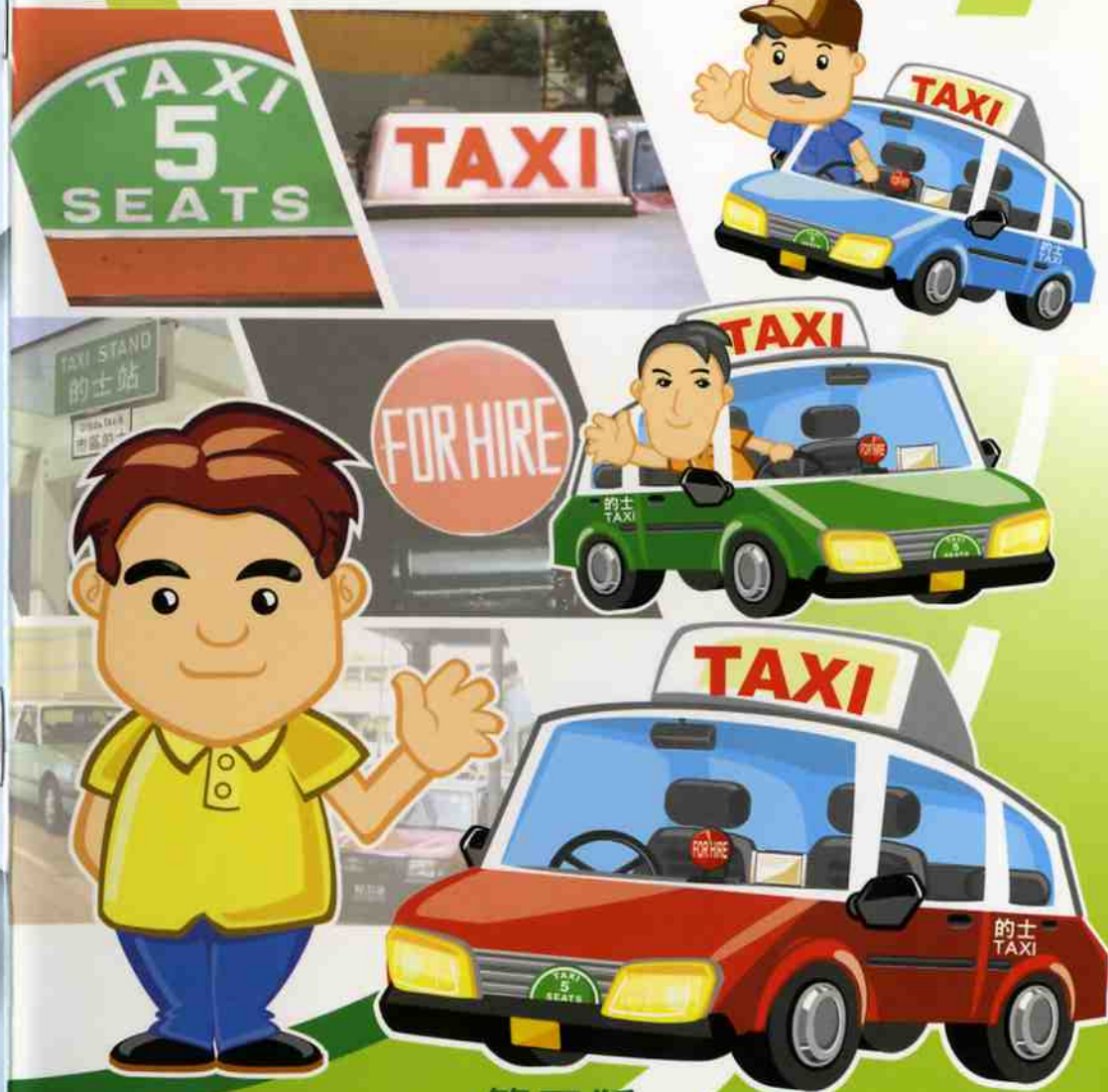




政府物流服务署印

香港的士服务指南

A Guide to Taxi Services in Hong Kong



第三版



馬路的事 守望相助

馬路的事 不容有失

24小时免费的士失物热线

Road Co-op Lost & Found

24-hour Free Hotline for Lost Property on Taxi



若在的士上遗下或拾获失物，
请致电 **1872920**，
发挥守望相助精神！

Please call our free hotline **1872920**
on any lost & found case on taxi

主办机构：商业电台马路的事
Leading Organization: Commercial Radio Road Co-op

参与机构：各的士商会/工会及各电召的士公司
Participating Organizations: Taxi Associations and
Taxi Radio-call Service Companies

优质的士服务督导委员会及运输署全力支持
Fully Supported by Quality Taxi Services Steering Committee
and Transport Department



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1. 经营范围

本港有3类的士，各有不同的经营范围：

a. **市区的士(红色的士)**：可在香港任何地区行走(大屿山南部除外)。

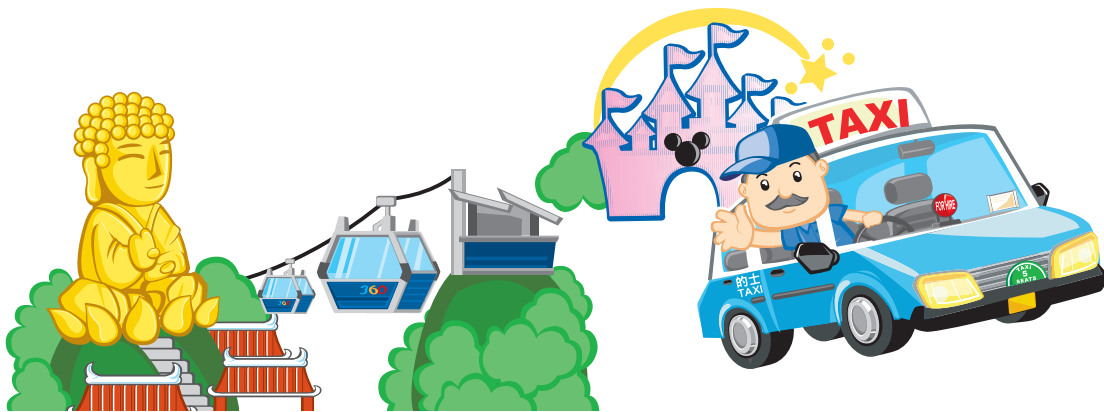
b. **新界的士(绿色的士)**：可在新界西北及东北行走，包括-

- 屯门区
- 元朗区
- 大埔区
- 北区
- 马鞍山区
- 西贡区大部分地方(将军澳新市镇除外)

并可沿指定路线接载乘客往返以下地点-

- 赤鱓角香港国际机场客运大楼
- 香港迪士尼乐园
- 青衣机铁站
- 荃湾地铁站
- 坑口地铁站
- 威尔斯亲王医院
- 沙田马场
- 顺利邨

c. **大屿山的士(蓝色的士)**：可在大屿山及赤鱓角行走。



1. Permitted operating areas

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

a. **Urban taxis (red taxis)** : available for hire throughout Hong Kong (except Southern part of Lantau Island).

b. **NT taxis (green taxis)** : available for hire in northwest and northeast New Territories, including-

- Tuen 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)

and also permitted to carry passengers along specified routes to/from the following locations-

- Passenger Terminal at the Hong Kong International Airport in Chek Lap Kok
- Hong Kong Disneyland
- Tsing Yi Airport Railway Station
- Tsuen Wan MTR Station
- Hang Hau MTR Station
- Prince of Wales Hospital
- Shatin Racecourse
- Shun Lee Estate

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

2. 载客量

每辆的士最多可载客5人。

在计算的士可接载的乘客人数时：

- 3岁以下的小童不计算在内；及
- 3名年满3岁而身高不超过1.3米的小童，作两人计算；两名该等小童亦当作两人计算。

如将接载的乘客人数超出法定限额，的士司机有权拒绝乘客的租用。



3. 安全带

除非已获得运输署的豁免，否则**所有乘客有法律责任在已配备安全带的的士上佩戴安全带。**

一般来说：

- 怀孕并不可作为不佩戴安全带的理由；
- 如家长带同小童乘搭的士，他们应携带认可及合适的儿童乘车安全带装置，以安装于后座座位；
- 如合适的话，小童亦可佩戴中间的环腰式安全带；
- 后座座位不适宜容纳4名成年乘客，第四位乘客应使用前座座位及佩戴安全带；及
- 若乘坐的士的成年人及儿童数目多于的士上安全带数目的时候，没有佩戴安全带的儿童或成年乘客应使用后座座位。

如接载的乘客拒绝或没有佩戴已配备的安全带，的士司机有权拒绝乘客的租用，并要求乘客缴付车费及离开车辆。



2. Carrying capacity

A taxi can carry up to 5 passengers.

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 not 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 taxi driver can refuse to accept the hire.

3. Seat belt

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 4 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 refuses or fails to wear the seat belt if available, the taxi driver can refuse to accept the hire as well as request the passenger to pay the fare and leave the vehicle.

4. 收费

的士收费表是展示在车厢内的左尾门及左前门（或左面仪表盘）。

计程表上显示的车费币值为港币。金额按的士被租用时所行驶的车程及等候时间而合并计算的。

乘客须依法按照计程表缴付的士车费，并须在下列情况另付规定的附加费用：

- 以电召方式预约的士；
- 携带私人行李（摆放在车厢内的轻便手提行李除外），有关费用按每件计算；
- 携带动物或鸟类，有关费用按每只计算；或
- 行经收费隧道或青屿干线。

行经收费隧道或青屿干线的附加费是以下列方式计算：

- 过海隧道**-附加费的金额等于的士司机于车程中所付的隧道费，另加指定回程费。在下列情况下，乘客毋须缴付回程费：
 - 倘若的士在过海车程的终点是与出发地点在相同的一边海岸；或
 - 在过海的士站上车。
- 其他收费隧道**-附加费的金额等于的士司机于车程中所付的隧道费。乘客毋须缴付回程费。
- 青屿干线**-不论行驶方向，附加费的金额为港币30元。



4. Fares

Fare tables are displayed inside the taxi compartment at the interior 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 travelled together with any waiting time incurred while the taxi is hired.

A passenger shall pay taxi fare as recorded by the taximeter in accordance with the law, also required to pay additional charges:

- if the taxi is hired through a telephone booking;
- for each baggage carried (except light personal hand baggage carried inside the passenger compartment);
- for each animal or bird carried; or
- if the hire involves the use of a toll tunnel or the Lantau Link.

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

- Cross-harbour tunnels**- The additional fare is in the same amount of the tunnel toll paid by the taxi driver on the taxi trip plus a specified return toll. *The return toll is not applicable if :*
 - *the final destination and origin of the cross-harbour taxi trip is on the same side of the harbour; or*
 - *the hire begins from a cross-harbour taxi stand.*
- Toll tunnels other than cross-harbour tunnels**- The additional charge is in the same amount of the tunnel toll paid by the taxi driver on the taxi trip. No return toll should be charged.
- Lantau Link**- The additional charge is HK\$ 30 irrespective of the direction of travel.

5. 的士车费收据

的士已安装收据打印设备，乘客可向的士司机索取机印收据。

如收据打印设备失灵，的士司机应发出手写收据及尽快安排修理打印设备。

如政府已批准调整的士收费，而收费表和收据打印设备未及在生效日期前作出调校，的士司机应先在机印收据上写上新收费，然后才发给乘客。

手写的士车费收据的样本
Sample of hand-written taxi fare receipt

的士车号	:	_____
Taxi No	:	_____
上车日期	:	____年__月__日
Date	:	____Yr.____Mth.____D
下车时间	:	____上午/下午
End Time	:	____a.m./p.m.
咪表显示收费	:	_____
Meter Face	:	HK\$_____
附加费	:	_____
Surcharge(s)	:	HK\$_____
总收费	:	_____
Total Taxi Fare	:	HK\$_____
司机姓名	:	_____
Name of Driver	:	_____



5. Taxi fare receipt

Taxis are installed with a receipt printing device. 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 as approved by Government after a fare adjustment, the taxi driver should write down the new fares on the printed receipt before issuing to passengers.

6. 携带行李及其他物品

乘客可于车厢内携带轻便的私人手提行李，而毋须缴付额外费用。有关行李必须包裹妥当，如属危险或厌恶性质的物品，一律禁止携带上车。大型手提行李须放入车尾行李厢，以免损坏车厢。

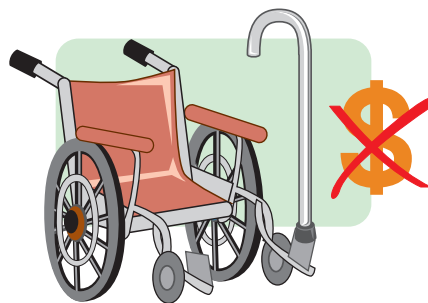
的士司机可就下列行李，收取行李附加费：

- 每件摆放在车尾行李箱内的行李；或
- 每件摆放在车厢内而长、阔、高总和超过140厘米的行李。

此外，香港的士并没有限制运载乘客所携带行李的数目。一般的士车尾行李厢可容纳大约3件普通体积(1.7米长×0.7米阔×0.5米高)的行李。

残疾乘客的轮椅及拐杖则毋须收费。

如果乘客携带动物或鸟类，的士司机可酌情决定是否接载该动物或鸟类。若乘客所携带的动物或鸟类引致的士有任何损坏，乘客须负责赔偿。



6. Carriage of goods, baggage, etc.

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 rear luggage compartment to avoid causing damage to the vehicle.

As a general rule, baggage charge may be levied on:

- every piece of baggage that is carried inside the luggage compartment; and
- every piece of baggage that is carried inside the passenger compartment with total dimensions (length, width, height) exceeding 140cm.

In addition, there is no limit on the number of baggage carried by passengers inside a taxi in Hong Kong. A taxi can normally carry about 3 suitcases of regular size (1.7m length x 0.7m width x 0.5m height) in rear luggage compartment.

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

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

7. 的士车费找续指引

- 根据法例，的士司机须携带不少于100元的港元纸币和硬币零钱，供找续之用。的士司机若未能为500元或1,000元面额的港币提供找续，虽不属违例，但的士司机应尽量满足乘客的找续要求；
- 若乘客随身只携有面额500元或1,000元的港元纸币，应在租用的士前，询问的士司机能否为500元或1,000元的港元纸币提供找续；
- 的士司机可以要求乘客以500元或1,000元以外面额的港元纸币或辅币，支付的士车费；
- 若的士司机在获得乘客的同意下，前往原先指定目的地以外的地方，让乘客找换零钱以支付的士车费，则乘客有责任支付行驶上述额外车程的相关的士车费；
- 的士司机不应在未获乘客同意前，擅自驶往原先指定目的地以外的地方，让乘客找换零钱支付的士车费；
- 当遇到找续困难的情况时，的士司机与乘客应以互谅互让的态度，共同寻找解决问题的方法。



7. Guidelines on giving change

- A taxi driver is required by law to carry with him/her for the purpose of giving change to a passenger not less than HK\$100 worth of notes and coins. It is not an offence if a taxi driver cannot give change to HK\$500 or HK\$1,000 notes. However, the taxi driver should entertain the passenger's request for change as far as possible;
- If a passenger only has HK\$500 or HK\$1,000 notes, he/she should ask the taxi driver whether change for HK\$500 or HK\$1,000 notes is available before the hire;
- A taxi driver may request a passenger to pay the taxi fare with legal tender other than HK\$500 or HK\$1,000 notes;
- If a taxi driver, with the consent of the passenger to pay the additional fare, carries him/her 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 the passenger to a place other than the specified destination for money changing purpose;
- In case there is any difficulty in giving change, the taxi driver and passenger are encouraged to reach a mutual agreement to settle the issue.

8. 司机的责任及须注意的行为

的士司机应：

a. 保持个人整洁

- 穿着清洁及恰当的衣服
- 正确地展示合规格的的士司机证

b. 保持车辆清洁和舒适

- 确保的士车身和车厢清洁
- 保持行李厢整洁和并无充塞杂物
- 不要在的士车厢内吸烟（任何时候）
- 调整收音机和的士台对讲机的音量，确保乘客不会受到滋扰

c. 待客以礼

- 主动与乘客打招呼，询问和确认目的地
- 向乘客表示多谢和说再见
- 说话时要有礼貌，避免有不适当的行为，例如：讲粗口或吐痰
- 在有需要时，使用基本的普通话和英语与乘客沟通
- 有礼貌地告诉乘客车费，如有需要，在旅程开始时解释相关的附加费

d. 采用最直接或乘客指定的路线

- 要熟悉目的地和有关路线
- 使用最直接或乘客指定的路线，除非因为不安全的情况，例如：不安全的路面情况或恶劣天气，而令行走该等路线会有危险。在这些情况下，的士司机应向乘客解释有关情形。
- 如果有不同的路线选择，应谘询乘客和提供选择
- 查问交通挤塞情况，通知乘客和提供其他路线
- 在有需要时，使用街道图和透过的士台寻找目的地



8. Obligations and conduct of drivers

A 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 rear luggage compartment neat and uncluttered
- do not smoke inside the taxi anytime
- adjust the volume of the radio and the intercom so as not to disturb passengers

c. Be polite to passengers

- be proactive in greeting passengers, enquiry and confirmation of destinations
- say "Thank you" and "Goodbye"
- use polite language and avoid improper behavior e.g. using foul language or spitting
- use basic Putonghua and English to communicate with passengers as necessary
- inform passengers of the fare politely and explain surcharges before the journey starts as necessary

d. Use the most direct route or route specified by passengers

- be familiar with destinations and routes
- take the most direct route or route as specified by passengers unless it is considered unsafe to do so due to circumstances such as unsafe road conditions or extreme weather. Under these circumstances, the taxi driver should explain the situation to passengers.
- consult passengers and offer alternatives if there are different choices
- check traffic congestion, inform passengers and offer alternative routes
- use maps and taxi radio station to locate destinations if necessary

8. 司机的责任及须注意的行为

e. 主动向乘客提供协助

- 协助残疾或年老乘客上落车
- 协助使用轮椅/拐杖或携带大型行李的乘客
- 协助手抱婴孩和携带婴儿车的乘客
- 提醒及在有需要时协助乘客使用安全带
- 提醒乘客带齐私人物件才下车
- 尽快(以不超过6小时为限)将乘客遗留在车内的财物送交警署。如果乘客返回认领并提供可信的证明, 司机应立即归还财物予乘客



f. 提供一个安全和平稳的旅程

- 遵守道路使用者守则
- 驾驶时集中精神
 - ▶ 除了查询路线和交通情况, 或遇有紧急事故外, 车辆在行驶时, 切勿使用手提式流动电话或同类型通讯设备。当有确实需要使用流动电话, 应使用免提式装置, 但这些通话应尽量减少
 - ▶ 不要分心收听电台节目
- 安全驾驶, 向乘客提供一个平稳的旅程
 - ▶ 切勿超速
 - ▶ 在快速公路时, 除超越前车外, 必须靠路的左线行驶; 超车时, 只可在前车的右边越过
 - ▶ 与前车保持最少「两秒停车距离」
 - ▶ 遵守交通灯号
 - ▶ 「停车熄匙」
 - ▶ 确保倒车安全
- 注意乘客的安全



8. Obligations and conduct of drivers

e. Be proactive in providing assistance to passengers

- assist passengers with disabilities or the elderly passengers in boarding and alighting taxi
- help passengers in wheelchairs/ crutches or with large luggages
- help passengers with babies and baby carriages
- remind and, if necessary, help passengers to wear the seat belts
- remind passengers to take their personal belongings before alighting taxi
- 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 to the passengers immediately

f. Provide a safe and smooth ride

- follow the Road Users' Code
- concentrate while driving
 - ▶ do not use hand-held mobile phones or similar telecommunications equipment while the 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
 - ▶ do not distract attention by listening to the radio programmes
- maintain a habit of safe driving and provide a smooth ride
 - ▶ no speeding
 - ▶ when driving on an expressway, keep to its nearside lane unless overtaking; and overtake only at the offside of the other vehicle
 - ▶ keep at least "2-second stopping distance" with front vehicle
 - ▶ obey traffic signals
 - ▶ switch off idling engines
 - ▶ ensure safe vehicle reversing
- take care of passenger safety

8. 司机的责任及须注意的行为

g. 遵守的士条例

- 不拣客，不拒载
- 不滥收车资
- 不得以任何方式吸引乘客，以诱使其使用该车辆
- 不拒绝接载乘客往指定的地方
- 未得到乘客的同意，不可让其他人擅自上车
- 正确地展示最新的士收费表
- 经常带备至少100元的港元纸币和硬币零钱，供找续之用
- 按照计程表收费，并给予乘客正确银码的找续
- 在乘客要求时，提供车费收据

h. 保持良好体格

- 保持心境开朗
- 保持正确驾驶及提举重物的姿势
- 定时均衡饮食，饮足够水份
- 避免长时间工作
- 充足睡眠
- 多运动
- 如果发现身体不适，应尽快求医诊治。如果发现患上任何疾病或身体伤残可令驾驶时对公众构成危险，应立刻通知运输署



8. Obligations and conduct of drivers

g. Adhere to taxi regulations

- do not select 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
- display the latest fare table properly
- always carry at least HK\$100 worth of notes and coins for giving change
- charge the fare as recorded by the taximeter and give exact change
- issue a receipt on passenger's request

h. Maintain a healthy body

- keep a happy mood and open mind
- keep right body gestures in driving and helping passengers with large luggage
- regular meal time with balanced diet and drinking enough water
- avoid overtime work
- enough sleeping time
- more body exercises
- consult doctors once he/ she feels sick. In case he/she is suffering from any disease or physical disability which may cause the driving by him/ her to be a source or danger to the public, he/ she must report to Transport Department immediately.

9. 乘客须注意的行为

法律规定在乘坐已配备安全带的的士时，前座及后座的乘客必须佩戴安全带。

乘客不应：

- 在的士停定之前或在不准停车限制区内登上或下车；
- 在乘客人数超出规定的载客量时，仍强行上车；
- 用500元或1,000元港元纸币缴付车费；
- 要求的士司机在禁止泊车或停车的地点等候；
- 要求的士司机前往该的士经营范围以外的地方；
- 粗言秽语或作出不恰当的行为（请保持通情达理及礼貌）；
- 损坏或弄污的士任何部分；
- 在车厢内吸烟或饮食；
- 在车厢内弃置垃圾；
- 将物件抛出、伸出或悬挂于车外；
- 将身体伸出车厢外；或
- 不适当地使用安全带或与他人一起使用同一条安全带。



9. Conduct of passengers

It is a legal requirement that a passenger should wear a seat belt, if available.

A taxi passenger should not at anytime :

- Board or alight from a taxi when it is moving, or in a no-stopping restricted zone;
- Insist on boarding a taxi if the number of persons exceeds its licensed carrying capacity;
- Use notes of HK\$500 or HK\$1,000 to pay the taxi fare;
- Require the taxi 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, eat or drink 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 share the use of one seat belt with another passenger.

10. 点字和摸读字车辆登记号码牌

安装在的士中的点字和摸读字车辆登记号码牌是方便有视障的乘客可以知道该的士的车辆登记号码以作嘉许、赞扬、投诉等目的。

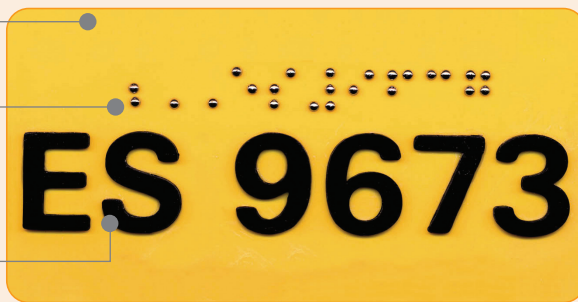
点字和摸读字车辆登记号码牌是安装在的士内的左尾车门开门手柄对上或左侧或右下位置。

所有的士之车主须在的士内左尾车门上安装一块点字和摸读字车辆登记号码牌，以显示该的士的车辆登记号码。

萤光黄底色
Fluorescent yellow
back ground

点字车辆登记号码
Registration mark
in Braille

摸读字车辆登记号码
Registration mark
in tactile form



10. Registration mark plate in Braille and in Tactile form

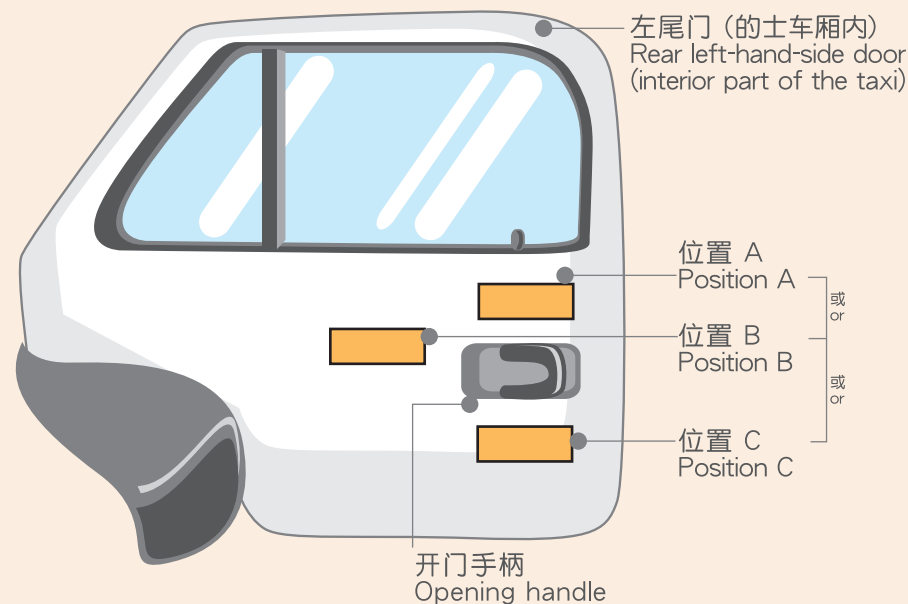
The registration mark plate in Braille and in tactile form installed in each taxi is to facilitate taxi passengers with visual impairment to know the registration mark of the taxi for the purpose of offering commendation, appreciation, lodging complaint, etc.

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 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.

号码牌的位置

Position of registration mark plate



11. 「暂停载客」标志

的士司机可在前往接载电召乘客或在交更途中时，展示「暂停载客」标志，以表示的士暂时不载客。

乘客不应召唤已展示「暂停载客」标志的的士。



11. "Out of Service" sign

A taxi driver may display an "Out of Service" sign to indicate that his/her taxi is not available for hire, for example, when he/she is on the way to pick up passengers making a telephone booking, or on the way to shift-changing etc.

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

12. 的士站

在的士站内最前面的两部的士的司机应坐在车内或站在车旁，准备随时接载乘客。

在的士站内的的士，应由第一部首先接载乘客。除非前面所有的士均已接客，否则第二部或较后的的士的司机不应接客。

乘客应在的士站排队，依次序上车。的士不应在超出的士站范围以外的位置候客。

在过海的士站候客的司机，可以拒绝接载非过海乘客。在过海的士站载客过海，只限收取单程隧道费。

在过海的士站以外的地方，不论乘客是否要求过海，的士司机都不得拒绝接载乘客往其经营范围内的任何地点；亦不得坚持要求过海的乘客在过海的士站转车过海。



12. Taxi stands

The driver of each of the first two taxis at a taxi stand should sit in or stand beside his/her 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/her taxi at the stand have accepted a hire.

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

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

13. 的士落客点

在限制区不准停车时段内，「的士落客点」只准落客，严禁接载乘客。



13. Taxi drop-off points

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.

14. 的士上落客点

在「的士上落客点」，的士司机可以在乘客下车之后，立刻接载另一位乘客，但的士司机严禁在「的士上落客点」等候乘客。如果没有乘客候车的话，的士车司机在乘客下车之后，应即时驾车离开。



14. Taxi pick-up and drop-off points

At a "taxi pick-up and drop-off point", a taxi driver can pick up intending 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/She should leave at once after setting down of passengers if there are no intending passengers.

15. 的士上落客

乘客不应在禁止上落客的道路登上的士或下车。的士司机如在禁止上落客的道路上落乘客，属违反《道路交通(交通管制)规例》。



15. Boarding and alighting

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.

16. 残疾乘客在限制区上落车证明书

为方便残疾人士出入，警方同意行使酌情权，在不会对其他道路使用者构成危险或严重妨碍交通的情况下，容许的士司机在不准停车限制区(快速公路及全日24小时限制区除外)上落残疾乘客。

为提供证明，残疾乘客可向的士司机发出已填妥的「残疾乘客在限制区上落车证明书」，列明有关车程纪录(日期、时间和上落车地点)及车牌号码的资料。倘若司机遭警员查问，可向警员出示证明书，作为车程的证明。

No.: **CC 000153**
編號:

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:

Name of Passenger: _____
乘客姓名:

Time: _____
時間:

Date: _____
日期:

Pick up place: _____
上車地點:

Set down place: _____
落車地點:

Name of Contact: _____
聯絡機構:

Organization: _____

Tel. No.: _____
電話:

運輸署
TRANSPORT DEPARTMENT

致市區的士、新界的士、大嶼山的士、私家車、私家小巴及私家巴士司機:

殘疾乘客在限制區上落車證明書

1. 為方便殘疾乘客，警方同意在不嚴重阻礙或危及其他道路使用者的情況下，行使酌情權，准許的士、私家車、私家小巴及私家巴士在限制區內上落殘疾乘客，快速公路或全日24小時限制區除外。
2. 在限制區內的士、私家車、私家小巴及私家巴士司機只可上落殘疾乘客，不得等候。
3. 警務處及運輸署特委託香港社會服務聯會發出證明書，以便你證明曾經在前頁所述的日期、時期和地點上落殘疾乘客。
4. 請注意此證明書只供獲簽發予在限制區上落車的的士、私家車、私家小巴及私家巴士殘疾乘客使用，不得轉讓。
5. 視障人士可使用點字填寫此證明書上之資料。

運輸署署長

16. Certificate for Picking Up or Setting Down of Passengers with disabilities in Restricted Zones

For the convenience of people with disabilities, the police have agreed to exercise discretion to allow taxi drivers to pick up or set down passengers with disabilities in no-stopping restricted zones (except expressway and 24-hour restricted zones), provided that no hazard or major disruption is caused to other road users.

As evidence of the journey, a person with a disability can issue a completed "Certificate for Picking Up or Setting Down of Passengers with disabilities in Restricted Zones" to the taxi driver, with information on the journey (date, time and pick up/set down location) and vehicle registration number. In the event that the driver is questioned by a police officer, he/she can show the Certificate to the latter as evidence of the journey.



17. 紧急事故及意外处理

如果的士发生紧急事故又或者车辆发生故障，的士司机必须：

- 立刻开着「危机警告灯」，然后慢慢减速，以策安全；
- 将车辆驶离路面，尽可能将车辆停在路肩或边带的地方；
- 打紧急电话报警，尽快寻找协助；
- 照顾乘客的安全，在安全的情况下，与乘客尽快离开路面；及
- 避免试图移动车辆，要等警察指示



17. Emergency and accident handing

In case of emergency and vehicle breakdown on the roads, a taxi driver should:

- Turn on the hazard warning lights at once and slow down the vehicle for safety;
- Move the vehicle away from the road and stop at the hardshoulder as far as possible;
- Call the police for assistance;
- Take care of the passenger safety and keep away from the roads with passengers as situation warrants; and
- Avoid moving the vehicle and follow the instruction of the police

18. 酒后驾驶及药后驾驶

为安全着想，的士司机应该自律，在驾驶前及任何驾驶时间内，避免饮酒（不论所订明容许的酒精限度是多少）及服用会影响安全驾驶能力的药物。



18. Drink driving and drug driving

For the sake of safety, taxi drivers should exercise self-discipline and remain free of alcohol (irrespective of the prescribed permissible alcohol limit) and drug (which may adversely affect your ability to drive safety and responsibly) before and at all times while driving.

19. 触犯规例的惩罚

一般的士司机和乘客责任及行为

的士司机及乘客如果触犯《道路交通（公共服务车辆）规例》（第374D章），一经定罪，一般可被判罚款港币2,000元至10,000元，以及入狱3至6个月。

佩带安全带

的士司机及乘客如果触犯《道路交通（安全装备）规例》（第374F章）第7A及7B条有关安全带的规定，一经定罪，可被判罚款港币5,000元，以及入狱3个月。

酒后及药后驾驶

的士司机如果触犯《道路交通条例》（第374章）第39条的规定，一经循公诉程式定罪，可处罚款港币25,000元及监禁3年；一经循简易程序定罪，如属首次犯罪，可处罚款港币10,000元及监禁6个月，如属第二次被定罪或其后再次定罪，可处罚款港币25,000元及监禁12个月。初犯者亦会被记违例驾驶记分10分，或被吊销驾驶资格（吊销执照时间的长短将由法庭决定），如属再犯，会吊销驾驶执照不少于2年。



19. Punishment

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 ranging from HK\$2,000 to HK\$10,000 and imprisonment of 3 to 6 months.

Safety seat belts

Taxi drivers and passengers convicted of offences under Section 7A and 7B of the Road Traffic (Safety Equipment) Regulations (Chapter 374F) concerned with seat belts are liable to a fine of HK\$5,000 and to imprisonment for 3 months.

Drink driving and drug driving

Taxi drivers convicted of offences under section 39 of Road Traffic Ordinance (Chapter 374) are liable on conviction upon indictment to a fine of HK\$25,000 and to imprisonment for 3 years; on summary conviction on first offence to a fine at HK\$10,000 and to imprisonment for 6 months, and on second or subsequent conviction to a fine of HK\$25,000 and to imprisonment for 12 months. 10 demerit-offence points or possible disqualification from driving for such period as the Court thinks fit will also be incurred for first conviction, and driving license will be suspended not less than 2 years for subsequent convictions.

20. 的士司机嘉许计划

为表扬及鼓励的士司机不断提升服务水平，优质的士服务督导委员会及运输署已由2002年起推行的士司机嘉许计划，鼓励的士司机提供优质的士服务。

得到乘客嘉许的的士司机，经过优质的士服务督导委员会的核准后，将会获颁发一张优秀的士司机证和优秀的士司机证书，并会获颁纪念品以作表扬。

的士司机嘉许计划提名程序

提名表格可从运输署的士网页

http://www.td.gov.hk/transport_in_hong_kong/public_transport/taxi/index_tc.htm

或 优质的士服务委员会网页

<http://www.qtssc.org.hk/chi/download/commend/formc.doc> 下载

乘客如欲提名的士司机，可将填妥的提名表格连同的士车费收据副本(如有)交回运输署 或 电邮至优质的士服务督导委员会

enquiry@qtssc.org.hk



20. Taxi Driver Commendation Scheme

To show appreciation and to encourage continuous improvement, the Quality Taxi Services Steering Committee and the Transport Department have launched a Taxi Driver Commendation Scheme since 2002 to encourage taxi drivers to provide quality taxi services.

A taxi driver who has received a commendation from a passenger will be awarded a Quality Taxi Driver Identify Card, a Quality Taxi Driver Certificate and a souvenir if the commendation is verified and endorsed by the Quality Taxi Services Steering Committee.

Nomination procedures of Taxi Driver Commendation Scheme

Nomination forms are available from the website of Transport Department at http://www.td.gov.hk/transport_in_hong_kong/public_transport/taxi/index.htm

or Homepage of Quality Taxi Services Steering Committee at <http://www.qtssc.org.hk/eng/download/commend/forme.doc>

Passenger who wants to make a nomination, should return the completed nomination form with a copy of taxi fare receipt (if any) to Transport Department or email to Quality Taxi Services Steering Committee enquiry@qtssc.org.hk



21. 如何提出表扬及投诉

乘客如欲表扬的士司机或不满意的士司机所提供的服务，应记下的士司机的名字、的士车辆登记号码，以及事发的日期、时间和地点，然后循下列的途径作出表扬或投诉：

a. 交通投诉组

热线电话：2889 9999

传真号码：2577 1858

网 址：<http://www.info.gov.hk/tcu>

电邮地址：info@tcu.gov.hk

邮寄地址：香港中环花园道美利大厦21楼



b. 警方

热线电话：2527 7177

或可向任何警务人员或往警署寻求协助

c. 香港旅游发展局

热线电话：2508 1234

传真号码：2111 8380

电邮地址：info@hktourismboard.com

邮寄地址：香港北角威非路道18号
万国宝通中心9-11楼

d. 香港旅游发展局旅客咨询及服务中心

- 香港国际机场入境大堂转机区E2、缓冲区A及B
- 罗湖客运大楼2楼入境大堂
- 九龙尖沙咀天星码头
- 香港铜锣湾地铁站(近F出口)

21. How to lodge commendations and complaints

If a passenger wants to give commendation to a taxi driver or is not satisfied with the service provided, he/she should note down the driver's name, the registration number of the taxi, and 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

Website : <http://www.info.gov.hk/tcu>

E-mail : info@tcu.gov.hk

Mailing address : 21/F, Murray Building,
Garden Road, Central, Hong Kong

b. Police

Hotline : 2527 7177 or

Any police officer or police station for assistance

c. Hong Kong Tourism Board

Hotline : 2508 1234

Fax No. : 2111 8380

Email : info@hktourismboard.com

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

d. Hong Kong Tourism Board Visitor Information & Services Centres

- Buffer Halls and Transfer Area E2 and Buffer Hall A & B at Hong Kong International Airport
- Arrival Hall, 2/F, Lo Wu Terminal Building
- Star Ferry Concourse, Tsim Sha Tsui, Kowloon
- Causeway Bay MTR Station (near Exit F), Hong Kong



市区的士电召服务中心

商会名称及地址	电话
全利电召的士联会有限公司	2398 1881
城市的士车主司机联会有限公司	2343 3189
友联的士车主联谊会	2527 6324
车马乐的士联会有限公司	2728 8282
港九电召的士车主联会有限公司	2760 0455
香港九龙的士货车商会有限公司	2574 7311
九龙的士车主联会有限公司	2760 0411
百佳的士车主联会有限公司	2728 2281
四海的士车主司机联会有限公司	2332 2571
环保的士车主联会有限公司	2383 0168
的士权益协会有限公司	2332 2571
豪华优质的士电召联会有限公司	2669 9822
的士同业联会有限公司	2362 2337
港联的士车主联会有限公司	2529 8822
联友的士同业联会有限公司	2760 0477
伟发的士车主联会有限公司	2861 1008
惠益港九及新界的士车主联会	2776 7885
荣利无线电车商会有限公司	2397 0922
荣泰车主及司机联会有限公司	2527 8524

Urban Taxi Call Stations

Name and Address	Telephone
Chuen Lee Radio Taxis Association Ltd.	2398 1881
CTOD Association Company Ltd.	2343 3189
Fraternity Taxi Owners Association	2527 6324
Happy Taxi Operator's Association Ltd.	2728 8282
Hong Kong & Kowloon Radio Car Owners Association Ltd.	2760 0455
Hong Kong Kowloon Taxi & Lorry Owners Association Ltd.	2574 7311
The Kowloon Taxi Owners Association Ltd.	2760 0411
Pak Kai Taxi Owners Association Ltd.	2728 2281
Quadripartite Taxi Service Association Ltd.	2332 2571
ABBO Taxi Owners' Association Ltd.	2383 0168
Rights of Taxi Owners & Drivers Association Ltd.	2332 2571
Royal Best Quality Taxi Association Ltd.	2669 9822
The Taxi Operators Association Ltd.	2362 2337
Taxicom Vehicle Owners Association Ltd.	2529 8822
United Friendship Taxi Owners & Drivers Association Ltd.	2760 0477
Wai Fat Taxi Owners Association Ltd.	2861 1008
Wai Yik HK & Kln & NT Taxi Owners Association	2776 7885
Wing Lee Radio Car Traders Association Ltd.	2397 0922
Wing Tai Car Owners & Drivers Association Ltd.	2527 8524



新界的士电召服务中心

商会名称及地址	电话
新界电召的士联会有限公司	2657 2267
新界的士商业联谊会	2476 2266
香港无线电的士联谊会	2669 1088
新界的士商会有限公司	2476 4247
新界的士电召中心	2383 0168
新界的士车主司机同业总会	2457 2266
北区的士商会	2677 8888
西贡的士工商联会有限公司	2729 1199
新兴的士电召联会	2450 2288
新界港九合众的士联谊会有限公司	2475 0417

大屿山的士电召服务中心

商会名称及地址	电话
大屿山的士联会	2984 1328

马路的事不容有失 24小时免费的士失物热线

1872920

NT Taxi Call Stations

Name and Address	Telephone
The Association of N.T. Radio Taxicabs Ltd.	2657 2267
The Fraternity Association of NT Taxi Merchants	2476 2266
H.K. Tele-call Taxi Association	2669 1088
N.T. Taxi Merchants Association Ltd.	2476 4247
NT Taxi-call Service Centre	2383 0168
N.T. Taxi Owners & Drivers Fraternal Association	2457 2266
North District Taxi Merchants Association	2677 8888
Sai Kung Taxi Operators Association Ltd.	2729 1199
Sun Hing Taxi Radio Association	2450 2288
Taxi Association Ltd.	2475 0417

Lantau Taxi Call Station

Name and Address	Telephone
Lantau Taxi Association	2984 1328

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

1872920



22. 常用电话号码

22. Useful telephone numbers

主要公立医院 (提供24小时急症室服务)

香港岛	电话
东区尤德夫人那打素医院	2595 6111
玛丽医院	2855 3838
邓肇坚医院	2291 2000

九龙	电话
明爱医院	3408 7911
广华医院	2332 2311
伊利沙伯医院	2958 8888
基督教联合医院	3513 4000

新界	电话
玛嘉烈医院	2990 1111
将军澳医院	2208 0111
雅丽氏何妙龄那打素医院	2689 2000
北区医院	2683 8888
威尔斯亲王医院	2632 2111
屯门医院	2468 5111
仁济医院	2417 8383

Major Public Hospitals (with 24 hours Accident and Emergency Service)

Hong Kong Island	Telephone
Pamela Youde Nethersole Eastern Hospital	2595 6111
Queen Mary Hospital	2855 3838
Tang Shiu Kin Hospital	2291 2000

Kowloon	Telephone
Caritas Medical Centre	3408 7911
Kwong Wah Hospital	2332 2311
Queen Elizabeth Hospital	2958 8888
United Christian Hospital	3513 4000

New Territories	Telephone
Princess Margaret Hospital	2990 1111
Tseung Kwan O Hospital	2208 0111
Alice Ho Miu Ling Nethersole Hospital	2689 2000
North District Hospital	2683 8888
Prince of Wales Hospital	2632 2111
Tuen Mun Hospital	2468 5111
Yan Chai Hospital	2417 8383



22. 常用电话号码

22. Useful telephone numbers

运输署各分部

	电话
运输署查询热线	2804 2600
公共车辆组	2804 2572
牌照组	
香港牌照事务处	2804 2636
九龙牌照事务处	2150 7728
观塘牌照事务处	2775 6835
沙田牌照事务处	2606 1468
九龙湾验车中心	2759 7573
土瓜湾验车中心	2333 3112
上葵涌验车中心	2424 5215
的士咪表类型评定组	2829 5468
运输署网页 : www.td.gov.hk	

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 Centre	2759 7573
To Kwa Wan Vehicle Examination Centre	2333 3112
Sheung Kwai Chung Vehicle Examination Centre	2424 5215
Taximeter Type Approval Unit	2829 5468
Website of Transport Department: : www.td.gov.hk	

香港警务处(交通部)

	电话
中央交通违例检控组(一般查询)	2866 6552

Hong Kong Police Force (Traffic Branch)

	Telephone
Central Traffic Prosecutions Division (General Enquiry)	2866 6552

香港机场管理局

	电话
查询热线	2181 8888

Airport Authority Hong Kong

	Telephone
Enquiry Hotline	2181 8888



优质的士服务督导委员会秘书处 及的士季刊编辑部

邮寄地址：香港湾仔告士打道7号
入境事务大楼40楼4036室运输署渡轮及辅助客运部

电话号码：2294 2557

传真号码：2824 2176

网 址：www.qtssc.org.hk

电邮地址：enquiry@qtssc.org.hk

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

Telephone number: 2294 2557

Fax number: 2824 2176

Website: www.qtssc.org.hk

Email address: enquiry@qtssc.org.hk

的士司机嘉许计划参与机构及团体

	电话
香港警务处	2527 7177
交通投诉组	2889 9999
消费者委员会	2929 2222
香港旅游发展局	2508 1234
香港机场管理局	2181 8888

Participating organizations and bodies of Taxi Driver Commendation Scheme

	Telephone
Hong Kong Police Force	2527 7177
Transport Complaints Unit	2889 9999
Consumer Council	2929 2222
Hong Kong Tourism Board	2508 1234
Airport Authority Hong Kong	2181 8888

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