**The duties on Operators under the Equality Act 2010**

**Offences on PHV operators**

Section 167A

Disabled passenger - Any disabled passenger, including wheelchair users.

**Offences**

* failing or refusing to accept a booking for the vehicle if:
* the booking is made by, on or behalf of, a disabled person
* the reason for the failure or refusal is:
* that the person is disabled or
* to prevent the driver from being made subject to a duty at sections 164A, 165, or 165A
* making, or proposing to make, and additional charge for carrying out any duty on the driver under sections 164A, 165, or 165A

**Defences**

* it was reasonable not to have accepted the booking due to a lack of suitable vehicles

Section 170

Disabled passenger - Assistance dog users.

**Offences**

* failing or refusing to accept a booking for the vehicle if:
* the reason for the failure or refusal is:
* that the person will be accompanied by an assistance dog
* to prevent the driver from being made subject to a duty at section 170
* making, or proposing to make, and additional charge for carrying an assistance dog

**Defences**

There are no defences for this section.