**Notifiable change of circumstances**

**Why is a notifiable change of circumstance procedure important?**

It is the law that a Booking Service Provider (BSP) or an unaffiliated taxi operator tells the Transport Commission if there is a change to certain aspects of their accredited service.

**What is a notifiable change of circumstance?**

A notifiable change of circumstance is:

* commencement of being an affiliated operator
* ceasing to be an affiliated operator
* change of responsible person
* change of an existing responsible person’s contact details, and
* change of contact details
* date on which the change took affect
* charged with a serious offence
* stop providing an on-demand servoe

To notify a change, click here:

**How to report a notifiable circumstance?**

The following duty holders, must report a notifiable change of circumstance affecting the on-demand service:

* the responsible operator or accredited operator for a booking service provider (BSP)
* the responsible operator of an on-demand service or the responsible operator of an affiliated operator

Notifiable change of circumstances must be reported via the online form within 14 days.

* The person submitting the form will need to provide information on:
* the name of the booking service provider/accredited operator
* whether you’re reporting as the accredited operator or responsible person
* type of change of circumstance eg change of contact details
* the date on which the change of circumstance took effect

Form to update booking service provider details: