



## Frequently Asked Questions (FAQs)

### Can I request a specific route?

Yes! Whilst all of our drivers are trained to deliver you to your destination via the shortest, practical route, as the passenger you can determine the route you wish the driver to take. Simply inform the driver at the start of the trip if you have a preferred direction of travel.

### What payment options are available?

As well as cash, we offer EFTPOS and Credit Card facilities in all of our cabs. Corporate Accounts are available – interested persons should contact our administration office for further information.

On payment of the fare, your driver can provide a printed Tax Invoice.

### Are baby and/or child seats supplied?

Due to health and safety reasons, we do not supply baby capsules or child restraints. However, as all of our vehicles have bolts installed, passengers may use their own capsule or seat if they wish. Infants up to 2 years of age may be legally transported in a taxi provided they travel on the lap of an adult that is seated in the back of the vehicle.

Children under 10 years must sit in the back seat.

### Do you carry animals?

Checker Cabs will **always** transport passengers accompanied by a service animal. Non-service animals are also transported provided they are suitably contained and restrained in the vehicle by either a crate or harness.

### What is the Taxi Subsidy Scheme (TSS)?

The taxi subsidy scheme is initiative of the Queensland Government, which aims to improve the mobility of persons with severe disabilities. The scheme is funded and administered by the Department of Transport and Main Roads.

To be eligible for membership, you must:

### How do I locate my lost property?

The company does accept limited responsibility for lost property. All lost property must be handed in to a police station or the Checker Cabs' administration office within 24 hours of being found. If you believe that you have left property in one of our vehicles, please contact our administration office during business hours Monday to Friday.