

Unbooked Taxi Fare Annual Adjustment 2025

Commission Assessment

28 August 2025

Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities, and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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Our assessment

This paper outlines the maximum taxi fares that will apply from 23 September 2025.

- Standard charges for unbooked taxi trips that begin in the Melbourne Metropolitan or Urban and Large Regional Zones will increase by 2.8 per cent.
- High occupancy charges for unbooked taxi trips that begin in the Melbourne Metropolitan or Urban and Large Regional Zones will increase by 2.6 per cent.

We set maximum charges (fares) for unbooked commercial passenger vehicle services (unbooked taxis).¹ These charges apply to trips that begin in the Melbourne Metropolitan or Urban and Large Regional Zones.

In September 2024, we made a fare determination for the 2024–26 regulatory period.² The determination includes a fare adjustment mechanism which changes maximum fares in September 2025, if certain conditions are met. That is, maximum fares would be altered in line with changes in the cost of operating a taxi (as measured by our taxi cost indexes), where these changes exceed plus or minus 1 percent in total (the 1 percent threshold).

Maximum fares will increase by 2.8 per cent

Standard adjustable maximum charges (standard charges) will increase by 2.8 per cent, and high occupancy adjustable maximum charges (high occupancy charges) will increase by 2.6 per cent.

This equates to an estimated increase of \$0.47 for a three-kilometre trip within the Melbourne central business district. It will also mean an increase of \$1.70 for a longer trip such as from the Melbourne central business district to the Melbourne International Airport.

The 2.8 per cent and 2.6 per cent increases reflect the fare adjustment formulas for standard charges and high occupancy charges.

¹ Unbooked commercial passenger vehicle services are trips that were not booked via an app, over the phone or on a website (for example, trips hailed from the street or hired from a designated taxi rank). Fares for booked commercial passenger vehicle services are not regulated, meaning operators set their own fares for these trips.

² Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*, Schedule 3, Part 1, par. 2.

The fare adjustment formula for standard charges results in maximum fares increasing by more than 1 per cent. This means the 1 per cent threshold for triggering an annual adjustment has been met.

Key drivers of change in costs of operating a taxi

The key drivers of the change in the costs of operating a taxi over the period June 2024 to June 2025 were changes to the minimum wage (3.5 per cent higher), fuel (3.8 per cent lower) and insurance (11.8 per cent higher).

The changes in each cost component of the fare adjustment formulas for standard charges and high occupancy charges are set out in Table 1 and 2.

Table 1. Change in fare adjustment mechanism components: standard charges

Cost component	Cost share	Price change	Contribution to fare adjustment
Fuel	6.6%	-3.8%	-0.25%
Network (equipment)	5.7%	0.7%	0.04%
Network (labour)	5.7%	3.4%	0.20%
Insurance	3.6%	11.8%	0.43%
Vehicle	7.6%	-0.8%	-0.06%
Registration	1.2%	2.7%	0.03%
Repairs and maintenance	6.9%	2.9%	0.20%
Administration	7.7%	3.3%	0.26%
Total operating costs	45%	1.8%	0.83%
Driver labour	55%	3.5%	1.93%
Total operating and labour costs	100%	Not applicable	2.8%

Note: The change in the insurance cost component is measured over the period March 2024 to June 2025. This data was provided by Insurance Statistics Australia Ltd.

Table 2. Change in fare adjustment mechanism components: high occupancy charges

Cost component	Cost share	Price change	Contribution to fare adjustment
Fuel	7.0%	-3.9%	-0.27%
Network (equipment)	4.3%	0.7%	0.03%
Network (labour)	4.3%	3.4%	0.15%
Insurance	3.9%	11.8%	0.46%
Vehicle	11.5%	-0.8%	-0.09%
Registration	1.1%	2.7%	0.03%
Repairs and maintenance	6.3%	2.9%	0.18%
Administration	6.5%	3.4%	0.22%
Total operating costs	45%	1.6%	0.70%
Driver labour	55%	3.5%	1.93%
Total operating and labour costs	100%	Not applicable	2.6%

Note: The change in the insurance cost component is measured over the period March 2024 to June 2025. This data was provided by Insurance Statistics Australia Ltd.

New maximum fares will take effect on 23 September 2025

The new maximum fare schedules are set out in Schedules 1 and 2. The new maximum fares will take effect on 23 September 2025.

How the fare adjustment mechanism works

The fare adjustment mechanism for the 2024–26 regulatory period provides for maximum fares to change if certain conditions are met. The main purpose of the mechanism is to help maintain the commercial viability of taxi services.³ It also smooths fare changes for passengers and taxi operators.

In assessing the adjustment of maximum fares, we must:

³ Our approach to adjust fares by the taxi cost index is consistent with the *Commercial Passenger Vehicle Industry Act 2017*, which allows us to consider, among other things, the Fair Work Commission's annual wage review and the commercial viability of operating a taxi service.

- Use a fare adjustment formula for standard charges, which is based on the conventional taxi cost index.⁴
- Use a fare adjustment formula for high occupancy charges, which is based on the wheelchair accessible taxi cost index.⁵
- Only change fares if the fare adjustment formula for standard charges results in maximum fares increasing by more than 1 per cent or decreasing by more than 1 per cent.⁶
- Publish a statement of maximum fares by 1 September 2025. Any new maximum fares are to take effect on 23 September 2025.⁷

Adjustable maximum charges

We refer to charges that qualify for adjustment as ‘adjustable maximum charges’. They include the flagfall, distance rates, detention rates, duration rates, high occupancy fees, late night fees and holiday surcharges. They do not include Commercial Passenger Vehicle (CPV) service levy recovery fees, CityLink and EastLink tolls, airport taxi rank fees and cleaning fees.

⁴ Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*, Schedule 3, Part 2, par. 2.

⁵ Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*, Schedule 3, Part 2, par. 3.

⁶ Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*, Schedule 3, Part 2, par. 4.

⁷ Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*, Schedule 3, Part 3.

Schedule 1: Maximum fares in Melbourne metropolitan and urban area

Maximum charges to apply from 23 September 2025

The maximum charges in this Schedule were originally determined by the commission in the Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*. These charges have been adjusted in accordance with the annual maximum charges adjustment mechanism provided in the determination. The maximum charges in this Schedule apply from 23 September 2025 to applicable unbooked services supplied by or within the commercial passenger vehicle industry that begin in the Melbourne Metropolitan Zone or the east urban area. For the purposes of this Schedule, the east urban area is the part of the Urban and Large Regional Zone that includes Frankston, Dandenong and the Mornington Peninsula. All charges are GST inclusive.

1. Definitions

- 1.1 The term 'hirer' includes an agent or agency representing the passenger/s or hirer/s.
- 1.2 The 'Urban area' is the part of Urban and Large Regional Zone that includes Frankston, Dandenong and the Mornington Peninsula.

2. Maximum hiring rates on fare calculation device

- 2.1 The maximum hiring rates may be based on either 'time **or** distance' tariffs (clause 3) or 'time **and** distance' tariffs (clause 4).
- 2.2 For the purpose of calculating fares for applicable unbooked services that begin in the Melbourne Metropolitan Zone or the Urban area, fare calculation devices must only be programmed with the tariffs that are consistent with either the tariffs in clause 3 or those in clause 4.
- 2.3 The fare sticker in the vehicle must clearly indicate whether the 'time **or** distance' tariff structure (clause 3) or 'time **and** distance' tariff structure (clause 4) applies.

3. Maximum hiring rates – ‘time or distance’ tariff structure

- 3.1 If using ‘time **or** distance’ tariffs, the hiring rates that must be computed and displayed by the fare calculation device used for unbooked services can be to a maximum of the following charges:

TARIFF ONE – DAY TARIFF

Tariff One rates apply as the maximum rates between 9 am and 5 pm, excluding times when Tariff Three maximum rates apply.

Fare component	Maximum charge
Flagfall	\$5.25
Distance rate	\$2.037 per kilometre while the vehicle speed is greater than 21 kmph
Detention rate	\$0.713 per minute (\$42.78 per hour) while the vehicle speed is less than 21 kmph

TARIFF TWO – OVERNIGHT TARIFF

Tariff Two rates apply as the maximum rates between 5 pm and 9 am, excluding times when Tariff Three maximum rates apply.

Fare component	Maximum charge
Flagfall	\$6.55
Distance rate	\$2.265 per kilometre while the vehicle speed is greater than 21 kmph
Detention rate	\$0.792 per minute (\$47.52 per hour) while the vehicle speed is less than 21 kmph

TARIFF THREE – PEAK TARIFF

Tariff Three rates apply as maximum rates:

- from 10 pm Friday to 4 am Saturday;

- from 10 pm Saturday to 4 am Sunday;
- all day on Christmas Day;
- all day on Boxing Day
- from 6 pm on New Year's Eve until midnight at the end of New Year's Day.

Fare component	Maximum charge
Flagfall	\$7.80
Distance rate	\$2.493 per kilometre while the vehicle speed is greater than 21 kmph
Detention rate	\$0.872 per minute (\$52.32 per hour) while the vehicle speed is less than 21 kmph

- 3.2 Fare calculation devices must be programmed to automatically select the correct tariff for the relevant time and date. Manual selection of tariffs is not permitted.

4. Maximum hiring rates – ‘time and distance’ tariff structure

- 4.1 If using ‘time **and** distance’ tariffs, the hiring rates that must be computed and displayed by the fare calculation device used for applicable unbooked services can be to a maximum of the following charges:

TARIFF ONE – DAY TARIFF

Tariff One rates apply as the maximum rates between 9 am and 5 pm, excluding times when Tariff Three maximum rates apply.

Fare component	Maximum charge
Flagfall	\$5.25
Distance rate	\$1.685 per kilometre at all times
Duration rate	\$0.433 per minute at all times

TARIFF TWO – OVERNIGHT TARIFF

Tariff Two rates apply as the maximum rates between 5 pm and 9 am, excluding times when Tariff Three maximum rates apply.

Fare component	Maximum charge
Flagfall	\$6.55
Distance rate	\$1.871 per kilometre at all times
Duration rate	\$0.476 per minute at all times

TARIFF THREE – PEAK TARIFF

Tariff Three rates apply as maximum rates:

- from 10 pm Friday to 4 am Saturday;
- from 10 pm Saturday to 4 am Sunday;
- all day on Christmas Day;
- all day on Boxing Day
- from 6 pm on New Year's Eve until midnight at the end of New Year's Day.

Fare component	Maximum charge
Flagfall	\$7.80
Distance rate	\$2.070 per kilometre at all times
Duration rate	\$0.513 per minute at all times

- 4.2 Fare calculation devices must be programmed to automatically select the correct tariff for the relevant time and date. Manual selection of tariffs is not permitted.

5. CPV Service Levy Recovery Fee⁸

- 5.1 The driver of an unbooked commercial passenger vehicle may charge the hirer a CPV Service Levy Recovery Fee of up to the maximum charge.⁹
- 5.2 The maximum charge for a CPV Service Levy Recovery Fee is equal to the amount of the levy for a commercial passenger vehicle service transaction as provided for in the *Commercial Passenger Vehicle Industry Act 2017* or regulations made thereunder,¹⁰ plus 10 per cent GST.
- 5.3 If applied, the CPV Service Levy Recovery Fee is to be itemised as a charge on the receipt provided to the hirer.

6. High Occupancy Fee

- 6.1 A high occupancy fee must not be charged if the unbooked commercial passenger vehicle does not have the capacity for the carriage of five or more passengers in fixed seats. 'Fixed seats' does not include positions for the carriage of persons in wheelchairs.
- 6.2 A high occupancy fee of up to \$17.80 may be charged when:
 - 6.2.1 the vehicle has been hired for the carriage of five or more passengers, or
 - 6.2.2 a vehicle larger than a standard taxi is required, regardless of the number of passengers to be carried except where the vehicle has been hired for the carriage of a person(s) who uses a wheelchair or other mobility aid.
- 6.3 For the purposes of clause 6.2.1 above, children under the age of five years are not to be calculated as a passenger.
- 6.4 For the purposes of clause 6.2.2, a standard taxi means a taxi with seating for up to four passengers and includes station wagon type vehicles.

⁸ *Commercial Passenger Vehicle Industry Act 2017*, Part 11 – Commercial passenger vehicle service levy. The State Revenue Office of Victoria has general administration of Part 11 of this Act.

⁹ *Commercial Passenger Vehicle Industry Act 2017*, s. 236

¹⁰ *Commercial Passenger Vehicle Industry Act 2017*, s. 238.

7. CityLink and EastLink Tolls

- 7.1 The driver of an unbooked commercial passenger vehicle carrying a passenger or parcel on a toll road (CityLink or EastLink), providing an applicable unbooked service, is authorised to charge the hirer an amount up to the appropriate toll payable by the driver for using the section(s) of that toll road to provide the applicable unbooked service (as published from time to time in the Victorian Government Gazette in accordance with the *Melbourne City Link Act 1995* or the *EastLink Project Act 2004* as applicable).
- 7.2 Hirers must be given the choice of using or not using a toll road if a toll road is one of the route options available for that trip.

8. Airport Taxi Rank Fee

- 8.1 **Melbourne Airport taxi rank fee.** The driver of an unbooked commercial passenger vehicle who accepts a hiring from the Melbourne Airport taxi rank, after that driver has paid for the use of the Melbourne Airport taxi rank queuing facilities and/or waiting bays, is authorised to charge the hirer an Airport Taxi Rank Fee of an amount up to the Melbourne Airport Access Fee payable by the driver for using that taxi rank as published from time to time by Melbourne Airport in a daily newspaper generally circulating in Victoria and on Melbourne Airport's website.
- 8.2 **Avalon Airport taxi rank fee.** The driver of an unbooked commercial passenger vehicle who accepts a hiring from the Avalon Airport taxi rank, after that driver has paid for the use of the Avalon Airport taxi rank queuing facilities and/or waiting bays, is authorised to charge the hirer an Airport Taxi Rank Fee of an amount up to the Avalon Airport Taxi Rank Fee payable by the driver for using that taxi rank as published from time to time by Avalon Airport in a daily newspaper generally circulating in Victoria and on Avalon Airport's website.

9. Cleaning fee

- 9.1 The driver of an unbooked commercial passenger vehicle may charge a reasonable cleaning fee of up to a maximum of \$120 if a passenger soils the vehicle with food, drink or bodily fluids.
- 9.2 If applied, the cleaning fee should be itemised as a charge on the receipt provided to the hirer.

10. Further conditions

10.1 Fees or charges which are not permitted include:

10.1.1 any additional charge for the carriage of goods or luggage accompanied by a passenger except where clause 6.2.2 applies; and

10.1.2 any charge that would result in a person with a disability paying more than an able-bodied person would for the same service.

Schedule 2: Maximum fares in Large Regional areas

Maximum charges to apply from 23 September 2025

The maximum charges in this Schedule were originally determined by the commission in the Essential Services Commission 2024, *Determination of Maximum Charges for Unbooked Commercial Passenger Vehicle Services (from 23 September 2024)*. These charges have been adjusted in accordance with the annual maximum charges adjustment mechanism provided in the determination. The maximum charges in this Schedule apply from 23 September 2025 for applicable unbooked services supplied by or within the commercial passenger vehicle industry that begin in the Large Regional areas of the Urban and Large Regional Zone. For the purposes of this Schedule, the Large Regional areas are all areas of the Urban and Large Regional Zone, except the east urban area, including Geelong, Ballarat and Bendigo SA3s as defined in the Australian Statistical Geography Standard 2011. All charges are GST inclusive.

1. Definitions

- 1.1. The term 'hirer' includes an agent or agency representing the passenger/s or hirer/s.
- 1.2. The 'Large Regional areas' are all areas of the Urban and Large Regional Zone, except the Urban area, including Geelong, Ballarat and Bendigo SA3s as defined in the Australian Statistical Geography Standard 2011.

2. Maximum hiring rates on fare calculation device

- 2.1 The maximum hiring rates may be based on either 'time **or** distance' tariffs (clause 3) or 'time **and** distance' tariffs (clause 4).
- 2.2 For the purpose of calculating fares for applicable unbooked services, fare calculation devices should only be programmed with tariffs that are consistent with either the tariffs in clause 3 or those in clause 4.
- 2.3 The fare sticker in the vehicle must clearly indicate whether the 'time **or** distance' tariff structure (clause 3) or 'time **and** distance' tariff structure (clause 4) applies.

3. Maximum hiring rates – 'time or distance' tariff structure

- 3.1 If using 'time **or** distance' tariffs, the hiring rates that must be computed and displayed by the fare calculation device used for applicable unbooked services can be to a maximum of the following charges:

TARIFF ONE – STANDARD TARIFF

Tariff One rates apply as the maximum rates at all times except circumstances when Tariff Two maximum rates may apply.

Fare component	Maximum charge
Flagfall	\$4.50
Distance rate	\$2.308 per kilometre while the vehicle speed is greater than 21 kmph
Detention rate	\$0.808 per minute (\$48.48 per hour) while the vehicle speed is less than 21 kmph

TARIFF TWO – HIGH OCCUPANCY TARIFF

- 3.2 Tariff Two must not be charged if the unbooked commercial passenger vehicle does not have the capacity for the carriage of five or more passengers in fixed seats. 'Fixed seats' does not include positions for the carriage of persons in wheelchairs.
- 3.3 Tariff Two may only be charged when:
- 3.3.1 the vehicle has been hired for the carriage of five or more passengers, or
 - 3.3.2 a vehicle larger than a standard taxi is required, regardless of the number of passengers to be carried, except where the vehicle has been hired for the carriage of a person(s) who uses a wheelchair or other mobility aid.
- 3.4 For the purposes of clause 3.3.1 above, children under the age of five years are not to be calculated as a passenger.
- 3.5 For the purposes of clause 3.3.2 above, a standard taxi means a taxi with seating for up to four passengers and includes station wagon type vehicles.

Fare component	Maximum charge
Flagfall	\$4.50
Distance rate	\$3.512 per kilometre while the vehicle speed is greater than 21 kmph
Detention rate	\$1.229 per minute (\$73.74 per hour) while the vehicle speed is less than 21 kmph

4. Maximum hiring rates – ‘time and distance’ tariff structure

- 4.1 If using ‘time **and** distance’ tariffs the hiring rates that must be computed and displayed by the fare calculation device used for applicable unbooked services can be to a maximum of the following charges:

TARIFF ONE – STANDARD TARIFF

Tariff One rates apply as the maximum rates at all times except circumstances when Tariff Two maximum rates may apply.

Fare component	Maximum charge
Flagfall	\$4.50
Distance rate	\$1.875 per kilometre at all times
Duration rate	\$0.617 per minute at all times

TARIFF TWO – HIGH OCCUPANCY TARIFF

- 4.2 Tariff Two must not be charged if the unbooked commercial passenger vehicle does not have the capacity for the carriage of five or more passengers in fixed seats. 'Fixed seats' does not include positions for the carriage of persons in wheelchairs.
- 4.3 Tariff Two may only be charged when:
- 4.3.1 the vehicle has been hired for the carriage of five or more passengers, or
 - 4.3.2 a vehicle larger than a standard taxi is required, regardless of the number of passengers to be carried, except where the vehicle has been hired for the carriage of a person(s) who uses a wheelchair or other mobility aid.
- 4.4 For the purposes of clause 4.3.1 above, children under the age of five years are not to be calculated as a passenger.
- 4.5 For the purposes of clause 4.3.2 above, a standard taxi means a taxi with seating for up to four passengers and includes station wagon type vehicles.

Fare component	Maximum charge
Flagfall	\$4.50
Distance rate	\$3.111 per kilometre at all times
Duration rate	\$0.674 per minute at all times

5. CPV Service Levy Recovery Fee¹¹

- 5.1 The driver of an unbooked commercial passenger vehicle may charge the hirer a CPV Service Levy Recovery Fee of up to the maximum charge.¹²
- 5.2 The maximum charge for a CPV Service Levy Recovery Fee is equal to the amount of the levy for a commercial passenger vehicle service transaction as provided for in

¹¹ *Commercial Passenger Vehicle Industry Act 2017*, Part 11 – Commercial passenger vehicle service levy. The State Revenue Office of Victoria has general administration of Part 11 of this Act.

¹² *Commercial Passenger Vehicle Industry Act 2017*, s. 236.

the *Commercial Passenger Vehicle Industry Act 2017* or regulations made thereunder,¹³ plus 10 per cent GST.

- 5.3 If applied, the CPV Service Levy Recovery Fee is to be itemised as a charge on the receipt provided to the hirer.

6. Late Night Fee

- 6.1 A late night fee of up to \$4.30 may be applied to hirings that commence between the hours of 7 pm on Friday and 6 am on Saturday, 7 pm on Saturday and 6 am on Sunday, and between the hours of midnight and 6 am on all other days. If applied, the late night fee must be entered and displayed on the fare calculation device at the commencement of the hiring.

7. Holiday Surcharge

- 7.1 A holiday surcharge of up to \$5.25 may be applied:

7.1.1 all day on Christmas Day;

7.1.2 all day on Boxing Day;

7.1.3 from 6 pm on New Year's Eve until midnight at the end of New Year's Day;

7.1.4 from 7 pm on the evenings prior to every other Victorian public holiday until 6 am on the morning of the public holiday.

- 7.2 For the purposes of this clause, public holidays are defined as per the *Public Holidays Act 1993* and:

7.2.1 include:

- a. additional public holidays, as per Section 7 of the Public Holidays Act 1993; and

¹³ *Commercial Passenger Vehicle Industry Act 2017*, s. 238.

- b. days that the Minister has appointed as a substitute holiday for Melbourne Cup Day for the relevant non-metropolitan Council, as per Section 8A of the *Public Holidays Act 1993*;¹⁴

7.2.2 exclude:

- a. the Monday after 1 January (New Year's Day) when New Year's Day is a Saturday or Sunday;
- b. the Monday after Christmas Day when Christmas Day is a Saturday and the Tuesday after Christmas Day when Christmas Day is a Sunday; and
- c. the Monday after 26 December (Boxing Day) when Boxing Day is a Saturday and the Tuesday after Boxing Day when Boxing Day is a Sunday.

7.3 Where the Minister appoints a substitute public holiday for Melbourne Cup Day in a non-metropolitan Council, a holiday surcharge must not be charged in relation to Melbourne Cup Day in that non-metropolitan Council.

7.4 The late night fee must not be applied in addition to the holiday surcharge.

8. CityLink and EastLink Tolls

8.1 The driver of an unbooked commercial passenger vehicle carrying a passenger or parcel on a toll road (CityLink or EastLink), providing an applicable unbooked service, is authorised to charge the hirer an amount up to the appropriate toll payable by the driver for using the section(s) of that toll road to provide the applicable unbooked service (as published from time to time in the Victorian Government Gazette in accordance with the *Melbourne City Link Act 1995* or the *EastLink Project Act 2004* as applicable).

8.2 Hirers must be given the choice of using or not using a toll road if a toll road is one of the route options available for that trip.

¹⁴ The holiday surcharge may only be applied in the geographic area of the council subject to the substitute holiday. For example, a holiday surcharge in relation to Geelong Cup Day may only be applied in the area of the urban zone surrounding Geelong.

9. Airport Taxi Rank Fee

- 9.1 **Melbourne Airport taxi rank fee.** The driver of an unbooked commercial passenger vehicle who accepts a hiring from the Melbourne Airport taxi rank, after that driver has paid for the use of the Melbourne Airport taxi rank queuing facilities and/or waiting bays, is authorised to charge the hirer an Airport Taxi Rank Fee of an amount up to the Melbourne Airport Access Fee payable by the driver for using that taxi rank as published from time to time by Melbourne Airport in a daily newspaper generally circulating in Victoria and on Melbourne Airport's website.
- 9.2 **Avalon Airport taxi rank fee.** The driver of an unbooked commercial passenger vehicle who accepts a hiring from the Avalon Airport taxi rank, after that driver has paid for the use of the Avalon Airport taxi rank queuing facilities and/or waiting bays, is authorised to charge the hirer an Airport Taxi Rank Fee of an amount up to the Avalon Airport Taxi Rank Fee payable by the driver for using that taxi rank as published from time to time by Avalon Airport in a daily newspaper generally circulating in Victoria and on Avalon Airport's website.

10. Cleaning fee

- 10.1 The driver may charge a reasonable cleaning fee of up to a maximum of \$120 if a passenger soils the vehicle with food, drink, or bodily fluids.
- 10.2 If applied, the cleaning fee should be itemised as a charge on the receipt provided to the hirer.

11. Further conditions

- 11.1 Fees or charges which are not permitted include:
- 11.1.1 any additional charge for the carriage of goods or luggage accompanied by a passenger except where clause 3.3.2 or clause 4.3.2 applies; and
 - 11.1.2 any charge that would result in a person with a disability paying more than an able-bodied person would for the same service.