

Car Service Upfront Payment Policy

Did you know that your local car service may request upfront payment?

The Taxi & Limousine Commission (TLC) adopted a policy that allows local car services to request payment from passengers before a trip begins.

Car Service Requirements for Upfront Payment:

- The upfront payment policy can only be used if ALL of the following requirements are met:
- Car Service must clearly communicate the upfront payment policy to every passenger when pre-arranging the trip, before dispatching the vehicle; and
- Car Service must uniformly apply the upfront payment policy to all passengers; and
- Price must be quoted by the Car Service during pre-arrangement -- fare negotiations between the passenger and the TLC-Licensed driver are NOT permitted.

Passenger Rights:

- The Car Service is required to tell you the price of the trip before dispatching the car
- The Car Service must tell you if upfront payment is required
- Your driver cannot raise the price or demand upfront payment if the car service did not advise you when prearranging the trip

Driver Rights:

- Passengers must pay the full price quoted by The Car Service
- Passengers must pay the prearranged amount upon entering the vehicle
- Passengers must be courteous and respectful to the driver
- Passengers must not cause any harm to their driver. **Assaulting A Driver Is Punishable By Up To Twenty-Five Years In Prison**

Report any upfront payment violations to 311