



## JOHN GLENN COLUMBUS INTERNATIONAL AIRPORT PASSENGERS BILL OF RIGHTS AND RESPONSIBILITIES

- Your cabdriver is an independent contractor, licensed from the City of Columbus and will treat you with respect and courtesy.
- Please treat your driver with respect and courtesy.
- You are entitled to travel in a clean, comfortable and safe vehicle
- The most direct route or the route you request should be taken
- Please promptly pay your fare when reaching your destination.
- Overcharging is a serious offense! - Please refer to brochure for estimated pricing
- Those cabs that accept credit cards will be without any additional cost - No International Credit Cards are accepted.
- Tipping is customary for good service including assisting with luggage
- A completed receipt will be provided upon request
- Your driver must obey all traffic laws - Please notify us if the driver is speeding or not obeying the law.
- Heat or A/C should be turned on/off at your request
- Drivers are not required to carry or change bills over \$20
- For your safety, please use the curbside door to exit the cab
- Cell phone use by the driver while operating from the airport is prohibited
- Lost items left inside the taxi are the responsibility of the passenger. Those left in the trunk are the responsibility of the driver.

**Shared rides are available with any taxi from John Glenn International. When traveling with more than one person to more than one location. The first person will pay 75% of the metered fare (including taxes), the second person will pay 75% of the metered fare upon the next stop. (For example: Stop one is a \$20 metered fare, person one will pay \$15 plus taxes. If stop two is a \$40 metered fare, person two pays \$30 plus taxes.)**

Straight meter rates apply within Franklin County, unless negotiated by the customer only. When traveling outside the Franklin County area, you may negotiate your fare at a maximum rate of \$2.25 per mile. During out of county fares, the meter will continue to run to ensure that each passenger is given a fair and reasonable price by the driver. Customer is responsible for contract rate or meter rate, whichever is less.

Your negotiated fare will include state sales tax and the airport surcharge. Sales tax is 6.75% and the airport surcharge is \$3.00.

**Please remember all your belongings  
(Cell phones, PDAs, small bags, credit cards, etc.)**

**Please direct any compliments or complaints to:  
Airport Hotline at 614-239-5040 or**