

Fee Refund Guidance

Hackney Carriage and Private Hire - Drivers, Operators and Vehicles

General

The following paragraphs set out guidelines when the Licensing Authority will provide refunds not only on surrendered hackney carriage and private hire licences but also on withdrawn hackney carriage and private hire applications.

All hackney carriage and private hire fees collected by Conwy County Borough Council are ring fenced and used to pay for the running of the Council's licensing service on a cost recovery basis. Each application fee is designed to take into account the annual cost of salaries, legal advice, enforcement, consumables, information technology, committee meetings etc.

Occasionally refunds can and will be made for surrendered licences (but not if the driver vehicle, operator is under investigation by any enforcement agency or the Licensing Authority).

Any fee paid to outside agencies does not fall within this guidance and cannot be refunded.

To request a refund, in all cases, the licence holder or other authorised person (if the licence holder is deceased) must make a request in writing to licensing@conwy.gov.uk. All documents, plates, badges, tariff cards, brackets must be returned prior to the refund being processed.

Drivers

New Applications

The various fees for a grant application are made up of several parts some of which are not refundable due to the fact that the Licensing Authority may pay outside government agencies for information. Currently the Council pays the Criminal Records Bureau (CRB) and Driver & Vehicle Licensing Agency (DVLA).

The Knowledge Test fee reflects officer time spent administering the test. Once the test is completed the fee cannot be refunded.

There may be occasions where an applicant may feel that their past history may preclude him from becoming a licensed driver. Licensing Officers will give advice on this matter before the application process is commenced. It is not the job of a licensing officer to dissuade a person from applying for a driver's licence. However, the applicant should be aware that by continuing with their application they must also bear the associated financial obligations and that ultimately a refund may not be made. If an applicant part way through the application process decides not to continue a refund may be made. The scale of the refund will be proportionate to the progress of the application. If an application goes as far as a committee hearing and is refused it is highly unlikely that any refund will be granted.

The following refund scale will apply:-

| | Point at which application withdrawn | Level of Refund |
|---|--|---|
| 1 | Prior to DBS and DVLA enquiries being made and minimal administrative work being done | 100% (including DBS and DVLA fees) |
| 2 | After enquiries made with DBS and DVLA | 90% (after subtracting DBS and DVLA fees) |
| 3 | After enquiries made with DBS, DVLA and Knowledge test | 75% (after subtracting DBS, DVLA and Knowledge Test fees) |
| 4 | After enquiries made with DBS, DVLA and Knowledge test but after the return of the medical test. | 50% (after subtracting DBS, DVLA and Knowledge Test fees) |
| 6 | After enquiries made with DBS, DVLA, Knowledge test and after the return of the medical test and being informed of the decision to refer the matter to a committee hearing | 40% (after subtracting DBS, DVLA and Knowledge Test fees) |
| 7 | After enquiries made with DBS, DVLA, Knowledge test, return of the medical test, being informed of the decision to take the matter to a committee hearing and the reports are completed And hearing is being organised | 25% (after subtracting DBS, DVLA and Knowledge Test fees) |
| 8 | Refund after Committee hearing refusal | Nil |

Drivers Renewal Application

Unless a driver has failed to notify a criminal conviction, fails a medical it is highly unlikely that a driver's licence renewal application will be refused and consequently an application refund is similarly unlikely to arise. Should a request for a refund be received it will be treated on its merits.

Drivers Surrendered Licences

Drivers who no longer wish to remain as a licensed driver, if the licence has been in effect for a period of more than 1 month will not receive a refund unless there are exceptional circumstances such as ill-health and even death of drivers.

Vehicles New Applications

Vehicle refunds will only be made prior to any hearing.

Vehicles Surrendered Licences

No refunds will be made on surrendered vehicle licences unless there are exceptional circumstances such as ill-health and even death of drivers

Private Hire Operator's Licence

Surrendered licence refunds will only be made if surrendered within six months of grant minus a 25 % administration fee unless there are exceptional circumstances such as ill-health and even death of drivers.