

**1. What is the purpose for the introduction of taxi permit (pre-Booked Only) at Dublin Airport?**

So that drivers carrying out business (pre-booked fares) are compliant with Dublin Airport Byelaws.

**2. Why is it being implemented now?**

With the surge in demand for pre-booked collections at Dublin airport in recent years a decision has been made to allow this business to continue with the permission of a taxi (pre-booked permit) to do so.

**3. Where can I pick up a pre-arranged Pre-Booked fare at Dublin Airport?**

Dublin Airport Carparks only

**4. Can I pick up a pre-booked fare at Dublin Airport without a Permit?**

No

**5. Who is required to register for these permits?**

SPSV holders that plan to collect a pre-booked fare at Dublin Airport.

**6. How do I register for a Taxi Permit (Pre Booked)**

The link to the registration portal will open on the 21<sup>st</sup> February 2024 on the Dublin Airport Website at <https://www.dublinairport.com/b2b/airport-suppliers/taxi-operators/taxi-permit-pre-booked-only>

**7. Is there a limit to the number of Taxi Permits (Pre Booked)?**

There is no limit to the number of permits for pre-booked.

**8. How long does the registration process take?**

You will receive a permit via email as soon as your registration and payment is complete

**9. Can Pre-booked permit holders ply for hire within the airport grounds?**

No,

The permits are exclusively for picking up pre-booked fares that are arranged outside of Dublin Airport grounds in designated car parks.

**10. Can I join a virtual queue through an app on Dublin Airport grounds?**

No.

SPSV holders found dwelling, plying for hire or joining a virtual queue will also be issued with a fixed penalty notice.

**11. Can Taxi Permit (Pre-Booked) pick up on one of Dublin Airports taxi stands?**

No

The restriction on this permit do not allow you to pick up on the taxi stands. Violating the terms of the permit, such as plying for hire within airport grounds, may result in penalties, fines, or the revocation of the permit. It is crucial for permit holders to strictly adhere to the guidelines outlined.

**12. If a passenger hails me down, does this permit give permission to pick them up?**

No.

**13. Are there any fees associated with obtaining a permit?**

The administration fee for the permit is €10

**14. How Long will a permit remain active for?**

1 year from the date you register.

**15. Will I need to re-register every year?**

Yes, there's an annual renewal for each driver that wishes to renew their permit.

**16. Will carpark fees still apply?**

Yes.

**17. What are the consequences for violating the terms of the permit?**

Violating the terms of the permit, such as plying for hire within airport grounds, may result in penalties, fines, or the revocation of the permit. It is crucial for permit holders to strictly adhere to the guidelines outlined.

**18. Do I need to display this permit?**

No but you will need to produce the permit (in a digital or printed format) if requested by Airport Police, daa officials or designated agent, a driver must be able to produce a copy of their permit indicating their authorisation for picking up pre-booked fares in airport car parks.

**19. If I have a permit to operate at the taxi stands, will I need to register a pre-booked permit?**

No. The official taxi stand permit will allow drivers to collect a pre-booked fare in Dublin Airport Car parks.

**20. Do I need a permit to drop off passengers only at Dublin Airport?**

You do not need a permit to drop off passengers.

**21. Is my permit refundable?**

No

**22. I've received a message that tells me I've been locked out and I can't register?**

You will need to wait 24hrs before you can register again.

**23. I've entered the incorrect phone number; how do I proceed?**

It takes 7 days for an account created but not finalised through payment to be wiped from our records. After 7 days you can re-register.

**24. I'm having difficulty registering for a permit?**

Please follow the step-by-step guide found in the Portal FAQ's [https://www.dublinairport.com/docs/default-source/taxis/how-to-use-permit-portal.pdf?sfvrsn=41ddf548\\_4](https://www.dublinairport.com/docs/default-source/taxis/how-to-use-permit-portal.pdf?sfvrsn=41ddf548_4)

**25. My payment has been taken but I have not received my Permit?**

Please sign back into your account to check that your email address is entered correctly and that you have checked your spam folder in your mailbox.