



## TRAVEL SAFELY

# Parisian Taxis: Fares, Regulations and Rights of Users

[www.prefecturedepolice.fr](http://www.prefecturedepolice.fr)

Information correct at 01 02 14 and subject to any subsequent changes

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RÉPUBLIQUE FRANÇAISE  
Liberté Égalité Fraternité

## ■ All Parisian taxis must have

An electronic time and date display showing the time the driver finishes working and the day of the year\*, which is either fixed on the rear window shelf (on the right-hand-side of the vehicle, visible from outside), or integrated into the taximeter.



An illuminated TAXI roof sign with 3 small lights underneath indicating the tariffs A, B and C.



A non-transparent hood (to cover the illuminated roof sign at the end of the driver's shift).



Inside the vehicle, a taximeter showing the rate applied and the amount of the fare.



A small notice displayed on the left-hand-side rear window of the taxi with an extract of the regulations, tariffs applicable and the registration number of the vehicle.



A black plate on the front right wing of the vehicle with the mention PARIS and the parking permit number.



ANY SO-CALLED TAXI DRIVER DRIVING WITHOUT A PROPERLY-EQUIPPED VEHICLE IS WORKING ILLEGALLY

\*the numerical order of the day in the year (e.g.: 28 September = 271st day of the year).

## ■ Regulation accessories for Parisian taxis

### ILLUMINATED ROOF SIGN



**AVAILABLE:** the roof sign must be illuminated in white or green, and the small lights underneath turned off.



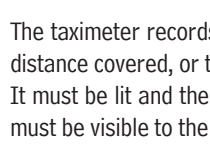
**TARIFF A:** the small white light must be lit and the illuminated roof sign switched off or illuminated in red.



**TARIFF B:** the small orange light must be lit and the illuminated roof sign switched off or illuminated in red.



**TARIFF C:** the small blue light must be lit and the illuminated roof sign switched off or illuminated in red.



### TAXIMETER



The taximeter records the price of the fare according to the distance covered, or the time taken if the speed is slow. It must be lit and the screen displaying the price of the fare must be visible to the passenger at all times.

# ■ How to calculate the cost of a taxi fare \*

Be vigilant: a Parisian taxi driver cannot offer you a fixed price fare.

- At the start of your journey, do not hesitate to tell the driver what method of payment you intend to use.
- You can pay with a bank card if the driver has a card reader in working order. Payment by cheque is also possible, unless the vehicle has a notice visible from the outside to say that this method of payment is not possible.
- The 'off-peak' and 'peak' tariffs seek to encourage Parisian taxi drivers to respond to the strong demand of users in Paris at morning and evening rush hour times by establishing an increased tariff at peak times and a lower tariff at off-peak times.
- The minimum fare for a journey is **€6.86** supplement included.
- If you pre-book a taxi, then, when you get into the vehicle, the taximeter must display the cost of the journey between the place it was when your booking was given to the driver and the place you were picked up at.

Supplements (listed on the back of your fare receipt) in addition to the amount shown on the taximeter are:

- **€3** for every adult starting from the 4th;
- **€1** starting from the 2nd item of luggage (suitcase, parcel or any bulky object: skis, pushchair, etc.) weighing more than 5 kg and placed in the boot of the vehicle.

No charge can be made for the taxi's return empty journey after dropping off the passenger at their destination.

For cash payments, try and provide the exact change.

\* Decree n° 2014-00016 of 7 January 2014

# ■ Fare receipt

At the end of the journey, the taxi driver must provide a completed fare receipt if requested by the client or if the amount of the fare is equal to or above €25 inclusive of tax.

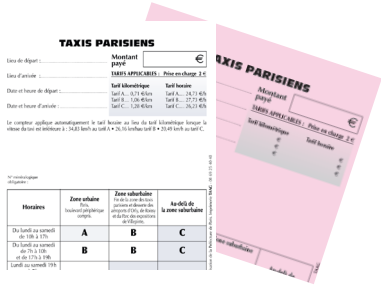
This receipt must mention:

- the registration number of the taxi;
- the dates and times of departure and arrival;
- the places picked up and dropped off at;
- the amount of the fare;
- any extra charges;
- the postal address to which any complaints may be made.

The hand-written fare receipt will be progressively replaced by a printout receipt.

## Fare refunds by health insurance

From now on, taxi journeys prescribed by a doctor will only be reimbursed by the French state health insurance office if the taxi is registered with it (the CPAM de Paris for Parisian taxis), subject to presentation to the driver of the prescription for transport, written by the doctor, and of the certificate of entitlement from the French social security. The transport cost is taken care of on presentation of the CPAM billing form completed by the taxi driver and co-signed by the taxi driver and the insured person transported. The list of registered Parisian taxis in each metropolitan *département* is available on the website [www.ameli.fr](http://www.ameli.fr)





## Parisian taxi fares

The minimum fare is €2.60, regardless of the length of the journey.

**Tariff A:** €1.04 per km\* - **Tariff B:** €1.27 per km\* - **Tariff C:** €1.54 per km\*

URBAN AREA Paris as far as the <i>boulevard périphérique</i> (city ring road), the latter being included in the area.	SUBURBAN AREA Greater Paris area situated beyond the <i>boulevard périphérique</i> ; districts in the metropolitan départements of Hauts-de-Seine, Seine-Saint-Denis and Val-de-Marne having adhered to the statute of the Parisian taxis; Orly and Roissy-Charles-de-Gaulle airports; Parc des Expositions de Villepinte.	BEYOND THE SUBURBAN AREA
From Monday to Saturday from 10am to 5pm A from 5pm to 10am B	From Monday to Saturday from 7am to 7pm B from 7pm to 7am C	C regardless of the day and time.
Sunday (including public holidays) from 7am to 12 midnight B from 12 midnight to 7am C	Sunday and public holidays day and night C	
Public holidays day and night B		

\*When a taxi is waiting or travelling slowly, the hourly tariff applies, i.e. €32 for tariff A, €37.63 for tariff B and €35,10 for tariff C.

## ■ Approximate price list for taxi fares

JOURNEYS	AVERAGE ESTIMATED FARE
Paris, Place du Châtelet – Roissy Charles-de-Gaulle airport	40 € to 80 €
Paris, Place du Châtelet – Orly airport	25 € to 50 €
Paris, Gare de Lyon (train station) – Esplanade de La Défense	20 € to 45 €
Paris, Place de la Bastille – Paris, Place Charles-de-Gaulle	10 € to 20 €

The fares mentioned above are approximate according to the tariff in force. This approximate price list does not take into account the cost of the journey between the place the taxi was when your booking was given to the driver and the place the driver picked you up at and vary according to traffic conditions and any possible extra charges (pages 4,6 and 7).

## ■ Your rights

You can take a Parisian taxi at any of the designated taxi ranks; you can hail a taxi in the street; or you can telephone a taxi company call centre or a taxi rank.

**At the taxi rank, you have the right to choose your taxi, except if there is a queue (e.g.: at train stations or airports, etc.).**

- You may choose your seat in the vehicle (the front passenger seat must be available to the client).
- A taxi driver cannot refuse to drive you to your destination if their vehicle is free (exceptions to this rule on page 10).

**Any taxi is considered available if it is:** at a taxi rank or circulating with the taxi sign illuminated and uncovered.

- If you are a person with a disability, including a physical disability, the taxi driver is not allowed to refuse to transport you even when they have to help you to get into the taxi. They must also accept the foldable means of transport that you use, without asking for any extra charge for this.
- **The itinerary** chosen by your driver must be the most direct, but you can indicate the itinerary of your choice.

- The use of an authorized safety belt system is not obligatory for passengers aged under 10 travelling in a taxi.
- On the other hand, **the wearing of a safety belt is obligatory for all passengers.**
- You can drop off or pick up someone that you know during the journey. No extra charge can be made for this.
- The driver is not allowed to be accompanied by people other than their clients.
- In the event of waiting, the taxi driver can ask for the amount on the taximeter + one hour's waiting time.
- **Neither the driver nor the client is allowed to smoke inside the taxi.**

**Any type of canvassing is prohibited.**

**If you wish to take a taxi, never accept the services of someone who comes to offer their transport services; it is highly probable that the person is working illegally (an offence under the French Labour Code).**

## ■ Luggage and tips

A taxi driver must be courteous but is not obliged to put your luggage (or help you put it) into the boot of the taxi. It is for you to decide whether or not you wish to give the driver a tip, but they do not have the right to demand it.



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## ■ The taxi driver can refuse to take you:

- If you want to go to somewhere outside the three outlying metropolitan *départements* of Hauts-de-Seine, Seine-Saint-Denis and Val-de-Marne. They are however obliged to drive you to the Parc des Expositions de Villepinte, to Orly and Roissy-Charles-de-Gaulle airports, and, from the latter, to all destination.
- If your luggage is untransportable by hand.
- If you are accompanied by an animal (except if it is a guide dog).
- If the interior of the vehicle risks being damaged or soiled by your garments or luggage.
- If you are drunk.
- If you are less than 50 metres from a taxi rank with available taxis.

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**The taxi driver can refuse to wait for you on a road where parking is limited, prohibited, or impossible.**

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## ■ Radio taxis 24/24

Some companies can localize their taxis by satellite in order to send the vehicle that is closest to the next fare.

**Any dispute relating to the conditions concerning the attribution of a taxi should be addressed directly to the switchboard of the operator concerned.**

### FOR ANY COMPLAINTS OR ADDITIONAL INFORMATION

contact the:

Préfecture de police

Direction des transports et de la protection du public

Bureau des taxis et des transports publics

36, rue des Morillons - 75732 Paris cedex 15

tel. : 01 55 76 20 05 - fax : 01 55 76 27 01

[prefpol.dtp-sddep-http-taxis@interieur.gouv.fr](mailto:prefpol.dtp-sddep-http-taxis@interieur.gouv.fr)

(Enclose the fare receipt with your letter or, if you do not have this, write down the registration number of the taxi taken, as well as the date and time of the journey and/or the taxi parking permit number).

### IN THE EVENT OF LOSING AN OBJECT IN A TAXI

contact the:

Préfecture de police

Direction des transports et de la protection du public

Bureau des objets trouvés et fourrières

36, rue des Morillons - 75015 Paris

tel. : 0 821 00 25 25 (€0.12/min)

[servicedesobjetstrouves-paris@interieur.gouv.fr](mailto:servicedesobjetstrouves-paris@interieur.gouv.fr)