



Equality Act 2010

2010 CHAPTER 15

PART 3

SERVICES AND PUBLIC FUNCTIONS

Supplementary

31 Interpretation and exceptions

- (1) This section applies for the purposes of this Part.
- (2) A reference to the provision of a service includes a reference to the provision of goods or facilities.
- (3) A reference to the provision of a service includes a reference to the provision of a service in the exercise of a public function.
- (4) A public function is a function that is a function of a public nature for the purposes of the Human Rights Act 1998.
- (5) Where an employer arranges for another person to provide a service only to the employer's employees—
 - (a) the employer is not to be regarded as the service-provider, but
 - (b) the employees are to be regarded as a section of the public.
- (6) A reference to a person requiring a service includes a reference to a person who is seeking to obtain or use the service.
- (7) A reference to a service-provider not providing a person with a service includes a reference to—
 - (a) the service-provider not providing the person with a service of the quality that the service-provider usually provides to the public (or the section of it which includes the person), or

Changes to legislation: Equality Act 2010, Section 31 is up to date with all changes known to be in force on or before 11 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

- (b) the service-provider not providing the person with the service in the manner in which, or on the terms on which, the service-provider usually provides the service to the public (or the section of it which includes the person).
- (8) In relation to the provision of a service by either House of Parliament, the service-provider is the Corporate Officer of the House concerned; and if the service involves access to, or use of, a place in the Palace of Westminster which members of the public are allowed to enter, both Corporate Officers are jointly the service-provider.
- (9) Schedule 2 (reasonable adjustments) has effect.
- (10) Schedule 3 (exceptions) has effect.

Commencement Information

- II** S. 31 wholly in force at 1.10.2012; s. 31 not in force at Royal Assent see s. 216; s. 31 in force for certain purposes at 1.10.2010 by S.I. 2010/2317, art. 2(3); s. 31(9) in force so far as not already in force at 1.9.2012 by S.I. 2012/2184, art. 2(a); s. 31(1)-(8)(10) in force so far as not already in force at 1.10.2012 by S.I. 2012/1569, art. 3(a)

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 40A inserted by [2023 c. 51 s. 1](#)
- s. 120(9) inserted by [2023 c. 51 s. 2\(b\)](#)
- s. 124A inserted by [2023 c. 51 s. 3](#)