fair and Transparent Fares

- Fares calculated on the regulated NSW taxi meter, with tolls charged at cost.
- A fare estimate at booking, as a guide only.
- Cash, card, Cabcharge and TTSS accepted. Online payments are processed securely by Stripe.
- A receipt for every trip on request.

**LOCATION**
Level 35, One International Towers,
100 Barangaroo Avenue,
Sydney NSW 2000

**EMAIL**
office.tct26@gmail.com

**WEBSITE**
thecaptaintaxis.com.au

**PHONE**
1800 222 724
02 8046 6989

### Reliability

- Bookings by phone on 1800 222 724 (24/7), through our app or at thecaptaintaxis.com.au/book.
- Advance notice from us of expected delays wherever possible.
- Airport pickups planned around your flight times.

### Accessibility

- Wheelchair accessible taxis with trained drivers. Carers and companions may travel with you.
- Guide dogs and assistance animals are always welcome, at no extra charge.
- Reasonable assistance for passengers who are elderly or have a disability.

### Privacy

Your personal information is used only to provide our services and is protected in line with our Privacy Policy.

## 3. What We Ask of You

- Wear a seatbelt at all times, and use an approved child restraint for children as required by NSW road rules.
- Treat drivers and other passengers with respect. Abusive, threatening or discriminatory behaviour is not tolerated.
- Do not smoke, vape, or consume alcohol or illegal substances in the vehicle.
- Pay the metered fare, plus any tolls, at the end of your trip.
- Take care of the vehicle. Damage or soiling may need to be reimbursed.
- Be ready at the pickup point at the booked time, and cancel as early as possible if your plans change.
- Check for your belongings before leaving the vehicle.

> **Drivers may refuse or end a trip where a passenger's behaviour puts the safety of the driver, passengers or the public at risk.**

## 4. Lost Property

If you leave something behind, call 1800 222 724 or use the online form at thecaptaintaxis.com.au/lost-property. Every trip is logged, so we can usually trace the vehicle and contact the driver. Our Lost Property Desk operates Monday to Friday, 8am–6pm.

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**PHONE**
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02 8046 6989

## 5. Feedback and Complaints

We want to hear about your experience, good or bad. You can give feedback or make a complaint at any time, and it will be handled under our Complaints Handling Procedure.

| Channel | Details |
|---|---|
| **Phone (24/7)** | 1800 222 724 |
| **Office** | 02 8046 6989 |
| **Email** | office.tct26@gmail.com |
| **Online** | thecaptaintaxis.com.au/feedback · thecaptaintaxis.com.au/contact |
| **Post** | Level 35, One International Towers, 100 Barangaroo Avenue, Sydney NSW 2000 |

## 6. Your Rights

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in this Charter limits your legal rights. If you are not satisfied with how we handle your complaint, you may contact the Point to Point Transport Commissioner or NSW Fair Trading.