



Dublin Airport Chauffeurs Code of Conduct

Effective 1st January 2024



1 Chauffeur Permits

The purpose of the chauffeur operation at Dublin Airport is to provide chauffeur services for customers arriving and departing at Dublin Airport.

Dublin Airport (daa) is committed to working in conjunction with chauffeur companies to ensure that high standards are delivered to and enjoyed by users of Dublin Airport. This policy outlines the service standards and operating requirements of chauffeur drivers operating within the Chauffeur Permit System at Dublin Airport.

daa may vary any provisions contained in this policy from time to time and shall communicate such variations to all Chauffeur Permit Holders. Including changes to location/ number of the Designated Chauffeur Spaces.

Dublin Airport Chauffeur Permits (issued by daa) are a requirement for all vehicles that offer chauffeur services at Dublin Airport and wish to avail of the designated chauffeur spaces (the "Designated Chauffeur Spaces").



The Designated Chauffeur Spaces are available on a first come first served basis. daa cannot guarantee that a Designated Chauffeur Space will always be available to the Chauffeur Permit Holder.

The Chauffeur Permit and access card for Designated Chauffeur Spaces (also issued by daa) remains the property of daa. The Chauffeur Permit must always be displayed in accordance with this policy.



daa may, at any time and in its sole discretion, withdraw a Chauffeur Permit where any chauffeur driver using the vehicle to which the Chauffeur Permit attaches:

- Fails to meet the minimum requirements to operate a chauffeur service at Dublin Airport (as set out in this policy); or
- Fails to comply with legislation, including but not limited to, the Road Traffic Acts 1961 to 2010, as amended, the Taxi Regulation Act 2003 as amended, the Airport and Aviation Acts (including the Air Navigation and Transport Act, 1998) as amended, the Airport Bye Laws that are in force at Dublin Airport from time to time and/or any Parking Regulations in place at Dublin Airport from time to time; or
- Fails to hold a valid SPSV License; or
- Fails to comply with any regulations regarding the operation of a SPSV license holder as set out by the National Transport Authority, an Garda Síochána or legislation; or
- Fails to maintain adequate insurance in order to provide the Chauffeur service; or
- Fails to show respect to the shared daa facilities and/ or other users within the areas: or
- Fails to comply with all provisions as set out in this policy.

It is the responsibility of the Chauffeur Permit Holder to ensure that any drivers using the vehicle to which the Chauffeur Permit attaches, complies with this policy.

daa may, in its sole discretion, choose not to approve issuing a Chauffeur Permit in any preceding year.

Each parking period at the Designated Chauffeur Spaces must not exceed 2 hours. Parking in excess of 2 hours will incur the normal car parking fees. Please visit www.dublinairport.com for further information.

Vehicles must be parked in the Designated Chauffeur Areas/ Spaces only (no parking permitted on walkways/ or Airport Club spaces. Failure to do so will result in the vehicle being charged normal car parking rates and may also result in the vehicle being subject to removal.

The Chauffeur Permit must be displayed/exhibited at the driver's side of the windscreen of the vehicle to which it attaches. Failure to display the Chauffeur Permit correctly will mean that there is no entitlement to use the Designated Chauffeur Spaces and will result in the vehicle being charged normal car parking rates and may also result in the vehicle being removed or clamped.

Loss of the Chauffeur Permit or access card must be notified immediately in writing, stating circumstances to Car Parks Administration who will arrange a replacement. Replacement of access card will cost €50.00

The Chauffeur Permit will remain the property of daa and must be returned to Car Parks Administration office daa on termination of the Chauffeur Permit.



Chauffeur Permit Holders use the Designated Chauffeur Spaces area at all times at their sole risk in all respects. daa nor any of their servants or agents accepts liability for any loss or damage to persons, vehicles, accessories, or contents however caused.

Transfer of Chauffeur Permit or access card between vehicles is strictly prohibited. The Chauffeur Permit is only valid for the vehicle registration recorded on the Chauffeur Permit.

Any breach of the provisions contained in this policy, the Airport Byelaws or any relevant legislation that may from time to time be in force may result in daa withdrawing the Chauffeur Permit without any compensation.

daa reserves the right to notify any relevant third parties including, but not limited to, An Garda Síochána and or the National Transport Authority of any breach of this policy, the Airport Byelaws, or any relevant legislation in force at the time. daa wish to advise that their will be additional CCTV installed within the areas.

daa may inspect any Chauffeur Permit, vehicle to which the permit attaches or any associated documentation at any time to ensure compliance.



2 Online Permit Application and Payment Portal

Renewal Permit

This Permit Application and Application Portal opened for renewals from 15th December 2023 until January 8th, 2024, for current permit holders for the period from 1st January 2024 to the 31st of March 2024. Cost will be displayed within the portal.

Online Permit Application and Payment Portal

This portal will be available enabling current Chauffeur Permit Holders to:

- [View this Policy](#)
- Complete the annual permit application form online
- Payments to be made in full
- Make payment online by credit or debit card
- Update Chauffeur Permit Holder contact details

To facilitate an easier and more streamlined permit application process, the permit portal will maintain a secure online profile for each existing Chauffeur Permit Holder. This profile allows the online permit application form to be pre-populated with the Chauffeur Permit Holder's information as previously given; the Chauffeur Permit Holder can then simply confirm whether the details are correct or update them as required when completing the online application.

As part of the permit application, we will ask for confirmation that the Chauffeur Permit Holder gives consent for data to maintain the online profile for use in future online permit applications, for administrative purposes and for financial reporting and auditing purposes in accordance with appropriate legislation.

This online profile will include:

- the Chauffeur Permit Holder's contact information, address and SPSV expiry date.
- vehicle information, such as registration, make and model and SPSV expiry date.
- the history of the permits held by the Chauffeur Permit Holder will be maintained, including the payment transaction history and notifications issued to the Chauffeur Permit Holder; and
- the history of changes or updates applied to the profile.

Please note:

- Once the permit year has ended, all permit information for that year will be retained for a further six-year period for GDPR obligations, administrative, reporting and audit purposes in accordance with the appropriate legislation.
- credit card / debit card information will not be stored in the permit portal at any time



Each Chauffeur Permit Holder will receive via SMS a password to access the online portal.



3 Minimum Requirements

The minimum requirements which must be met when applying or renewing a Dublin Airport Chauffeur Permit are:

- A current permit holder
- A fully completed online application form
- Valid payment of the permit fee
- A valid SPSV license with a license category of limousine

daa is not obliged to issue a Chauffeur Permit by reason of all minimum requirements being met. All operators applying for a Chauffeur Permit to operate at Dublin Airport must be compliant with National Transport Authority regulations regarding the operation of a chauffeur service.

4 Application Process

Payment due dates are advised to all Chauffeur Permit Holders as part of the permit application process. Car Park Administration shall notify all Chauffeur Permit holders no later than two weeks in advance of the Chauffeur Permit renewal due date to advise that payment is due.

1. Notifications relating to the permit application and/or permit payments will be issued by SMS or email.
2. It is then the responsibility of the Chauffeur Permit Holder to access the online Permit Application and Payment portal to complete the online application and pay the appropriate fee in advance of the payment due date.
3. All information as requested by daa must be provided.
4. Car Park Administration shall process all applications between the date the application is received and the payment due date.
5. The Chauffeur Permit will be issued once the application has been fully processed and approved by daa.

Changes in Chauffeur Permit Holder Contact Details

It is the responsibility of all Chauffeur Permit Holders to ensure that their contact details are correct and up to date. All changes to Chauffeur Permit Holder contact details must be submitted via the online Permit Application and Payment portal.

daa will not be responsible for any breakdown in communication which results from any Chauffeur Permit Holder failing to provide up to date contact information including mobile number and/or email address.



5 Payment Process

Payment must be made via the online Permit Application and Payment Portal in advance,. Fees shall be advised on the Chauffeur Permit annual application form.

Payment Methods

daa can only accept the following forms of payment:

Credit or Debit Card (VISA / Mastercard)

- payment to be made online via the online permit application and payment portal
- payment will be processed and deducted immediately when the Permit Holder enters valid credit / debit card details

It is the responsibility of the Chauffeur Permit Holder to ensure that valid payment is provided no later than the payment due date. No permit will be issued until valid payment has been made.

daa WILL NOT pursue Chauffeur Permit Holders for payment of unpaid permit fees

Late Payment Charges

Late permit applications and permit fees may be accepted at the sole discretion of the daa where serious and extenuating circumstances are demonstrated by the Permit Holder that prevented them from completing the permit application or permit payment before or on the due date. The decision of daa will be final.

In this case, late payment charges of €100.00 will be applied to any permit application or payments that are processed after the payment due date / closing date.

Where payment has not been provided in accordance with the terms set out above, a Chauffeur Permit will not be issued.

And in the case where payments have not been provided the permit will be revoked.



Payment Dates

Exact payment dates will be advised via the online permit application and payment portal.

| Payment Type | Payment Period | Chauffeur Permit Expires |
|--------------|--|--------------------------------|
| Period | 1 st January 2024– 31 st March 2024 | 31 st December 2023 |

6 Communications

Car Park Administration

All general communication from Chauffeur Permit Holders to daa should be via Car Park Administration to ensure a consistent approach to managing queries in the most efficient way. Communication can be made via email or phone to the details below:

Postal Address

Car Park Administration, daa Shared Services, Clive House, National Technology Park, Plassey, Limerick.

Email Address

taxiadmin@daa.ie



7 Insurance

All Chauffeur Permit Holders are obliged to maintain all legally required insurances in order to operate a chauffeur service.

daa shall not be responsible for any loss or damage incurred by a chauffeur driver or any third party arising from any act or omission of any nature whatsoever related to the provision of the chauffeur service at Dublin Airport.

All Chauffeur Permit Holders agree and acknowledge that they shall indemnify daa, against any actions, proceedings, costs, damages, claims, or demands arising out of any such matter.



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