

目錄

1	經營範圍 Permitted operating areas	Page 01-02 頁
2	載客量 Carrying capacity	Page 03-04 頁
3	安全帶 Seat belt	Page 03-04 頁
4	收費 Fares	Page 05-06 頁
5	的士車費收據 Taxi fare receipt	Page 07-08 頁
6	攜帶行李及其他物品 Carriage of baggage	Page 07-08 頁
7	的士車費找續 Giving change	Page 09-10 頁
8	司機的責任及須注意的行為 Obligations and conduct of drivers	Page 11-16 頁
9	乘客須注意的行為 Conduct of passengers	Page 17-18 頁
10	點字和摸讀字車輛登記號碼牌 Registration mark plate in braille and in tactile form	Page 19-20 頁
11	「暫停載客」標誌 “Out of Service” sign	Page 21-22 頁

Content

12	的士站 Taxi stands	Page 21-22 頁
13	的士落客點 Taxi drop-off points	Page 23-24 頁
14	的士上落客點 Taxi pick-up and drop-off points	Page 23-24 頁
15	的士上客點 Boarding and alighting	Page 23-24 頁
16	殘疾乘客在限制區上落車證明書 Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones	Page 25-26 頁
17	酒後駕駛及藥後駕駛引起的問題 Problems caused by drink driving and drug driving	Page 27-28 頁
18	觸犯規例的懲罰 Punishment	Page 29-30 頁
19	如何表揚及投訴的士服務 How to lodge commendations and complaints on taxi service	Page 31-32 頁
20	處置失物 Lost property	Page 33-34 頁
21	常用電話號碼 Useful telephone numbers	Page 35-38 頁

1 經營範圍

本港有3類的士，各有不同的經營範圍：

a. **市區的士（紅色的士）**：可在香港任何地區行走（東涌道及南大嶼山的道路除外）。

b. **新界的士（綠色的士）**：可在以下地區行走 -

- 屯門區
- 元朗區
- 大埔區
- 北區
- 馬鞍山區
- 西貢區大部分地方（將軍澳新市鎮除外）
- 落馬洲管制站（晚上十一時至翌日早上六時三十分）
- 落馬洲支線公共運輸交匯處
- 深圳灣口岸港方口岸區

並可沿指定路線接載乘客往返以下地點：

- 赤鱗角香港國際機場的客運大樓和地面運輸中心
- 青衣機鐵站
- 荃灣港鐵站
- 沙田威爾斯親王醫院
- 沙田馬場
- 觀塘順利邨
- 香港迪士尼樂園
- 坑口港鐵站

c. **大嶼山的士（藍色的士）**：只限在大嶼山及赤鱗角行走。



Permitted operating areas 1

There are 3 types of taxis - they operate in different parts of Hong Kong:

a. **Urban taxis (red taxis):** available for hire throughout Hong Kong (except Tung Chung Road and roads in South Lantau).

b. **NT taxis (green taxis):** available for hire in-

- Tun Mun District
- Yuen Long District
- Tai Po District
- North District
- Ma On Shan District
- Most areas of Sai Kung District (except Tseung Kwan O New Town)
- Lok Ma Chau Central Point (from 11:00 pm to 06:30am on the following day)
- Lok Ma Chau Spare Line Public Transport Interchange
- Shenzhen Bay Port Hong Kong Port Area

They are also permitted to carry passengers along specified routes to/from the following locations:

- Passenger Terminals and the Ground Transportation Centre of the Hong Kong International Airport in Chek Lap Kok
- Tsing Yi Station of Airport Railway
- Tsuen Wan MTR Station
- Prince of Wales Hospital
- Tseng Kwan O Hospital
- Sha Tin Race Course
- Shun Lee Estate in Kwun Tong
- Hong Kong Disneyland
- Hang Hau MTR Station

c. **Lantau taxis (blue taxis):** available for hire on Lantau Island and in Chek Lap Kok.



2 載客量

每輛的士的座位數目，會展示在車頭及車尾的綠色半圓形字牌上。視乎車輛設計，的士最高乘客座位數目是五個。

在計算的士可接載的乘客人數時 -

- 3歲以下的小童不計算在內；及
- 三名年滿3歲而身高不超過1.3米的小童，作兩人計算；兩名該等小童亦當作兩人計算。

如將接載的乘客人數超出法定限額，司機有權拒絕乘客租用。



Carrying capacity 2

The seating capacity of each taxi can be found on the green semicircle plates displayed on the front and back of the vehicle. Subject to the vehicle design, the maximum passenger seating capacity of a taxi is five.

In counting the number of persons that may be carried in a taxi -

- a child under the age of 3 years is not counted; and
- three children aged 3 or above but each no exceeding 1.3 metres in height are counted as two persons; two such children are also counted as two persons.

If the number of passengers to be carried exceeds the legal limit, the driver can refuse to accept the hire.



3 安全帶

除非已獲得運輸署的豁免，否則所有乘客有法律責任在配備安全帶的的士上佩戴安全帶。

一般來說：

- 懷孕並不可作為不佩戴安全帶的理由；
- 如家長帶同小童乘搭的士，他們應攜帶認可及合適的兒童乘車安全帶裝置，以安裝於後座座位；
- 如合適的話，小童亦可佩戴中門的環腰式安全帶；
- 後座座位不適宜容納4名成年乘客，第四位乘客應使用前座座位及佩戴安全帶；及
- 若乘坐的士的成年人及兒童數目多於的士上安全帶數目的時候，沒有佩戴安全帶的兒童或成年乘客應使用後座座位。

如乘客未有佩戴安全帶：-

- 即屬違法；
- 的士司機可以拒絕接載或駕駛；及
- 乘客可被要求繳付的士車費及離開車輛。



Seat belt 3

A passenger is required to wear a seat belt if available unless he/she has obtained exemption from Transport Department.

In general,

- pregnancy is not a reason for not wearing a seat belt;
- in case parents plan to take any child with them on a taxi trip, it is advisable for them to carry with them an approved and appropriate child restraint to be fitted in the rear seat of taxis;
- if appropriate, the child may wear the lap belt in the middle;
- It is not advisable for four adult passengers to occupy the rear compartment, the fourth passenger should take the front seat and wear the seat belt; and
- when a group of adults and children exceed the total number of seat belts available on a taxi, the unbelted child passengers or adult passengers should stay in the rear compartment.

If a passenger does not wear a seat belt:-

- the passenger commits an offence;
- the taxi driver may refuse the hire or to drive; and
- the passenger may be required to pay the taxi fare and leave the vehicle.

乘客須依法按照計程錶(俗稱「咪錶」)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。任何不誠實地設法逃避繳付的士車費，即屬違法。

的士收費表是展示在車廂內的左尾門及左前門（或左面儀表板）。

計程錶上顯示的車費幣值為港幣。金額按的士被租用時所行駛的車程及等候時間而合併計算的。乘客須在下列情況另付規定的附加費用：

- 以電召方式預約的士；
- 攜帶私人行李，擺放在車廂內的輕便手提行李除外，有關費用按每件計算(詳情請參閱下文第6節)；
- 攜帶動物或鳥類，有關費用按每隻計算；或
- 行經收費隧道、收費道路或收費區。

行經收費隧道或青嶼幹線的附加費是以下列方式計算：

a. 過海隧道：

附加費的金額相等於司機於車程中所付的隧道費，另加上指定回程費。

在下列情況下，乘客毋須繳付回程費：

- 倘的士在過海車程的終點是與出發地點相同的一邊海岸。
- 在過海的士站上車。

b. 其他收費隧道

附加費的金額相等於司機於車程中所付的隧道費。乘客毋須繳付回程費。

c. 青嶼幹線：

不論行駛方向，每行經一次青嶼幹線，附加費為30元。



Passenger is required to pay taxi fare as recorded by the taximeter in accordance with the law, as well as the additional charges according to the circumstances. A person who dishonestly endeavours to avoid taxi fare payment commits an offence and is liable to conviction.

Fare tables are displayed at the taxi compartment, at the left side of the rear and front doors (or at the left side of the front dashboard).

The fare on a taximeter is in Hong Kong dollars and cents, and includes the fare calculated on the basis of the distance traveled together with any waiting time incurred while the taxi is hired. Taxi passengers are required to pay additional fares:

- if the taxi is hired through a telephone booking;
- for each baggage carried except light personal hand baggage carried inside the passenger compartment (see section 6 below);
- for each animal or bird carried; or
- if the hire involves the use of toll tunnel, toll road or toll area.

The additional fares for using toll tunnels or the Lantau Link are charged in the following manner:

a. Cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver plus a specified return toll. The return toll is not applicable if:

- the taxi returns to the same side of the harbour at the end of a cross-harbour trip.
- The hire begins from a cross-harbour taxi stand.

b. Toll tunnels other than cross-harbour tunnels:

The additional fare is the tunnel toll paid by the taxi driver. No return toll should be charged.

c. Lantau Link:

The additional fare is \$30 for each passing of Lantau Link, irrespective of the direction of travel.

5 的士車費收據

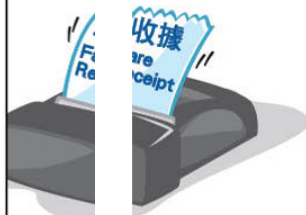
的士已安裝收據打印設備，乘客可向司機索取機印收據。

如收據打印設備失靈，司機應發出手寫收據及盡快安排修理。

如政府已批准調整的士收費，而收費錶和收據打印設備未及在生效日期作出調校，司機應先在機印收據上寫上新收費，然後才發給乘客。

手寫的士車費收據的樣本
Sample of hand-written taxi fare receipt

的士車號 :	
Taxi No :	
上車日期 :	年 月 日
Date :	Yr. Mth. D.
下車時間 :	上午/下午
End Time :	am/pm.
咪錶顯示收費 :	
Meter Fare :	HK\$
附加費 :	
Surcharge(s) :	HK\$
總收費 :	
Total Taxi Fare :	HK\$
司機姓名 :	
Name of Driver :	



Taxi fare receipt 5

Taxis are installed with a receipt printing device. Taxi passengers can ask for a machine-printed fare receipt.

In case the receipt printing device fails to operate, the taxi driver should issue a hand-written receipt and arrange for repair of the device as soon as possible.

If the taximeter and the receipt printing device have not yet been recalibrated to show the new fares approved by Government after a fare adjustment, the taxi driver should write down the new fares on the printed receipt before issuing to the passenger.

6 攜帶行李

乘客可於車廂內攜帶輕便的個人手提行李，而毋須繳付額外費用。有關行李必須包裹妥當，如屬危險或厭惡性質的物品，一律禁止攜帶上車。大型手提行李須放入車尾行李廂，以免損壞車廂。

司機可就每件擺放在車尾行李箱內的行李；或每件擺放在車廂內而長、闊、高總和超過140厘米的行李，收取行李附加費。嬰兒車亦需按照上述準則繳付行李附加費。

此外，香港的士並沒有限制運載乘客所攜帶行李之數目，但必須適當地固定在車輛上。而一般的士車尾行李廂可容納大約三件體積(1.7米長x0.7米闊x0.5米高)的行李。

殘疾乘客的輪椅及拐杖則毋須收費。

如果乘客攜帶動物或鳥類，司機可酌情決定是否接載該動物或鳥類。若乘客所攜帶的動物或鳥類引致的士有任何損壞，乘客須負責賠償。

法例規定，除個人手提行李外，的士不可以用作運載貨物，所以乘客不應使用的士作運載貨物用途。



A passenger may carry light personal hand baggage inside the passenger compartment free of charge. Personal hand baggage should be securely wrapped, and should not be of a dangerous or offensive nature. Bulky baggage should be carried inside the luggage compartment to avoid causing damage to the vehicle.

Baggage charge may be levied on every piece of baggage that is carried inside the luggage compartment, and every piece of baggage with total dimensions (length+width+height) exceeding 140cm that is carried inside the passenger compartment. Baby prams are also required to pay the additional charge for baggage according to the above guidelines.

In addition, there is no limit on the number of baggage carried by passengers inside a taxi in Hong Kong but the loads shall be properly secured. A taxi can normally carry about three suitcase of regular size (1.7m length x 0.7m width x 0.5m height) in rear boot.

Wheelchairs and crutches of passengers with disabilities are carried free of charge.

Animals or birds may be carried at the discretion of the driver. The passenger is responsible for any damage caused to the vehicle by the animal or bird so carried.

In accordance with the law, taxi can carry personal hand baggage, but no goods. Hence, passenger should not use taxi for carrying goods.

7 的士車費找續

根據法例，的士司機須攜帶不少於港幣100元的紙幣和硬幣零錢，供找續之用。的士司機若未能為500元或1,000元面額的港幣提供找續，雖不屬違例，但的士司機應盡量滿足乘客的找續要求。

若的士乘客隨身只攜有面額500元或1,000元的港幣鈔票，應在租用的士前，詢問的司機能否為500元或1,000元之提供找續。

的士司機可以要求的士乘客以500元或1,000元以外面額的港元紙幣或輔幣，支付的士費。

若的士司機在獲得的士乘客的同意下，前往原先指定目的地以外的地方，讓的士乘客找換零錢以支付的士車費，則的士乘客有責任支付行駛上述額外車程的相關車費。

的士司機不應在未獲的士乘客同意前，擅自駛往原先指定目的地以外的地方，讓的士乘客找換零錢以支付的士車費。

當遇到找續困難的情況時，的士乘客與司機應以互諒互讓的態度，共同尋找解決問題的方法。



Giving change 7

A taxi driver is required by law to carry with him for the purpose of giving change to a passenger not less than \$100 worth of notes and coins. It is not an offence if a taxi driver cannot give change to \$500 or \$1,000 notes. However, the taxi driver should entertain the passengers' request for change as far as possible.

If a passenger only has \$500 or \$1,000 dollar notes, he should ask the driver whether change for \$500 or \$1,000 is available before making hire.

A taxi driver may request a passenger to settle taxi fare with legal tender other than \$500 or \$1,000 notes.

If a taxi driver, with the consent of the passenger, carries him to a place other than the specified destination for money changing purpose in order to settle the taxi fare, the passenger has the obligation to pay for the additional taxi fare so incurred.

Without the passenger's prior consent, a taxi driver is not advised to carry his passenger to a place other than the specified destination for money changing purpose.

In case there is any difficulty in giving change, passenger and driver are encouraged to reach a mutual agreement to settle the issue.

8 司機的責任及須注意的行為

的士司機應：

a. 保持個人整潔

- 穿著清潔及恰當的衣服
- 正確地展示合規格的的士司機証

b. 保持車輛清潔和舒適

- 確保的士車身和車廂清潔
- 保持行李廂整潔和並無充塞雜物
- 不要在的士車廂內吸煙

c. 待客以禮

- 主動與乘客打招呼，詢問和確認目的地
- 向乘客表示多謝和說再見
- 說話時要有禮貌，避免有不適當的行為，例如：講粗口
- 在有需要時，使用簡單的普通話和英語與乘客溝通

d. 按照計程錶收費

- 正確地展示最新之的士收費表
- 有禮貌地告訴乘客車費，如有需要，在旅程開始時應解釋附加費的內容
- 經常帶備至少100元的紙幣和硬幣零錢，供找續之用
- 按照計程錶收費，並給予乘客正確號碼的找續
- 在乘客要求時，提供收據



Obligations and conduct of drivers 8

Taxi driver should :

a. keep personal appearance clean and tidy

- Dress in clean and proper clothes
- Display taxi driver identity plate properly

b. keep the taxi clean and comfortable

- keep the outside and the passenger compartment of the vehicle clean
- keep the luggage compartment neat and uncluttered
- Do not smoke inside the taxi even without passengers

c. be polite to passengers

- be proactive in greeting passengers, ask and confirm destinations
- Say "Thank you" and "Goodbye"
- Use polite language and avoid improper behavior e.g. using foul language
- Use simple Putonghau and English to communicate with tourists as necessary

d. charge exact fare

- Display the latest fare table properly
- Inform passengers of the fare politely and explain surcharges before the journey starts if necessary
- Always carry at least \$100 worth of notes and coins for giving change
- Charge according to the taximeter and give exact change
- Issue a receipt on passenger's request

8 司機的責任及須注意的行為

e. 採用最有效率或乘客指定的路線

- 要熟悉目的地和有關路線
- 使用最有效率或乘客指定的路線，除非因為不安全的情況，例如：不安全的路面情況或惡劣天氣，而令行走該等路線會有危險。在這些情況下，司機應向乘客解釋有關情形
- 如果有不同的路線選擇，應諮詢乘客和提供選擇
- 了解交通情況，在有需要時通知乘客和提供其他路線
- 在有需要時，使用街道圖和透過的士台尋找目的地



f. 主動向乘客提供協助

- 協助殘疾或年老乘客上落車
- 協助使用輪椅/拐杖或攜帶重型行李的乘客
- 協助手抱嬰孩和攜帶嬰兒車的乘客
- 提醒及在有需要時，協助乘客使用安全帶
- 提醒乘客帶齊私人物件才下車
- 盡快(以不超過6小時為限)將乘客遺留在車內的財物送交警署。如果乘客返回認領並提供可信的証明，司機應立即歸還財物予乘客



g. 提供一個安全和平穩的旅程

- 遵守道路使用者守則
- 駕駛時集中精神
- 不可在車輛行駛時，使用手提式無線電通訊設施，包括流動電話、平板電腦及無線電通話器。當有確實需要使用流動電話，應使用免提式裝置，但這些通話應盡量減少
- 安全駕駛，已確保乘客的安全



Obligations and conduct of drivers 8

e. use the most efficient route or route specified by passengers

- Be familiar with destinations and routes
- Take the most efficient route or route specified by passengers unless it is considered unsafe to do so due to circumstances such as unsafe road conditions or extreme weather. In these circumstances, the driver should explain the situation to the passengers
- Consult passengers and offer alternatives if there are different choices
- Check traffic condition, inform passengers and offer alternative routes if necessary
- Use maps and taxi radio station to locate destinations if necessary



f. be proactive in providing assistance to passengers

- Assist passengers with disabilities or the elderly passengers in boarding and alighting
- Help passengers in wheelchairs/crutches or with large luggage
- Help passengers with babies and baby carriages
- Remind and, if necessary, help passengers to put on seatbelts
- Remind passengers to take their personal belongings before alighting
- Take any properties left by passengers in the vehicle to the police station as soon as possible (within 6 hours). If the passengers who return to claim the properties can produce convincing proofs, the properties should be returned immediately



g. provide a safe and smooth ride

- Follow the Road Users' Code
- Concentrate while driving
- Do not use hand-held telecommunication equipment, including mobile phones, tablet computer and radiophones, while vehicle is in motion. Use a hands-free kit when there is a real need to use mobile phones but such communication should be minimized
- Maintain a habit of safe driving to ensure passenger safety



8 司機的責任及須注意的行為

h. 遵守的士條例

- 不揀客，不拒載
- 不濫收車資
- 不得以任何方式吸引乘客，以誘使其使用該車輛
- 不拒絕接載乘客往指定的地方
- 未得到乘客的同意，不可讓其他人擅自上車



i. 其他貼士

- 切勿超速
- 超越前車時要格外小心
- 遵守交通燈號
- 留意倒車時的安全
- 停車熄匙
- 常保持個人健康
- 保持心境開朗
- 充足睡眠和多做運動
- 不要在疲倦或健康不佳時駕駛
- 定期檢查身體
- 定時均衡飲食
- 全日為身體補充足夠水分
- 切勿毒後或酒後駕駛



Obligations and conduct of drivers 8

h. adhere to taxi regulations

- Do not choose passengers or refuse hire
- Do not overcharge
- Do not solicit passengers
- Do not refuse to drive to destination
- Do not let other people board the vehicle without passengers' consent



i. other tips

- no speeding
- pay extra attention when overtaking
- obey traffic signals
- ensure safe vehicle reversing
- switch off idling engines
- maintain own good health
- keep a happy mood and open mind
- enough sleeping time and more body exercises
- never drive under fatigue or bad health condition
- go for regular body-check
- regular meal time with balanced diet
- keep your self hydrated for the day
- no drug driving and drink driving



9 乘客須注意的行為

法律規定在乘坐配備安全帶的的士時，的士乘客必須佩戴安全帶。的士司機可以要求拒絕佩戴安全帶的的士乘客離開車廂，以及繳付的士計程錶上所紀錄的費用。（詳情請參閱上文第3節）

的士乘客不應：

- 在的士停定之前或在禁止停車地帶上落車；
- 在乘客人數超出規定的載客量時，仍強行上車；
- 要求的士司機在禁止泊車或停車的地點等候；
- 要求司機前往該的士經營範圍以外的地方；
- 粗言穢語或作出不恰當的行為（請保持通情達理及禮貌）；
- 損壞或弄污的士任何部分；
- 在車廂內吸煙；
- 在車廂內棄置垃圾；
- 將物件拋出、伸出或懸掛於車外；
- 將身體伸出車廂外；或
- 不適當地使用安全帶，或拒絕使用安全帶。



Conduct of passengers 9

It is a legal requirement that taxi passengers should wear a seat belt, if available. Taxi drivers may request a taxi passenger who refuses to wear a seat belt (if available) to leave the vehicle and pay the legal fare recorded in the taximeter. (See section 3 above)

A taxi passenger should not at anytime :

- enter alight from a taxi when it is moving, or in a no-stopping zone;
- insist on boarding a taxi if the number of persons exceeds its licensed carrying capacity;
- require the driver to wait at a place where parking or waiting is prohibited;
- hire a taxi to a destination which is outside the permitted operating area of the taxi;
- use obscene or offensive language or behave in a disorderly manner (please be reasonable and courteous);
- damage or soil any part of the taxi;
- smoke in a taxi;
- drop litter in a taxi;
- throw or hang anything out of a taxi;
- lean out of the taxi; or
- Improperly wear a seat belt or refuse to buckle up.

10 點字和摸讀字車輛登記號碼牌

安裝在的士中的點字和摸讀字車輛登記號碼牌是方便有視障的的士乘客可以知道的士的車輛登記號碼以作嘉許、讚揚、投訴等目的。

點字和摸讀字車輛登記號碼牌是安裝在的士內的左尾車門開門手柄對上或左側或對下位置。

所有石油氣的士之車主須在的士內左尾門上安裝一塊點字和摸讀字車輛登記號碼牌，以顯示該的士的車輛登記號碼。

螢光黃底色
Fluorescent yellow
back ground

點字車輛登記號碼
Registration mark
in Braille

摸讀字車輛登記號碼
Registration mark
in tactile form

ES 9673



Registration mark plate in braille and in tactile form 10

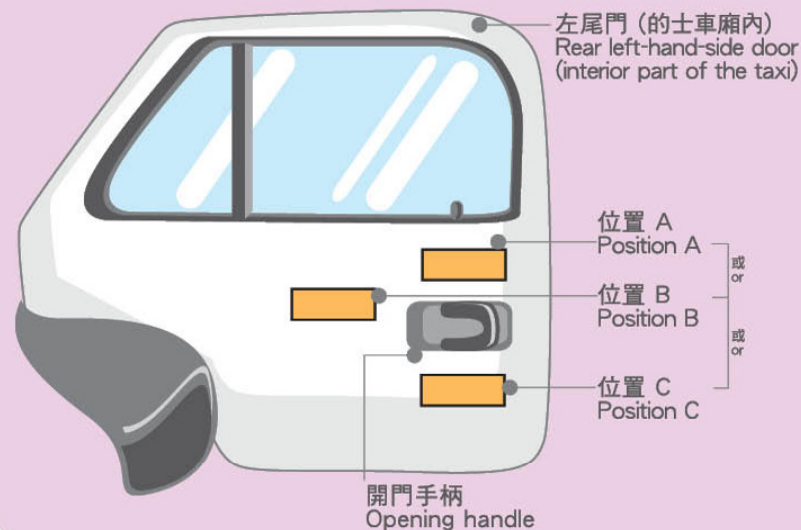
The registration mark plate in Braille and in tactile form installed in each taxi is to facilitate taxi passengers with visual impairment to know the registration mark of the taxi for the purpose of offering commendation, appreciation, lodging complaint, etc.

The plate is placed on the rear left-hand-side door (interior part) of a taxi at a position above or to the left or below the opening handle.

All the owners of liquefied petroleum gas taxis are required to install the registration mark plate in Braille and in tactile form on the rear left-hand-side door showing the registration mark of the taxi.

號碼牌的位置

Position of registration mark plate



11 「暫停載客」標誌

的士司機可在前往接載電召乘客或在交更途中時，展示「暫停載客」標誌，以表示的士暫不載客。

乘客不應召喚已展示「暫停載客」標示的的士。



“Out of Service” Sign 11

A taxi driver may display an “Out of Service” sign to indicate that his taxi is not available for hire, for example, when he is on his way to accept a telephone booking, or on his way to shift-changing etc.

An intending passenger should not hail any taxi displaying an “Out of Service” sign.



12 的士站

在的士站內最前面的兩部的士的司機應坐在車內或站在車旁，準備隨時接載乘客。

在的士站內的的士，應由第一部首先接載乘客。除非前面所有的士均已接客，否則第二部或較後的士的司機不應接客。

在過海的士站候客的司機，可以拒絕接載非過海乘客。在這些的士站載客過海，只限收取單程隧道費。

在過海的士站以外的地方，不論乘客是否要求過海，司機都不得拒絕接載乘客往其經營範圍內的任何地點；亦不得堅持要求過海的乘客在過海的士站轉車過海。

乘客應在的士站排隊，依次序上車。的士不應在超出的士站範圍以外的位置候客。

部分的士站已展示白色的字牌，指明可供使用該的士站之的士類型。

一般的士站是不准泊車的。如果的士站部分範圍劃設有「的士停泊處」，其可供泊車的時段，會顯示於「的士停泊處」旁的指示牌上。如果的士在「的士停泊處」以外之的士站範圍；或在指明可供泊車時段以外，在「的士停泊處」泊車，可被檢控。



The driver of each of the first two taxis at a taxi stand should sit in or stand beside his taxi and be ready to be hired at once by any person.

The driver of the first taxi at a taxi stand should accept a hire and the driver of a taxi other than the first taxi at the stand should not accept a hire unless the drivers of all taxis ahead of his taxi at the stand have accepted a hire.

At cross-harbour taxi stands, taxi drivers are permitted to refuse hire for non cross-harbour journeys. A single tunnel toll is charged for cross-harbour trips which start from these stands.

Other than at cross-harbour taxi stands, taxi drivers are not permitted to refuse a hire for any journeys within its permitted operating area. A taxi driver should not require passengers to change to taxis at cross-harbour taxi stands for journeys across the harbour.

Passengers should line up at a taxi stand for boarding and taxis should not queue beyond the taxi stand.

Some taxi stands have displayed a sign in white colour specifying the types of taxis that the stands are designated for.

Parking is in general not allowed at taxi stands. For taxi stands with areas designated as 'taxi parking space', the parking period is specified on signs erected next to the areas. Drivers who park their taxis at area other than the 'taxi parking space' within the taxi stand or at the 'taxi parking space' beyond the specified parking period may be prosecuted.



13 的士落客點

在限制區不准停車時段內，的士落客點
只准落客，嚴禁接載乘客。



During the no-stopping period within a restricted zone, only **setting down of passengers is permitted at taxi drop-off points**. Picking up of passengers is strictly prohibited.

Taxi drop-off points 13

14 的士上落客點

在的士上落客點，的士司機可以在乘客
下車之後，立刻接載另一位乘客，但的
士司機嚴禁在的士上落客點等候乘客。
如果沒有乘客候車的話，的士司機在乘
客下車之後，須即時駕車離開。



At a taxi pick-up and drop-off point, a taxi driver can pick up passengers immediately after setting down passengers. A taxi driver is **prohibited from waiting for passengers at the taxi pick-up and drop-off points**. He has to leave at once after dropping off passengers if there are no intending passengers.

Taxi pick-up and drop-off points 14

15 的士上落客

乘客不應在禁止上落客的道路登上的士
或下車。的士司機如在禁止上落客的道
路上落乘客，屬違反<<道路交通（交
通管制）規例>>。

查閱的士站、的士落客點及的士上落客
點位置：



A taxi passenger should not board or alight from a taxi on a road where picking up or setting down of passengers is **prohibited**. It is an offence under the Road Traffic (Traffic Control) Regulations for a taxi driver to pick up or set down passengers on a road where the prohibition is in force.

To check the locations of taxi stands, taxi drop-off points as well as taxi pick up and drop-off points:



Boarding and alighting 15

16 殘疾乘客在限制區上落車證明書

「殘疾乘客在限制區上落車證明書」是一張為了方便殘疾人士乘車往返所需到的地方而設的證明書。在不會對其他道路使用者構成危險或造成重大阻礙的情況下，警方同意行使酌情權，容許的士及其他指定車輛的司機，在限制區上落殘疾乘客，但有關安排不適用於快速公路和全日24小時限制區。此外，已劃為禁區的地方，亦不容許受禁區限制的車輛駛入及上落乘客。

殘疾乘客如要求在限制區上落，可將填妥的「殘疾乘客在限制區上落車證明書」交給司機，上面列出有關該次車程的資料，包括日期、時間及上落地點，以及有關車輛的車牌號碼。視覺受損的乘客可以用點字填寫該證明書。司機倘若被警務人員查問，可出示該張證明書。

如果的士司機未有從殘疾乘客方面獲得已填妥之「殘疾乘客在限制區上落車證明書」，他們在限制區上落殘疾乘客，可能會被檢控。

請留意，該證明書只是為方便殘疾乘客出入及上落車輛而設，並不是的士車費的代替品，也不能當作的士車費收據使用。根據香港法例第374D章《道路交通(公共服務車輛)規例》，的士乘客不誠實地設法逃避繳付他依法應付的合法車費即屬違法，一經定罪，可處罰款\$3,000及入獄6個月。

No.: CD548451 編號: CD548451		No.: CD548451 編號: CD548451	
The Hong Kong Council of Social Service 香港社會服務聯會			
Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones 殘疾乘客在限制區上落車證明書			
(This certificate is only applicable to taxi, private car, private light bus and private bus) (此證明書只適用於的士、私家車、私家小巴及私家巴士)			
Veh. Reg. No.: 車輛登記號碼: taxi/private car/private light bus/ private bus 的士/私家車/私家小巴/私家巴士			
Pick up place: 上車地點:	Veh. Reg. No.: 車輛登記號碼:	Pick up place: 上車地點:	
Set down place: 落車地點:	Name of Passenger: 乘客姓名:	Set down place: 落車地點:	
Time: 時間:	Name of Contact 聯絡機構:	Name of Contact 聯絡機構:	
Date: 日期:	Date: 日期:	Tel. No.: 電話:	

Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones

16

The Certificate for Picking Up or Setting Down of Passengers with Disabilities in Restricted Zones ("the Certificate") is a documentary proof which provides convenience to people with disabilities to travel to and from their destinations. The Police have agreed to exercise discretion to allow drivers of taxis and other designated vehicles to pick up or set down passengers with disabilities in restricted zones except expressways and 24-hour restricted zones, provided that no hazard or major disruption is caused to other road users. Areas designated as prohibited zones also prohibit vehicles of the class so restricted from entering and picking up or setting down passengers.

If required to board/alight in restricted zones, passengers with disabilities can issue a completed Certificate to the taxi drivers, with information on the journey, including the date, time, pick up/set down location and the vehicle registration number. Passengers with visual impairment can fill in the Certificate in Braille. In the event that the drivers are interrogated by a police officer, they can show the Certificate to the latter as documentary proof.

Without obtaining the completed Certificate from passengers with disabilities, taxi drivers may be prosecuted if they pick them up or set them down in restricted zones.

Please note that the Certificate is intended to facilitate travelling and boarding/alighting of people with disabilities and cannot be used in lieu of the taxi fare nor be deemed as the fare receipt. Under the Road Traffic (Public Service Vehicles) Regulations (Cap 374D), taxi passengers who dishonestly endeavour to avoid payment of a legal fare lawfully due from them commit an offence and are liable on conviction to a fine of \$3,000 and to imprisonment for 6 months.



17 酒後駕駛及藥後駕駛引起的問題

酒後駕駛

- 酒後駕駛會損害司機的判斷速度和距離的能力，令反應減慢，影響動作的協調性，並會導致視力模糊，令人高估自己的能力。
- 飲酒越多，對駕駛者危險越大。
- 除了隨機呼氣測試行動外，如駕駛者涉及交通意外；或在行車時，違反交通規則；或被懷疑酒後駕駛，警方有權要求駕駛者進行檢查呼氣測試。
- 如檢查呼氣測試報告顯示駕駛者體內的酒精比例超過法定限度，則必須另外進行呼氣、血液或尿液檢驗。
- 任何駕駛者如被發現體內酒精含量超過法定限度，將會被起訴。
- 最安全的做法是駕駛前滴酒不沾。



藥後駕駛

- 服用藥物可能影響中樞神經系統，並可能引致渴睡、暈眩、疲倦、專注力及判斷力受損、亢奮、反應遲緩或視力模糊。藥物對駕駛能力的影響，會因人而異。
- 駕駛前避免服用藥物。如無法避免，必須確切知道藥物對駕駛能力的影響；如有疑問，應請教醫護專業人員，包括醫生、藥劑師或牙醫，並在有需要時要求以其他藥物替代。
- 服用的藥物如會損害駕駛能力，切勿駕駛。
- 務須留意藥物標籤上的警告字句，例如「此藥可使人昏昏欲睡，如服後有此情況，不得駕駛或操作機械。」
- 務須遵從藥物的建議服用量，並在駕駛時留意藥物的影響。如察覺有駕駛能力受損的跡象，應在安全情況下停止駕駛。
- 切勿自行把不同來源的藥物混合服用，這樣將無法預知藥物對駕駛能力的影響。如有需要，應請教醫護專業人員。

Problems caused by drink driving and drug driving 17

Drink driving

- Drink driving impairs driver's judgement of speed and distance, slows down his reaction time, affects the co-ordination of the body's movements and blurs vision. It also gives a false sense of confidence.
- The risk may increase substantially with each additional drink.
- Other than random breath test operations, the Police have the power to demand a screening breath test from any driver who is involved in a traffic accident; or has committed a moving traffic offence; or is suspected of drink-driving.
- Additional breath, blood or urine tests are mandatory if the screening breath test results indicate an alcohol level above the prescribed limit.
- Any driver found exceeding the prescribed limit may face prosecution under the law.
- The only safe course is not to drink at all before driving.

Drug driving

- Drugs may affect the central nervous system and may cause sleepiness, dizziness, fatigue, impairment of concentration and judgement, excitation, slowing of reaction or blurred vision. The effects of drugs on driving ability may vary among different people.
- Avoid taking drugs before driving. If taking drugs before driving cannot be avoided, make sure you know the effects of drugs on driving ability. Consult healthcare professionals including doctors, pharmacists or dentists if in doubt and ask for alternative medications when necessary.
- If the medication impairs your driving ability, do not drive.
- Always look out for warning message on drug label, such as "This drug may cause drowsiness. If affected, do not drive or operate machinery".
- Always follow the recommended dosage of the medications, and monitor the effects of drug on you while driving. Stop driving under safe condition if driving impairment is recognized.
- Never attempt to take medications from various sources on your own because the effects on driving ability are not predictable. Consult healthcare professionals if necessary.

一般的士司機和乘客的責任及行為

的士司機及乘客如果觸犯《道路交通(公共服務車輛)規例》(香港法例第374D章)的相關條文，一經定罪，可被判罰款及/或監禁。

按錶收費及繳費

的士司機不得向乘客收取高於法定之的士車費。違法者一經定罪，可處罰款港幣10,000元監禁6個月。

的士乘客須依法按錶繳付的士車費。任何人不誠實地設法逃避繳費即屬違法，一經定罪，可處罰款港幣3,000元監禁6個月。

拒載

的士司機如無合理辯解，不得故意拒絕或忽略接受乘客的租用。違法者一經定罪，可處罰款港幣10,000元監禁6個月。

兜客

的士司機、代表或看來是代表該司機行車的人，不得以任何方式吸引或致力吸引任何人，以誘使那些人使用該的士。的士司機或代表該司機行事的人，如果作出兜客行為，一經定罪，可處罰款港幣10,000元監禁6個月。

**General obligations and conduct of taxi drivers and passengers**

Taxi drivers and passengers convicted of offences under the Road Traffic (Public Service Vehicles) Regulations (Chapter 374D) are liable to fines and/or imprisonment.

Charging and paying taxi fares according to meters

Taxi driver shall not charge passengers a fare exceeding that specified in the law. The offender is liable on conviction to a penalty of HK\$10,000 fine and to imprisonment for 6 months.

Taxi passenger shall pay taxi fare as recorded by the taximeter in accordance with the law. A person who dishonestly endeavours to avoid payment commits an offence and is liable on conviction to a penalty of HK\$3,000 fine and to imprisonment for 6 months.

Refusing hire

Taxi driver shall not, without reasonable excuse, wilfully refuse or neglect to accept a hire from a passenger. The offender is liable on conviction to a penalty of HK\$10,000 fine and to imprisonment for 6 months.

Soliciting

No taxi driver or person acting or purporting to act on behalf of the taxi driver shall in any manner attract or endeavour to attract any person in order to induce such person to make use of the vehicle. The offender is liable on conviction to a penalty of HK\$10,000 fine and to imprisonment for 6 months.

19 如何表揚及投訴的士服務

乘客如欲表揚的士司機或投訴的士服務，請記下司機的名字、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：

a. 交通投訴組

熱綫電話：2889 9990

傳真號碼：2577 1858

網址：<http://www.info.gov.hk/tcu>

電郵地址：info@tcu.gov.hk

郵寄地址：香港添馬添美道2號政府總部東翼20樓

b. 警方

熱綫電話：2527 1777

或可向任何警務人員或往警署尋求協助

c. 香港旅遊發展局

熱綫電話：2508 1234

傳真號碼：2111 8380

電郵地址：info@hktourismboard.com

郵寄地址：香港北角威非路道18號
萬國寶通中心9-11樓

d. 的士司機嘉許計劃

優質的士服務督導委員會和運輸署舉辦「的士司機嘉許計劃」，目的是為了建立一個固定渠道，表揚行為良好及對乘客提供優質服務而有出色表現之的士司機，這項計劃可以鼓勵司機提供優質服務給乘客，提升的士業界服務水平。我們亦希望透過這項計劃，進一步促進的士司機與乘客之間的和諧關係。



下載提名表格：
To download the
nomination form:



How to lodge commendation and complaints on taxi service

19

To give commendation to a taxi driver or complain on taxi service, please note down the driver's name, the registration number of the taxi as well as the date, time and place of the incident. Commendations and complaints may be made to :

a. Transport Complaints Unit

Hotline : 2889 9999

Fax No : 2577 1858

Web site : <http://www.info.gov.hk/tcu>

E-mail : info@tcu.gov.hk

Mailing address : 20/F, East Wing,
Central Government Offices, 2 Tim Mei Avenue,
Tamar, Hong Kong

b. Police

Any police officer or police station

Hotline : 2527 7177

c. Hong Kong Tourism Board

Hotline : 25081234

Fax No : 2806 0303

Email : info@hktb.com

Mailing address : 9th-11th Floors, Citicorp Centre,
18 Whitfield Road, North Point, Hong Kong

d. Taxi Driver Commendation Scheme

To establish a regular channel for passengers to show their appreciation, and to give commendation to taxi drivers who have good conduct and deliver quality service to taxi passengers, Transport Department and Quality Taxi Services Steering Committee organize "The Taxi Driver Commendation Scheme". The Scheme encourages taxi drivers to provide passengers with quality services and to raise the standards of taxi services in Hong Kong. In addition, we expect to enhance the harmonious relationship between taxi drivers and passengers by the Scheme.

20 處置失物

的士司機在完成一次行程過後，應小心檢查車輛，以確定乘客有沒有遺留物件在的士內。如果司機拾獲他人遺留於的士上的物件，須保持該物件在拾獲時的原狀，以等待物主認領。倘若該物件未被認領，司機須在拾獲物件後6小時內將它送交警署。如果物件在送交警署前，乘客已返回認領並提供可信的物主證明，司機應把物件歸還予該乘客，而不須送交警署。

司機亦可致電商業電台主辦的「馬路的事 不容有失」24小時免費的士失物熱線 187 2920報告失物。

乘客方面，如在的士上遺下物件，除可報警求助或透過的士電召台尋找失物外，亦可致電「馬路的事 不容有失」24小時免費的士失物熱線 187 2920，提供失物的詳細資料及聯絡方法。

如有任何機構或人士聲稱可代的士乘客尋找失物，但要繳付服務費或索取金錢報酬，請提高警覺。

Lost property 20

Drivers shall carefully examine the vehicle compartments after each journey to ensure no property is left by the passenger(s) inside the taxis. In case any property is found, they shall keep it in the state in which it is found while pending reclaim by the owner. Any property that is not claimed within 6 hours after being found shall be deposited at a police station. Provided that if such property is sooner claimed by the owner thereof and satisfactory proof of ownership is given, it shall be restored to the owner forthwith instead of being deposited at a police station.

Drivers may also call the 'Road Co-op Lost & Found 24-hour Free Hotline for Lost Property on Taxi', which is operated by Commercial Radio, at 187 2920 to report lost property.

Passengers who have left property in taxis may report to the Police or taxi radio call stations, and call the 'Road Co-op Lost & Found 24-hour Free Hotline for Lost Property on Taxi' at 187 2920 to provide details of the property and their ways of contact.

Please be aware of any person or body purporting to offer assistance in finding the lost property in return for payment of a fee or reward.

21 常用電話號碼

運輸署各分部

	電話
運輸署查詢熱線	2804 2600
公共車輛組	2804 2572
牌照組 -	
香港牌照事務處	2804 2636
九龍牌照事務處	2150 7728
觀塘牌照事務處	2775 6835
沙田牌照事務處	2606 1468
九龍灣驗車中心	2759 7573
土瓜灣驗車中心	2333 3112
上葵涌驗車中心	2424 5215
的士咪錶類型評定組	2829 5468
運輸署的士網頁： http://www.td.gov.hk/transport_in_hong_kong/public_transport/taxi/index_tc.htm	

香港警務處 (交通部)

	電話
中央違例檢控課 (一般查詢)	2866 6552

香港機場管理局

	電話
查詢熱線	2181 8888

Useful telephone numbers 21

Transport Department Offices

	Telephone
Transport Department Enquiry Hotline	2804 2600
Public Vehicles Section	2804 2572
Licensing Section -	
Hong Kong Licensing Office	2804 2636
Kowloon Licensing Office	2150 7728
Kwun Tong Licensing Office	2775 6835
Sha Tin Licensing Office	2606 1468
Kowloon Bay Vehicle Examination Center	2759 7573
To Kwa Wan Vehicle Examination Center	2333 3112
Sheung Kwai Chung Vehicle Examination Center	2424 5215
Taximeter Type Approval Unit	2829 5468
Taxi Website of Transport Department: http://www.td.gov.hk/transport_in_hong_kong/public_transport/taxi/index.htm	

Hong Kong Police Force (Traffic Branch)

	電話
Central Prosecutions Unit (General Enquiry)	2866 6552

The Airport Authority Hong Kong

	電話
Enquiry Hotline	2181 8888

21 常用電話號碼

**馬路的事 不容有失
24小時免費的士失物熱線**

1872920

**優質的士服務督導委員會秘書處及
的士季刊編輯部**

**郵寄地址：運輸署渡輪及輔助客運部
香港灣仔告士打道7號入境事務大樓40樓4036室**

傳真號碼：2824 2176

其他的士資訊



本指南的內容，包括但不限於所有文本、平面圖像、圖畫、圖片、照片以及數據或其他資料的圖編，均受版權保障。香港特別行政區政府是本指南內所有版權作品的擁有人，除非預先得得到香港運輸署的書面授權，否則嚴禁複製、改編、分發、發布或向公眾提供該等版權作品。

運輸署在本指南所載的資料祇供參考之用，最新資料可向運輸署查詢。雖然本署已盡力確保本指南的資料準確，但本署不會明示或隱含保證或擔保該等資料均準確無誤。香港特區政府及運輸署不會對任何錯誤或遺漏承擔法律責任。

Useful telephone numbers 21

**Road Co-op Lost & Found
24-Hour Free Hotline for Lost Property on Taxi**

1872920

**Secretariat of Quality Taxi Services Steering
Committee And Editorial Board of Taxi Newsletter**

**Mailing address: Ferry and Paratransit Division of Transport
Department, Room 4036, 40th Floor, Immigration
Tower, 7 Gloucester Road, Wan Chai, Hong Kong**

Fax number: 2824 2176

Other useful taxi information



The content available on this Guide, including but not limited to all text, graphics, drawings, diagrams, photographs and compilation of data or other materials are protected by copyright. The Government of the Hong Kong Special Administrative Region is the owner of all copyright works contained in this Guide. Any reproduction, adaptation, distribution, dissemination or making available of such copyright works to the public is strictly prohibited unless prior written authorisation is obtained from the Transport Department Hong Kong.

This Guide contains data compiled by the Transport Department (TD) for reference only. The latest information / data can be obtained from TD. Whilst TD endeavours to ensure that the information on this site is correct, no warranty or guarantee, express or implied, is given as to its accuracy. The Government of HKSAR and TD accept no liability for error or omission.