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	Comp	laints
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es of Complaints
The driver refused to provide the service.
The driver stopped the service ³ .
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 taximeter ⁴ .
No discount (10%), if applicable, was applied to the fee shown on the taximeter ⁵ .
The driver's dress code was not suitable for public service ⁶ .

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.

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Na Na Atta	me and surname me and surname ached is a copy of the identity document of the undersigned.
Na Na	me and surname
Na	me and surname
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	sonal information and declarations made by the witnesses listed below pursuant to art. 47 of Presidential cree December 28, 2000, no. 445, with an attached copy of their identity document:
Pos	ssible witnesses
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Des	scription of the event (if there is not enough space, please use a separate sheet of paper and staple it to this form)
	The driver did not follow the most economical route to get to the final destination. Other
_	the passenger at the destination address.
	The driver drove up other people than those who rented the vehicle. In the case of transport of single women during nighttime (10 pm to 7 am), the driver did not wait for the entrance of
	The driver did not deposit the forgotten objects in the car immediately or no later than the first working day following the discovery to the lost and found office.
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	The driver was smoking in service.
	The driver charged an extra fee to board the wheelchair of a customer with limited or reduced mobility. The driver charged an extra fee to board the dog of a blind or partially sighted customer. The driver was smoking in service
	The driver was not friendly and attentive to customers. The driver charged an extra fee to board the wheelchair of a customer with limited or reduced mobility. The driver charged an extra fee to board the dog of a blind or partially sighted customer.
	The driver charged an extra fee to board the wheelchair of a customer with limited or reduced mobility. The driver charged an extra fee to board the dog of a blind or partially sighted customer.