

All Approved Taxi Operators at the Cyril B. Romney Tortola Pier Park must operate their vehicles and conduct themselves in an orderly manner, complying with following guidelines in accordance with the BVI Ports Authority Regulations, 1995.

Uniform Policy and Grooming Standards

UNIFORM REQUIREMENTS

- Wear designated uniforms at all times when called for operation on the facility.
- Black skirt or comfortable long pants, firmly fitting at the waist.
- Black closed-toe shoes.
- No jeans, slippers, flip-flops, sleeveless clothing or other non-approved attire.

IDENTIFICATION

- Full name must be displayed on shirt or form of ID.
- Must be clearly visible to guests.

PERSONAL APPEARANCE

- All drivers must be properly groomed.
- Maintain a level of professional decorum when attending to or approaching guests.
- Appear in good health and maintain good hygiene.
- Greet guests with a welcoming attitude.

CYRIL B. ROMNEY TORTOLA PIER PARK OPERATING HOURS

7a.m. to Midnight daily (including Sunday and Public Holidays)
Management Offices: 8:30 a.m. to 4:30 p.m. (Monday to Friday)

Quick Checklist

DAILY ESSENTIALS

- Wearing approved uniform (black pants/skirt, black closed-toe shoes)
- ID badge visible with full name and contact number
- Properly groomed and maintaining professional appearance
- Carry required documents (ID card, taxi licence, fare schedule)
- Vehicle in good condition and clean

BEFORE EACH TRIP

- Greet guests with a welcoming attitude
- Provide safety briefing and trip information
- Ensure adherence to vehicle load limits
- Verify correct fare as per Virgin Islands Taxi Tariff

PROFESSIONAL CONDUCT

- Follow instructions from BVIPA, TPPL, and other authorised personnel
- Use designated operating and staging areas only
- No soliciting or unauthorised engagement with guests while in uniform or on duty
- Maintain proper, civil and decorous behaviour at all times
- Assist passengers with special needs

OPERATIONAL RULES

- Pay port entry fees as required
- No parking, hand banding or money collection in the Emergency Zone or roundabout
- No switching vehicles or driving for another operator
- No abandoning guests or refusing jobs
- Operate using the One Line system as directed



OPERATING with EXCELLENCE

Rules and Regulations for
Taxi Operators at the
Cyril B. Romney Tortola
Pier Park



General Orders

COMPLIANCE WITH AUTHORITY

- Follow all instructions, directives and requests given by designated Personnel.
 - This includes TPPL Ambassadors, Dispatchers, Security Officers, Managers, and Authorised Traffic Inspectors.

Failure to adhere will result in enforcement actions as prescribed.

FACILITY USAGE

- Comply with and pay the port entry fees as prescribed.
- Utilise the designated Operating and Staging areas.
- NO Parking near or around the Emergency Zone or roundabout at any time.
 - Exception: Briefly stopping to offload returning guests is permitted.
- No loading of guests, money collection and hand banding in restricted areas.

Failure to comply will result in an enforcement fine as per the TLC Regulations.

Regulatory Requirements (Part VIII of the BVIPA Regulations 1995)

CUSTOMER INTERACTION

- Stay by your vehicle at all times to greet and brief guests.
- Provide safety briefings and information about the length and type of excursion, fares, and destination prior to departure.

PROFESSIONAL CONDUCT

- Do not solicit, annoy, or molest any passenger while in prescribed uniform.
- Comply with Berthing Agreements, BVIPA Regulations, and Park Policies.

- No loitering, engaging guests, sitting, or congregating near or within the designated Taxi Dispatch area.
- Do not transport guests outside of the facility without authorisation from the Security Officer.

OPERATIONAL RESTRICTIONS

- Drivers are not permitted to:
 1. Switch vehicles.
 2. Drive for another driver/turn.
 3. Utilise the same vehicle for multiple excursions.
 4. Conduct an excursion and leave guests abandoned or unattended.
 5. Refuse a job (may result in removal from the facility by appointed authorities.)

VEHICLE CONDITION

- Keep all vehicles in good operating condition and appearance.
- Vehicles may be inspected by Commission's Officers or the BVI Ports Authority Security Officers prior to facility entry.

PASSENGER SAFETY

- Adhere to vehicle load limits, especially for children, minors, and front-seat passengers as prescribed by law.

FARES

- Charge fares as stipulated in the Virgin Islands Taxi Tariff. This includes fares for minors and children.
- No overcharging is permitted.

Taxi Cab Operator Conduct

PROFESSIONAL BEHAVIOUR

1. No obscene, abusive, belittling, bullying, or insulting language while on duty.
2. Avoid loud chatter, profanity, or loud noises.
3. No sleeping on the facility.
4. Do not use electronic devices or demonstrate misconduct when addressing guests.

IDENTIFICATION AND DOCUMENTATION

1. Provide name, contact, and identification number upon request to passengers, Inspectors, Officers, or authorised Personnel.
2. Always carry identification card, taxi license, designated vehicle documentation, and Fare Schedule/Tariff.

VEHICLE REQUIREMENTS

- Ensure your vehicle is licensed and insured in accordance with Livery and Commission's Regulations to operate at and enter the Pier.

ACCESSIBILITY

- Assist and make provisions for passengers needing special care, including those with wheelchairs and strollers.

OPERATING SYSTEM

- Operate using the One Line system (merging of "Big" and "Small" lines) as guided and managed by the BVIPA Security Officer.
- Express vehicles for hire constitute a capacity of seven (7) passengers or less.
- Vehicles for hire will be staged on the facility utilising the designated slots or as directed by authorised personnel as needed.

The BVI Ports Authority requests that you adhere to the above guidelines as part of your agreement to operate as a Transportation Service Provider at Cyril B. Romney Tortola Pier Park. This not only elevates the professional standards of the destination and the Park but also helps improve the quality of your service, ultimately benefiting your business.

