

To Roma Capitale
 Dipartimento Mobilità e Trasporti
 Direzione Mobilità Privata e TPL non di Linea
 U.O. Contratti di Servizio Mobilità Privata e TPL non di linea
 Via Capitan Bavastro, 94
 00154 - Roma
 Fax 065740033

Taxi service. Complaint form.

The undersigned

Name and surname			
Place and date of birth			
Address			
City		Zip code	
Country			
Phone and fax number			
E-mail			

aware of the penalties provided by the article 76 of the Presidential Decree December 28, 2000, no. 445, for the alleged falsification of documents and false declarations, declares, pursuant to art. 47 of the Presidential Decree December 28, 2000, no. 445, as following information:

Information about the event

Departure place		Date and time of departure	
Arrival place		Date and time of arrival	
Number of passengers		Number of luggage exceeding 35 x 25 x 50 cm	

Information about the vehicle

Taxi license No. ¹		License plate	
Brand		Model	
Radio Taxi Company		Radio Taxi Designation ²	

Types of Complaints

- The driver refused to provide the service.
- The driver stopped the service³.
- The driver has not operated the taximeter at the start of the service (excluding ran to fixed rate where te taximeter is not supposed to be started).
- The fee charged for the service was higher to that shown on the taximeter.
- Unexpected supplements were added to the fee shown on the taximeter⁴.
- No discount (10%), if applicable, was applied to the fee shown on the taximeter⁵.
- The driver's dress code was not suitable for public service⁶.

¹Number present on the doors of the vehicle next to the symbol of Roma Capitale on the plate at the side of the rear license plate of the vehicle and on the metal plate affixed inside the rear left door.

²Radio Taxi is a name or an acronym (indicating city, country, river, etc.) followed by a number.

³The service may be interrupted only at the request of the passenger, by reason of force majeure, in case of danger or other situations which will adversely affect the safety of the service.

⁴The following supplements are allowed: a fee of EUR 1.00 from the second bag larger than 35 x 25 x 50 cm; a fixed rate of EUR 1.00 for the fifth passenger; a fixed rate of EUR 3,50 for radio taxi call.

⁵The customer may benefit of a discount of 10% on the fee shown on the taximeter in the following cases: direct routes to the hospitals in Rome; single women who use the service during nighttime (22.00 - 06.00); young people leaving nightclubs on Friday and Saturday, according to previous appropriate agreement with the operators of the public locals.

⁶Suitable dress code: closed shoes, buttoned shirt, t-shirts or polo shirts and long pants to the ankle.

