



# How to claim a reimbursement of the ULEZ charge and/or Congestion Charge for eligible NHS patients



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## Reimbursement of the ULEZ charge and/or Congestion Charge

If you're undergoing NHS treatment and your vehicle doesn't meet the Ultra Low Emission Zone (ULEZ) emissions standards, you may be eligible to claim a reimbursement of the daily £12.50 ULEZ charge for the journey to and from your appointment.

You may also be eligible to claim a reimbursement of the daily £15 Congestion Charge if you travel through central London on the journey to and from your appointment.

If you're eligible, you will need to pay the charge and then submit a claim for reimbursement through the NHS hospital or trust where you had your appointment.

If you need to travel for appointments on multiple days, you will need to pay the relevant charge and claim a reimbursement for each day you travel.

This leaflet provides information on the eligibility criteria and how to claim a reimbursement.

## NHS patient eligibility

If you're an NHS patient and you meet the following criteria, you may be eligible for reimbursement of the daily ULEZ charge and/or Congestion Charge.

You have been clinically assessed as too ill, weak or disabled to travel to an appointment on public transport and:

- Have a compromised immune system (problems with your immune system) or
- Require regular therapy or assessment or
- Require recurrent surgical intervention.

The relevant NHS hospital or trust will determine whether you're eligible for reimbursement based on the above criteria.

The reimbursement scheme applies to vehicles used by eligible patients to travel to hospital appointments for diagnosis or treatment provided by, or on behalf of, an NHS trust or other NHS organisation.

An NHS patient can apply whether they are the driver or passenger, and the vehicle does not have to be the patient's own vehicle. A patient can only claim for one vehicle per appointment.

Before you make a claim, the ULEZ charge and/or Congestion Charge must be paid on or before the day of your journey, or the vehicle used for the journey must be registered for a TfL Auto Pay account.

## How to pay the charge

The simplest way to pay the daily £12.50 ULEZ charge and/or daily £15 Congestion Charge is by signing up for Auto Pay, at [tfl.gov.uk/auto-pay](https://tfl.gov.uk/auto-pay)

You can either register a debit or credit card to your account or set up a direct debit. The system will automatically check whether you need to pay the ULEZ and/or the Congestion Charge and will automatically bill your registered payment method each month.

It is free to register, and it means you will never forget to pay the charge or risk a fine for vehicles registered on your Auto Pay service.



## Other ways to pay

You can also download the official TfL Pay to Drive in London app, which is available as a free download from the Apple App Store and Google Play Store.

If paying online, only use TfL's official website to avoid paying more than you need to.

Visit [tfl.gov.uk/pay-to-drive](https://tfl.gov.uk/pay-to-drive)

You can also pay by phone on 0343 222 2222. Service and network charges may apply. For details, see [tfl.gov.uk/terms](https://tfl.gov.uk/terms)

## How to claim a reimbursement

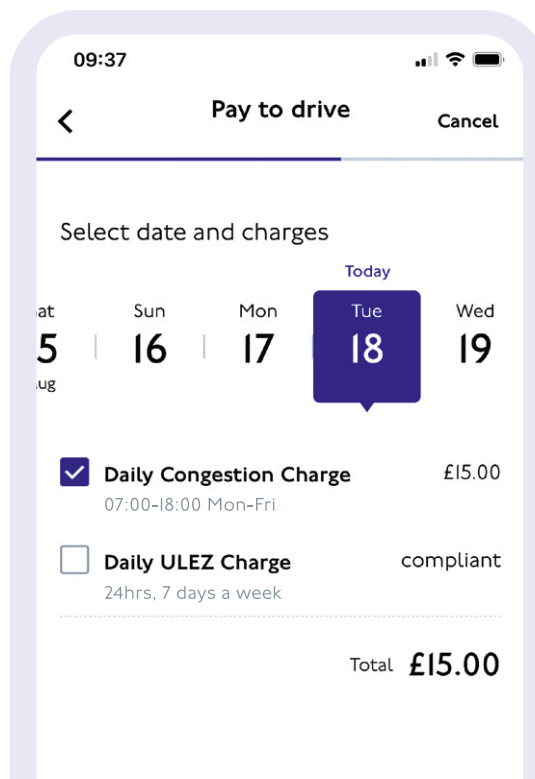
To claim your reimbursement, please check that the NHS trust or hospital you are visiting is registered with TfL for the reimbursement scheme. Any refund request should be made through the NHS trust or hospital as they manage the reimbursement process, not TfL.

Reimbursement requests are normally handled at the hospital's cashiers desk. Any queries relating to claims should also be directed to the NHS trust.

You will need to have paid the daily ULEZ and/or Congestion Charge for your journey before you can make a claim or an Auto Pay account must be set up with TfL for the vehicle used to travel to the appointment.

If you have paid by Auto Pay:

- You will need to submit your Auto Pay account number and vehicle's number plate to the NHS trust or hospital. This will be used as proof to reclaim money from TfL.
- Once the trust has submitted the claim on your behalf, TfL will reimburse the charge as a credit to your Auto Pay account.



If you have paid by other payment methods:

- If the charge was paid via the TfL website, the Pay to Drive in London app, or by phone, you will need to submit your payment receipt number and vehicle's number plate and the trust will reimburse you directly.
- Usually, you will be reimbursed on the day of travel if you have your receipt or receipt number with you during your visit.
- The trust or hospital will ultimately claim back any reimbursements from TfL.

You cannot claim for:

- Charges paid after the day of travel
- Penalty Charge Notices (PCNs) i.e. fines

## Where and when the ULEZ and Congestion Charge zone operates

The ULEZ is in operation across all London boroughs, 24 hours a day, 7 days a week, every day of the year, except Christmas Day (25 December) to help clear London's air. The zone does not include the M25.

The ULEZ applies to cars, motorcycles, vans and specialist vehicles (up to and including 3.5 tonnes) and minibuses (up to and including 5 tonnes).

Only vehicles that do not meet the ULEZ standards need to pay the charge.

The easiest way to check if your vehicle meets the emissions standards is to use our simple vehicle checker, [tfl.gov.uk/check-your-vehicle](https://tfl.gov.uk/check-your-vehicle)

Charging days run from midnight to midnight. So, if you drive within the charging area across two days, for example, before midnight and after midnight, you will need to pay two daily charges.

For more information on the ULEZ and to view an interactive map of where the scheme operates, visit [tfl.gov.uk/ulez-where-when](https://tfl.gov.uk/ulez-where-when)

The Congestion Charge in central London operates 7:00-18:00 Monday-Friday and 12:00-18:00 Saturday-Sunday and bank holidays. There is no charge between Christmas Day and New Year's Day Bank Holiday (inclusive).

If you drive within the Congestion Charge zone within the hours of operation and your vehicle doesn't have an exemption or 100% discount, you will need to pay the daily £15 charge. For more information, visit [tfl.gov.uk/congestion-charge](https://tfl.gov.uk/congestion-charge)

Should you travel in central London with a non-ULEZ compliant car you will need to pay the daily charge for both the ULEZ and Congestion Charge.





## Discounts and exemptions

Certain drivers or vehicle types may be exempt from the daily ULEZ and/or Congestion Charge or entitled to a grace period (temporary exemption).

Blue Badge holders are eligible for a 100% discount from the Congestion Charge provided they have registered with TfL first. For more information on Congestion Charge discounts and exemptions, visit [tfl.gov.uk/congestion-charge-discounts](https://tfl.gov.uk/congestion-charge-discounts)

Blue Badge holders are not exempt from the daily ULEZ charge.

There are grace periods (temporary exemptions) from the daily ULEZ charge until 24 October 2027 for vehicles registered with a 'disabled' or 'disabled passenger vehicle' tax class, eligible wheelchair accessible vehicles and people receiving certain disability benefits. For full details of eligibility criteria and to apply for a grace period, visit [tfl.gov.uk/ulez-discounts-and-exemptions](https://tfl.gov.uk/ulez-discounts-and-exemptions)

## Frequently asked questions

**I am a passenger in a vehicle – can I still be reimbursed?**

Yes. If you travel to your appointment as a passenger in somebody else's vehicle, you will need to either pay the charge on their behalf or obtain the Auto Pay account number or payment receipt number along with the relevant number plate.

**The NHS organisation where I had my appointment would not approve my reimbursement claim – can I still be reimbursed?**

No. Your NHS hospital or trust will assess whether you can be reimbursed under this scheme. If you do not meet the eligibility criteria, you cannot receive a reimbursement of the ULEZ charge and/or Congestion Charge.

**My appointment is at a location outside the Congestion Charge zone and/or the ULEZ – can I still be reimbursed if I drive through either of the zones?**

Yes, you can get a reimbursement as long as the NHS trust or hospital is registered for the scheme.

**I have paid a weekly/monthly/annual charge for the Congestion Charge that covers the date of my appointment. Can I make a claim?**

Yes. You can claim reimbursement for the value of the charge for the day of the appointment.

**Will I get my charge refunded on the day I travelled?**

If the charge was paid via the TfL website, the Pay to Drive in London app, or by phone you will usually be reimbursed on the day at the location of your appointment. You will need your receipt or receipt number with you during your visit to be reimbursed on the day.

However, if you paid via Auto Pay, TfL will automatically credit your Auto Pay account once the claim has been submitted by the NHS trust and processed.

**Can I claim back a refund for visits to a private hospital?**

If the NHS trust or hospital has referred you to a private hospital as an NHS patient and the referring trust is part of the scheme and you meet the criteria of an eligible patient, then you may be eligible for a reimbursement.

However, you will need to make the claim via the NHS trust/hospital that originally referred you rather than the private hospital.

If you have been referred privately and are paying privately then you will not be eligible for a reimbursement.





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\*Service and network charges may apply.  
See [tfl.gov.uk/terms](https://tfl.gov.uk/terms) for details.

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