

Rule 21 — Standard rule for other PDV rates

Application

1. This rule applies to licensees granted a special authorization with a designated PDVA: Other PDV sector type.

Tips and other gratuities

2. A licensee must not request or require, expressly or otherwise, the payment of tips or other gratuities.

Transaction fees

- 3. A licensee may not charge or collect compensation from a passenger, in addition to their advertised rates, in order to recover or otherwise offset transaction fees or any other similar fees or charges, including fees or charges
- (a) Imposed on licensees by credit or financial companies, such as credit card surcharges,
- (b) For booking a fare through a mobile app.

Fares related to apps

- 4. If an app estimates the fare, a licensee must ensure that the app calculates based on Boardapproved rates.
- 5. For certainty, a licensee must not accept payment through an app.