

# Your guide to travelling by taxi, minicab or chauffeur with an assistance dog



- A driver can't refuse your journey because you have an assistance dog
- A driver can't charge you more because you have an assistance dog
- A private hire minicab company can't refuse to accept your booking because you have an assistance dog
- Your dog should always be able to sit next to you during your journey
- When you are booking a journey, it is optional to tell the person taking the booking that you have an assistance dog but it is better if you do

## Drivers or companies refusing assistance dogs

Any taxi (black cab) or minicab driver, or company who refuses a fare, or charges an additional fee because a passenger has an assistance dog faces prosecution by Transport for London (TfL) and the possible loss of their licence.

If you have an assistance dog and are refused a journey or charged more, you can report this to TfL. All complaints will be fully investigated.

A small number of taxi and minicab drivers are exempt from carrying assistance dogs in their vehicle. This is only granted on medical grounds and for no other reason. Drivers granted an exemption must carry or display a yellow exemption certificate in their taxi or minicab.

## How to contact us if there is a problem

If you experience a problem when using taxi or minicab services in London, please let us know.



Online:  
[tfl.gov.uk/tph-comments](https://tfl.gov.uk/tph-comments)



Phone: Monday to Friday 08:00 to 18:00  
0343 222 4000\*



Post:  
London Taxi and Private Hire, TfL Customer Services,  
4th Floor, 14 Pier Walk, London SE10 0ES

## Booking a black cab

You can hail a black cab on the street or at designated taxi ranks. You can also book a taxi by phone, online or by using an app.

## Booking a minicab

When using a minicab you should always make sure it is booked with a licenced minicab company. You can book a minicab at a booking office, by phone, online or by using an app. Unbooked minicabs are illegal and could be unsafe.

### **To check a minicab is the one you have booked make sure you**

- Ask the driver to confirm your name and destination
- Ask the driver to confirm their licence number
- Where possible, ask the driver to show you their driver's identification badge which has their photo and name on

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