



馬路的事 守望相助

馬路的事 不容有失

24小時免費的士失物熱線

Road Co-op Lost & Found

24-hour Free Hotline for Lost Property on Taxi



若在的士上遺下或拾獲失物，
請致電 **1872920**，
發揮守望相助精神！

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

主辦機構：商業電台馬路的事
Leading Organization: Commercial Radio Road Co-op

參與機構：各的士商會/工會及各電召的士公司
Participating Organizations: Taxi Associations and
Taxi Radio-call Service Companies

優質的士服務督導委員會及運輸署全力支持
Fully Supported by Quality Taxi Services Steering Committee
and Transport Department



經營範圍
Permitted operating areas **1**
Page 01-02 頁

載客量
Carrying capacity **2**
Page 03-04 頁

安全帶
Seat belt **3**
Page 03-04 頁

收費
Fares **4**
Page 05-06 頁

的士車費收據
Taxi fare receipt **5**
Page 07-08 頁

攜帶行李及其他物品
Carriage of goods, baggage, etc. **6**
Page 07-08 頁

的士車費找續指引
Guidelines on giving change **7**
Page 09-10 頁

司機的責任及須注意的行為
Obligations and conduct of drivers **8**
Page 11-16 頁

乘客須注意的行為
Conduct of passengers **9**
Page 17-18 頁

點字和摸讀字車輛登記號碼牌
Registration mark plate in Braille
and in tactile form **10**
Page 19-20 頁

「暫停載客」標誌
"Out of Service" sign **11**
Page 21-22 頁

的士站
Taxi stands **12**
Page 21-22 頁

的士落客點
Taxi drop-off points **13**
Page 23-24 頁

的士上落客點
Taxi pick-up and drop-off points **14**
Page 23-24 頁

的士上落客
Boarding and alighting **15**
Page 23-24 頁

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 **16**
Page 25-26 頁

緊急事故及意外處理
Emergency and accident handling **17**
Page 27-28 頁

醉酒駕駛及藥物駕駛
Drink driving and drug driving **18**
Page 27-28 頁

觸犯規例的懲罰
Punishment **19**
Page 29-30 頁

的士司機嘉許計劃
Taxi Driver Commendation Scheme **20**
Page 31-32 頁

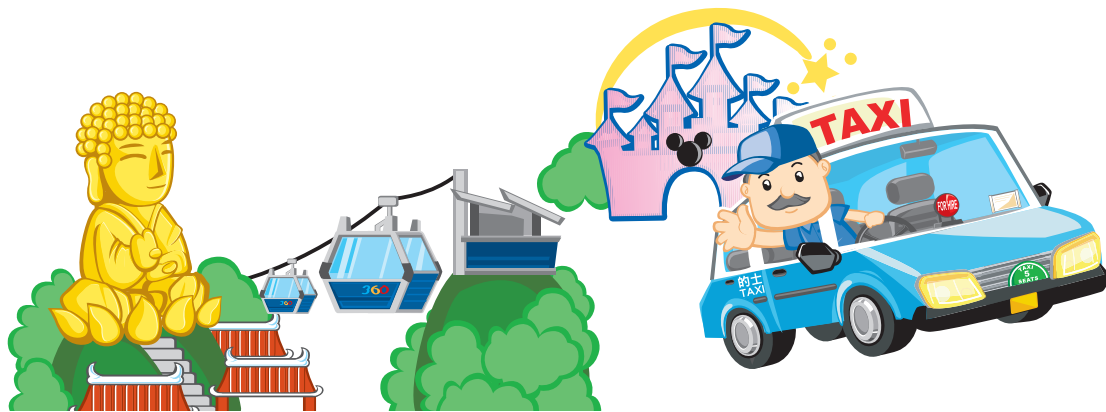
如何提出表揚及投訴
How to lodge commendations
and complaints **21**
Page 33-34 頁

常用電話號碼
Useful telephone numbers **22**
Page 35-44 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 (大嶼山南部除外)。
- b. **新界的士 (綠色的士)**：可在新界西北及東北行走，包括-
 - 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)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客運大樓
 - 香港迪士尼樂園
 - 青衣機鐵站
 - 荃灣地鐵站
 - 坑口地鐵站
 - 威爾斯親王醫院
 - 沙田馬場
 - 順利邨
- c. **大嶼山的士 (藍色的士)**：可在大嶼山及赤鱗角行走。



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. 載客量

每輛的士最多可載客5人。

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
- 3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，的士司機有權拒絕乘客的租用。



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已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，小童亦可佩戴中間的環腰式安全帶；
- 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。

如接載的乘客拒絕或沒有佩戴已配備的安全帶，的士司機有權拒絕乘客的租用，並要求乘客繳付車費及離開車輛。



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. 收費

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。

乘客須依法按照計程錶繳付的士車費，並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；
- 攜帶動物或鳥類，有關費用按每隻計算；或
- 行經收費隧道或青嶼幹線。

行經收費隧道或青嶼幹線的附加費是以下列方式計算：

- 過海隧道**-附加費的金額相等於的士司機於車程中所付的隧道費，另加指定回程費。在下列情況下，乘客毋須繳付回程費：
 - 倘若的士在過海車程的終點是與出發地點在相同的一邊海岸；或
 - 在過海的士站上車。
- 其他收費隧道**-附加費的金額相等於的士司機於車程中所付的隧道費。乘客毋須繳付回程費。
- 青嶼幹線**-不論行駛方向，附加費的金額為港幣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. 的士車費收據

的士已安裝收據打印設備，乘客可向的士司機索取機印收據。

如收據打印設備失靈，的士司機應發出手寫收據及盡快安排修理打印設備。

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前作出調校，的士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./p.m.
咪錶顯示收費	:	_____
Meter Face	:	HK\$ _____
附加費	:	_____
Surcharge(s)	:	HK\$ _____
總收費	:	_____
Total Taxi Fare	:	HK\$ _____
司機姓名	:	_____
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. 攜帶行李及其他物品

乘客可於車廂內攜帶輕便的私人手提行李，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。

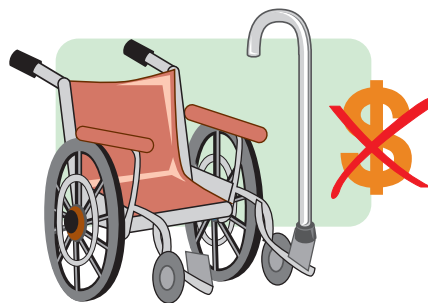
的士司機可就下列行李，收取行李附加費：

- 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。

此外，香港的士並沒有限制運載乘客所攜帶行李的數目。一般的士車尾行李廂可容納大約3件普通體積(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，的士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。



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. 的士車費找續指引

- 根據法例，的士司機須攜帶不少於100元的港元紙幣和硬幣零錢，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；
- 若乘客隨身只攜有面額500元或1,000元的港元紙幣，應在租用的士前，詢問的士司機能否為500元或1,000元的港元紙幣提供找續；
- 的士司機可以要求乘客以500元或1,000元以上面額的港元紙幣或輔幣，支付的士車費；
- 若的士司機在獲得乘客的同意下，前往原先指定目的地以外的地方，讓乘客找換零錢以支付的士車費，則乘客有責任支付行駛上述額外車程的相關的士車費；
- 的士司機不應在未獲乘客同意前，擅自駛往原先指定目的地以外的地方，讓乘客找換零錢支付的士車費；
- 當遇到找續困難的情況時，的士司機與乘客應以互諒互讓的態度，共同尋找解決問題的方法。



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證

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（任何時候）
- 調整收音機和的士台對講機的音量，確保乘客不會受到滋擾

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：講粗口或吐痰
- 在有需要時，使用基本的普通話和英語與乘客溝通
- 有禮貌地告訴乘客車費，如有需要，在旅程開始時解釋相關的附加費

d. 採用最直接或乘客指定的路線

- 要熟悉目的地和有關路線
- 使用最直接或乘客指定的路線，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，的士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
- 查問交通擠塞情況，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



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. 司機的責任及須注意的行為

e. 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/拐杖或攜帶大型行李的乘客
- 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證明，司機應立即歸還財物予乘客



f. 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
 - ▶ 除了查詢路線和交通情況，或遇有緊急事故外，車輛在行駛時，切勿使用手提式流動電話或同類型通訊設備。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
 - ▶ 不要分心收聽電台節目
- 安全駕駛，向乘客提供一個平穩的旅程
 - ▶ 切勿超速
 - ▶ 在快速公路時，除超越前車外，必須靠路的左線行駛；超車時，只可在前車的右邊越過
 - ▶ 與前車保持最少「兩秒停車距離」
 - ▶ 遵守交通燈號
 - ▶ 「停車熄匙」
 - ▶ 確保倒車安全
- 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. 司機的責任及須注意的行為

g. 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
- 正確地展示最新的士收費表
- 經常帶備至少100元的港元紙幣和硬幣零錢，供找續之用
- 按照計程錶收費，並給予乘客正確銀碼的找續
- 在乘客要求時，提供車費收據



h. 保持良好體格

- 保持心境開朗
- 保持正確駕駛及提舉重物的姿勢
- 定時均衡飲食，飲足夠水份
- 避免長時間工作
- 充足睡眠
- 多運動
- 如果發現身體不適，應盡快求醫診治。如果發現患上任何疾病或身體傷殘可令駕駛時對公眾構成危險，應立刻通知運輸署



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. 乘客須注意的行為

法律規定在乘坐已配備安全帶的的士時，前座及後座的乘客必須佩戴安全帶。

乘客不應：

- 在的士停定之前或在不准停車限制區內登上或下車；
- 在乘客人數超出規定的載客量時，仍強行上車；
- 用500元或1,000元港元紙幣繳付車費；
- 要求的士司機在禁止泊車或停車的地點等候；
- 要求的士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；
- 在車廂內吸煙或飲食；
- 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；
- 不適當地使用安全帶或與他人一起使用同一條安全帶。



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. 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乘客可以知道該的士的車輛登記號碼以作嘉許、讚揚、投訴等目的。

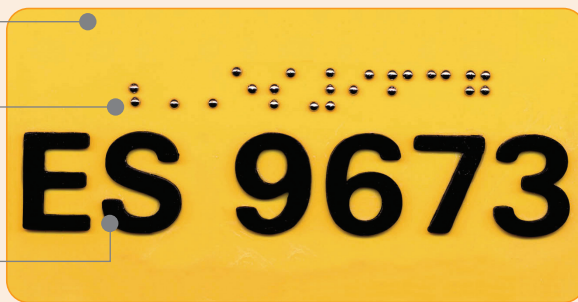
點字和摸讀字車輛登記號碼牌是安裝在的士內的左尾車門開門手柄對上或左側或對下位置。

所有的士之車主須在的士內左尾車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



10. Registration mark plate in Braille and in Tactile form

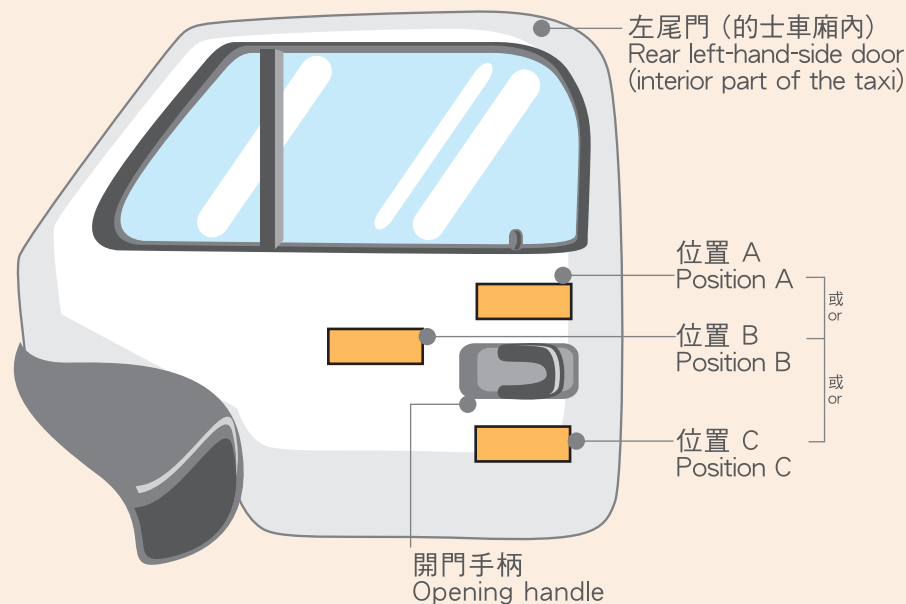
The registration mark plate in Braille and in tactile form installed in each taxi is to facilitate taxi passengers with visual impairment to know the registration mark of the taxi for the purpose of offering commendation, appreciation, lodging complaint, etc.

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.

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，以表示的士暫時不載客。

乘客不應召喚已展示「暫停載客」標誌的的士。



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。

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。

在過海的士站候客的司機，可以拒絕接載非過海乘客。在過海的士站載客過海，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，的士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。



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。



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，的士車司機在乘客下車之後，應即時駕車離開。



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》。



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. 殘疾乘客在限制區上落車證明書

為方便殘疾人士出入，警方同意行使酌情權，在不對其他道路使用者構成危險或嚴重妨礙交通的情況下，容許的士司機在不准停車限制區(快速公路及全日24小時限制區除外)上落殘疾乘客。

為提供證明，殘疾乘客可向的士司機發出已填妥的「殘疾乘客在限制區上落車證明書」，列明有關車程紀錄(日期、時間和上落車地點)及車牌號碼的資料。倘若司機遭警員查問，可向警員出示證明書，作為車程的證明。

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: _____
聯絡機構:

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. 緊急事故及意外處理

如果的士發生緊急事故又或者車輛發生故障，的士司機必須：

- 立刻開著「危機警告燈」，然後慢慢減速，以策安全；
- 將車輛駛離路面，盡可能將車輛停在路肩或邊帶的地方；
- 打緊急電話報警，盡快尋找協助；
- 照顧乘客的安全，在安全的情況下，與乘客盡快離開路面；及
- 避免試圖移動車輛，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. 酒後駕駛及藥後駕駛

為安全著想，的士司機應該自律，在駕駛前及任何駕駛時間內，避免飲酒（不論所訂明容許的酒精限度是多少）及服用會影響安全駕駛能力的藥物。



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. 觸犯規例的懲罰

一般的士司機和乘客責任及行為

的士司機及乘客如果觸犯《道路交通（公共服務車輛）規例》（第374D章），一經定罪，一般可被判罰款港幣2,000元至10,000元，以及入獄3至6個月。

佩帶安全帶

的士司機及乘客如果觸犯《道路交通（安全裝備）規例》（第374F章）第7A及7B條有關安全帶的規定，一經定罪，可被判罰款港幣5,000元，以及入獄3個月。

酒後及藥後駕駛

的士司機如果觸犯《道路交通條例》（第374章）第39條的規定，一經循公訴程式定罪，可處罰款港幣25,000元及監禁3年；一經循簡易程式定罪，如屬首次犯罪，可處罰款港幣10,000元及監禁6個月，如屬第二次被定罪或其後再次定罪，可處罰款港幣25,000元及監禁12個月。初犯者亦會被記違例駕駛記分10分，或被吊銷駕駛資格（吊銷執照時間的長短將由法庭決定），如屬再犯，會吊銷駕駛執照不少於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. 的士司機嘉許計劃

為表揚及鼓勵的士司機不斷提升服務水平，優質的士服務督導委員會及運輸署已由2002年起推行的士司機嘉許計劃，鼓勵的士司機提供優質的士服務。

得到乘客嘉許的的士司機，經過優質的士服務督導委員會的核准後，將會獲頒發一張優秀的士司機證和優秀的士司機證書，並會獲頒紀念品以作表揚。

的士司機嘉許計劃提名程序

提名表格可從運輸署的士網頁

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

或 優質的士服務委員會網頁

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

乘客如欲提名的士司機，可將填妥的提名表格連同的士車費收據副本(如有)交回運輸署 或 電郵至優質的士服務督導委員會

enquiry@qtssc.org.hk

The image shows two nomination forms for the Taxi Driver Commendation Scheme. The forms are titled '的士司機嘉許計劃提名表格' (Taxi Driver Commendation Scheme Nomination Form). They contain sections for nominator and nominee details, including name, phone number, and address. There are also checkboxes for '的士司機服務類別' (Taxi Driver Service Category) and '的士司機服務時間' (Taxi Driver Service Time). A table is provided for rating services, with columns for '的士司機服務類別' (Taxi Driver Service Category) and '的士司機服務時間' (Taxi Driver Service Time), and rows for '的士司機服務時間' (Taxi Driver Service Time) and '的士司機服務類別' (Taxi Driver Service Category). The table has columns for '的士司機服務時間' (Taxi Driver Service Time) and '的士司機服務類別' (Taxi Driver Service Category), with rows for '的士司機服務時間' (Taxi Driver Service Time) and '的士司機服務類別' (Taxi Driver Service Category).



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. 如何提出表揚及投訴

乘客如欲表揚的士司機或不滿的士司機所提供的服務，應記下的士司機的名字、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

熱線電話：2889 9999

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：香港中環花園道美利大廈21樓



b. 警方

熱線電話：2527 7177

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

熱線電話：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. 香港旅遊發展局旅客諮詢及服務中心

- 香港國際機場入境大堂轉機區E2、緩衝區A及B
- 羅湖客運大樓2樓入境大堂
- 九龍尖沙咀天星碼頭
- 香港銅鑼灣地鐵站(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



市區的士電召服務中心

商會名稱及地址	電話
全利電召的士聯會有限公司	2398 1881
城市的士車主司機聯會有限公司	2343 3189
友聯的士車主聯誼會	2527 6324
車馬樂的士聯會有限公司	2728 8282
港九電召的士車主聯會有限公司	2760 0455
香港九龍的士貨車商會有限公司	2574 7311
九龍的士車主聯會有限公司	2760 0411
百佳的士車主聯會有限公司	2728 2281
四海的士車主司機聯會有限公司	2332 2571
環保的士車主聯會有限公司	2383 0168
的士權益協會有限公司	2332 2571
豪華優質的士電召聯會有限公司	2669 9822
的士同業聯會有限公司	2362 2337
港聯的士車主聯會有限公司	2529 8822
聯友的士同業聯會有限公司	2760 0477
偉發的士車主聯會有限公司	2861 1008
惠益港九及新界的士車主聯會	2776 7885
榮利無線電車商會有限公司	2397 0922
榮泰車主及司機聯會有限公司	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



新界的士電召服務中心

商會名稱及地址	電話
新界電召的士聯會有限公司	2657 2267
新界的士商業聯誼會	2476 2266
香港無線電的士聯誼會	2669 1088
新界的士商會有限公司	2476 4247
新界的士電召中心	2383 0168
新界的士車主司機同業總會	2457 2266
北區的士商會	2677 8888
西貢的士工商聯誼會有限公司	2729 1199
新興的士電召聯會	2450 2288
新界港九合眾的士聯誼會有限公司	2475 0417

大嶼山的士電召服務中心

商會名稱及地址	電話
大嶼山的士聯會	2984 1328

馬路的事不容有失
24小時免費的士失物熱線

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. 常用電話號碼

22. Useful telephone numbers

主要公共醫院 (提供24小時急症室服務)

香港島

電話

東區尤德夫人那打素醫院	2595 6111
瑪麗醫院	2855 3838
鄧肇堅醫院	2291 2000

九龍

電話

明愛醫院	3408 7911
廣華醫院	2332 2311
伊利沙伯醫院	2958 8888
基督教聯合醫院	3513 4000

新界

電話

瑪嘉烈醫院	2990 1111
將軍澳醫院	2208 0111
雅麗氏何妙齡那打素醫院	2689 2000
北區醫院	2683 8888
威爾斯親王醫院	2632 2111
屯門醫院	2468 5111
仁濟醫院	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. 常用電話號碼

22. Useful telephone numbers

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
運輸署網頁 : 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	

香港警務處(交通部)

	電話
中央交通違例檢控組(一般查詢)	2866 6552

Hong Kong Police Force (Traffic Branch)

	Telephone
Central Traffic Prosecutions Division (General Enquiry)	2866 6552

香港機場管理局

	電話
查詢熱線	2181 8888

Airport Authority Hong Kong

	Telephone
Enquiry Hotline	2181 8888



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: 香港灣仔告士打道7號

入境事務大樓40樓4036室運輸署渡輪及輔助客運
部

電話號碼: 2294 2557

傳真號碼: 2824 2176

網址: www.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

的士司機嘉許計劃參與機構及團體

Participating organizations and bodies of Taxi Driver Commendation Scheme

	電話
香港警務處	2527 7177
交通投訴組	2889 9999
消費者委員會	2929 2222
香港旅遊發展局	2508 1234
香港機場管理局	2181 8888

	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

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匯編，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。

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 (HKSAR) 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 (TD) Hong Kong.

This Guide contains data compiled by 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.

