

Hong Kong Taxi Service Standard

運輸署呼籲的士司機，遵照此服務標準，為乘客提供優質的士服務。

1. 保持個人整潔
2. 提供一部整齊清潔及狀態良好的車輛
3. 待客以禮
4. 按照計程錶收費及由2026年4月1日起提供電子繳費媒介
5. 使用最直接可行或乘客指定的路線
6. 主動向乘客提供協助，以確保乘客上落車的安全
7. 提供一個安全和平穩的旅程，駕駛時應集中精神，不可在車輛行駛時，使用手持式無線電通訊設施
8. 遵守法例，不拒載及不濫收車資
9. 保持個人健康，不要酒後或藥後駕駛

The Transport Department appeals to taxi drivers to comply with this service standard and provide quality taxi service.

1. Keep appearance clean and tidy
2. Provide a clean and in-good-condition vehicle
3. Be polite to passengers
4. Charge fares according to taximeters and, effective from 1 April 2026, provide electronic payment means
5. Use the most direct and practicable route or a route specified by passengers
6. Be proactive in providing assistance to passengers so as to ensure safe boarding and alighting
7. Provide a safe and smooth ride, concentrate while driving, and do not use hand-held telecommunications equipment while vehicle is in motion
8. Abide by the law, and do not refuse to hire or overcharge
9. Maintain good health, and no drink driving or drug driving