



運輸署

Transport Department



共享舒適及 安全的士旅程



Have a Comfortable and Safe Taxi Journey

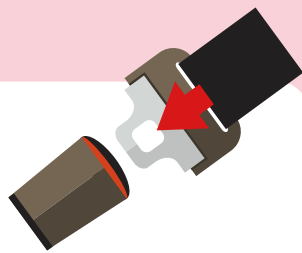


香港的士服務指引
Hong Kong Taxi Service Guideline



的士乘客做得到：

- ✓ 不可在車廂內吸煙。
- ✓ 應扣上安全帶。
- ✓ 不可要求司機前往該的士經營範圍以外的地方或在禁止停車地帶上落車。
- ✓ 不應損壞或弄污的士任何部分。
- ✓ 不應說粗言穢語或作出不恰當的行為。



的士收費如何計算？

- ▶ 乘客須依法按照計程錶所顯示的金額繳付的士車費，並按情況另付規定的附加費用，如行李費、隧道費、動物或鳥類附加費等。
- ▶ 一般來說，司機可就每件擺放在車尾行李廂內的行李或每件擺放在車廂內而長、闊、高總和超過140厘米的行李，收取6元行李附加費。
- ▶ 計程錶上所顯示的車費幣值為港幣。



有關最新的士收費表
可參閱運輸署網站

收據樣本

如何索取車費收據？

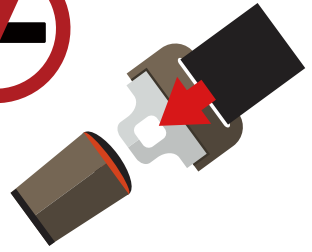
- ▶ 每輛的士均已安裝收據打印機，乘客可向的士司機索取機印車費收據。
- ▶ 如果收據打印機失靈，的士司機應發出手寫收據。

車號	XY1234	
上車	21/06/23	07 : 09
下車	21/06/23	07 : 24
總公里	9.37	
收費公里	9.34	
收費分鐘	3.1	
附加費	HK\$11.00	
總車費	HK\$111.00	

What taxi passengers should do:



- ✓ Not to smoke in the taxi.
- ✓ Wear seat belts.
- ✓ Not to hire a taxi to a destination which is outside the permitted operating area of taxi and enter or alight from a taxi in a no-stopping zone.
- ✓ Not to damage or soil any part of the taxi.
- ✓ Not to use obscene or offensive language or behave in a disorderly manner.



How are taxi fares calculated?

- Passengers are required to pay taxi fares as recorded on the taximeter in accordance with the law, as well as the additional fares according to the circumstances, such as surcharge for baggage carried, surcharge for every hiring involving the use of toll tunnel and surcharge for animal or bird carried.
- In general, an additional charge of HK\$6 for baggage shall be levied on (1) every piece of baggage that is carried inside the baggage compartment; or (2) every piece of baggage with total dimensions (length + width + height) exceeding 140cm that is carried inside the passenger compartment.
- The fare on a taximeter is in Hong Kong dollars and cents.



Please refer to the website of the Transport Department for the latest taxi fare table.

Sample receipt

How to get a fare receipt?

- Each taxi is installed with a receipt printing device, and passengers can ask for machine-printed fare receipt from the taxi driver.
- In case the receipt printing device fails to operate, the taxi driver should issue a handwritten receipt.

車號	TAXI NO.	XY1234
上車	START TIME	21/06/23 07 : 09
下車	END TIME	21/06/23 07 : 24
總公里	TOTAL KM	9.37
收費公里	PAID KM	9.34
收費分鐘	PAID MIN	3.1
附加費	SURCHARGE	HK\$11.00
總車費	TOTAL FARE	HK\$111.00



乘客如何表揚的士司機或投訴的士服務？

請記下司機的名字、的士司機證編號、的士車輛登記號碼，以及事發的日期、時間和地點，然後循下列的途徑作出表揚或投訴：

How do passengers give commendation to the taxi driver or lodge complaint on the taxi service?

Please record the driver's name, taxi driver identity plate number, taxi vehicle registration number, and date, time and place of the incident, and make a commendation or complaint through the following channels:



的士服務嘉許計劃

Taxi Service Commendation Scheme

(電郵地址 E-mail address : enquiry@ctsq.org.hk)



交通投訴組

Transport Complaints Unit

(熱線 Hotline : 2889 9999/ 電郵地址 E-mail address: info@tcu.gov.hk)



警務處

Police Force

(熱線 Hotline : 2527 7177 或可向任何警務人員或往警署尋求協助)

Assistance may also be sought from any police officers or police station)



運輸署

Transport Department

(熱線 Hotline : 2804 2600/ 電郵地址 E-mail address : tdenq@td.gov.hk)