

# shannon AIRPORT

making it easy



## Taxi Stand Permit

## Operations Manual 2025



*This Manual is not a legal document and must not be construed as such. This Manual may be revised and updated from time to time, please ensure you keep yourself informed by visiting the website [www.snnairportgroup.ie](http://www.snnairportgroup.ie)*

*Any significant changes will be communicated via the email address provided with the application.*

# Introduction

The purpose of the taxi operation at Shannon Airport is to provide a high-quality taxi service to the travelling passenger.

As one of the first services used by visitors to Ireland, it is important that it is delivered to the highest standards.

Shannon Airport is committed to working with taxi service providers to ensure that these high standards are delivered to users of Shannon Airport.

The key objectives of the taxi service are:

- To ensure customer satisfaction for international and domestic passengers.
- To ensure a positive first impression to visitors of Ireland
- To positively reflect the Irish taxi industry
- To encourage customers to use the taxi service again and recommend it to others.

Shannon Airport may at its absolute discretion vary any provisions contained in this manual and will communicate any variations to taxi permit holders.

# 1 Taxi Permits

The purpose of the Shannon Airport Taxi Permit (**Taxi Stand Permit**) is to grant permission to drivers to collect a passenger at the designated taxi stand at Shannon Airport in line with our byelaws (**Taxi Stand Permit Holder**).

Taxi Stand Permits are a requirement for drivers wishing to operate/ply for hire from the taxi stand at Shannon Airport.

A taxi licence does not provide an automatic right of entry to Shannon Airport, the designated taxi holding area or the taxi stand. The licence holder must also hold a Taxi Stand Permit.

The decision to apply for a Taxi Stand Permit and the decision to ply for hire at the Shannon Airport taxi stand is made by the taxi driver, however taxi drivers operating at the Shannon Airport taxi stand must not unreasonably refuse a fare.

Only the driver named on the Taxi Stand Permit is permitted to ply for hire from the taxi stand at Shannon Airport. Taxi Stand Permit Holder must ensure that the taxi permit/tag is only used by the Taxi Stand Permit Holder.

At all times the Taxi Stand Permit and associated tag remains the property of Shannon Airport and may not be altered in any way.

Taxi Stand Permits must be displayed on the bottom left side of the front windscreen.

Shannon Airport may withhold the issuing of a Taxi Stand Permit to new applicants, or to current permit holders in a subsequent year, or withdraw a Taxi Stand Permit previously granted to a taxi driver to operate at Shannon Airport where the Permit holder has breached the terms and conditions of the Taxi Stand Permit where the Taxi Stand Permit Holder:

- Fails to meet the minimum requirements to operate a taxi service at Shannon Airport.
- Fails to comply with legislation, including, but not limited to: Road Traffic Acts 1961 to 2024, as amended, the Taxi Regulation Act 2013 as amended, the Airport and Aviation Acts, (including the Air Navigation and Transport (Amendment) Act, 1998) as amended and/or the Shannon Airport Byelaws 2015 that are in force at Shannon Airport.
- Fails to comply with any regulations regarding the operation of a taxi as set out by the National Transport Authority, An Garda Síochána and/or associated legislation.
- No Longer holds a SPSV licence
- Shares or gives his/her Taxi Stand Permit to any other person
- Where Shannon Airport is satisfied that the Taxi Stand Permit Holder is no longer providing a satisfactory service at the airport.

Shannon Airport places a high degree of trust in Taxi Stand Permit Holders to provide a high standard of service. Any behaviour that leads to a breach of trust in this relationship will result in the withdrawal of the Taxi Stand Permit.

Shannon Airport reserves the right to notify any relevant third parties of any breach of the provisions of this Operating Manual, the Airport Bye-Laws or any relevant legislation in force at the time.

For ensuring compliance with the provisions of the Taxi Stand Permit Shannon Airport or its agent(s), may inspect the Taxi Stand Permit, tag, Taxi Licence, ID card and/ or associated documentation to ensure compliance.

When applying to Shannon Airport for a Taxi Stand Permit, priority will be given to applicants with a licensed Wheelchair Accessible Vehicle or MPV.

The Shannon Airport Taxi Administration Department must be advised of any changes relevant to the conditions of operating a taxi at Shannon Airport, including but not limited to:

- Driver details and SPSV.
- Vehicle details and licence PSV.
- Taxi permits and tags.

It is the responsibility of all Taxi Stand Permit Holders to ensure that their contact details are correct and up to date. Any changes to the Taxi Stand Permit Holder contact details must be submitted to the Taxi Administrator.

Shannon Airport will not be held liable for any communication failures which results from a Taxi Stand Permit Holder failing to provide up to date contact information including mobile number and/or email address.

Lost or stolen Taxi Stand Permits and/or tags must be reported as soon as possible to Taxi Administrator at [taxiadmin@snnairportgroup.ie](mailto:taxiadmin@snnairportgroup.ie).

All communication from Taxi Stand Permit Holders to Shannon Airport should be made via Taxi Administrator.

Shannon Airport may need to contact drivers for operational purpose or in the case of an emergency and Taxi Stand Permit Holders are asked to confirm that he/she consents to the use your contact information to communicate with them for this purpose. If you wish to change your preference, please contact [taxiadmin@snnairportgroup.ie](mailto:taxiadmin@snnairportgroup.ie)

Communication can be made by letter, email or telephone:

**Postal Address:**

Taxi Administrator,  
PO Box 650,  
Shannon Airport,  
Co. Clare  
V14 EE06

**E-Mail:** [taxiadmin@snnairportgroup.ie](mailto:taxiadmin@snnairportgroup.ie)

**Phone:** 061-712090

## 2 Permit Requirements

All taxi drivers applying for a permit to operate at Shannon Airport must be compliant with National Transport Authority regulations regarding the operation of a taxi.

Taxi drivers and their vehicles must meet the following requirements prior to entering, and while operating at Shannon Airport:

- All taxi drivers plying for hire at the taxi stand at Shannon Airport must be in possession of a valid taxi permit and always display their ID card.
- All taxi drivers must provide a credit card payment option in compliance with S.I. 294 of 2022 (the Small Public Service Vehicle (Cashless Payment Facility) Regulations 2022). If this option is not provided as per passenger request, drivers will be removed from the rank without a fare, until such time as they are able to meet the payment option criteria set out in the Terms & Conditions of the Shannon Airport taxi permit.
- The details on the taxi permit must correspond with the taxi driver and the details of the vehicle on which it is displayed.
- All taxi drivers shall comply with the instructions of Airport Police, dedicated Shannon Airport operations staff, Shannon Airport officials or designated agent.

The following are the requirements for the Taxi Stand Permit applicant:

- A completed application form.
- Payment of the annual permit fee by credit/debit card (VISA/ Mastercard) or PayPal.
- Evidence that the applicant holds a SPSV Licence and a PSV Driver Licence

Taxi Stand Permits are issued at Shannon Airport's absolute discretion.

## 3 Permit Application and Fees

### Application Form

#### Taxi Stand Permit Application Form

- The Taxi Administrator will notify all permit holders in advance, the due dates for permit application and associated fees.
- Notifications relating to the permit application and/or permit payments will be issued by email.
- Nonpayment of fees will result in the withdrawal of your permit.
- A permit will be issued once the application has been fully processed and approved by Shannon Airport.

### Fees

Shannon Airport Annual Permit fee is €320 and operates from April to March.

Payable by bank transfer or PayPal.

Failure to pay will result in automatic loss of permit.

### Additional Driver

Additional drivers cannot be added to a taxi permit.

One car, one driver per permit.

Existing permit holders with additional drivers must apply separately for a Taxi Stand Permit.

Once the applicant has completed the Taxi Stand Permit application form, provided payment and the additional driver has accepted the terms and conditions, the permit application will be processed and approved.

### Temporary/ Permanent Plate Changes

A permit holder may request a temporary or permanent vehicle change.

Plate change requests must be made in writing to [taxiadmin@snnairportgroup.ie](mailto:taxiadmin@snnairportgroup.ie)

### Refunds

Shannon Airport operates a 'No Refund' policy.

### Appeal

Any permit holder wishing to appeal permit revocation must email Taxi Administration within 10 working days upon receipt of notification, outlining the grounds by which the appeal is being made.

An appeal can only be reviewed based on the information available. It is the responsibility of the permit holder to ensure all information on which the appeal is based is provided in full.

An in-person review can be requested by the permit holder or permit holder representative. If a review is deemed appropriate by Shannon Airport, a date will be set for a meeting.

The decision of the appeal shall be returned to the permit holder within 30 working days from:

- the date of receipt of the appeal letter; or
- in the case of an in-person review, the date of the review meeting, whichever date is latest.

The decision made on the appeal will be considered final.

## 4 Insurance

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

All taxi service providers shall indemnify Shannon Airport, against any actions, proceedings, costs, damages, claims or demands arising out of any such matter.