

Is my hospital within the Congestion Charging zone?

Am I eligible for the Congestion Charging NHS reimbursement scheme?

Please refer to the map inside.

For a large print or audio CD version of this leaflet, please call **0845 900 1234**. This leaflet is also published in Arabic, Bengali, Chinese, French, Greek, Gujarati, Hindi, Polish, Punjabi, Spanish, Turkish, Urdu and Vietnamese. To obtain your copy, download it at [cclondon.com](http://cclondon.com) or call **0845 900 1234**. The large print, audio and translated editions can also be requested via Textphone on **020 7649 9123**.

For more information on the central London Congestion Charge, exemptions and discounts, please visit [cclondon.com](http://cclondon.com) or call **0845 900 1234**.

Use Textphone **020 7649 9123** if you have impaired hearing.

Find the answers to your questions inside.



## About the charge

The Congestion Charge is an £8 daily charge for driving or parking a vehicle on public roads within the Congestion Charging zone between the hours of **7.00am and 6.00pm**, Monday to Friday, excluding weekends and public holidays, and between 25 December and 1 January inclusive.

Payment of the daily charge allows you to drive into the zone, leave and re-enter as many times as you wish on that day. You can also pay by midnight the next charging day, but you will pay £10. This is only payable by phone on **0845 900 1234** or online at **cclondon.com**

Failure to pay the charge will result in a £120 Penalty Charge Notice.



## The central London Congestion Charging zone

### How it works

You will know when you are entering and leaving the charging zone because you will see the Congestion Charging signs on or at the side of the road. There are no barriers and tollbooths.

If you enter, leave or drive within the charging zone, fixed roadside and mobile cameras will photograph your number plate and check it against the database of those who have paid the charge or who are exempt or registered for a 100% discount. Once your vehicle registration has been matched against the database, the photographic images of your vehicle are automatically wiped off the database.

There is no charge for driving on the boundary roads around the zone. In addition, there are a number of routes that enable vehicles to cross the zone during charging hours without paying – the Westway and a route through the centre of the zone running between north and south, i.e. Edgware Road, Park Lane and Vauxhall Bridge Road. Please refer to the map on page 13 for further details.

## Ways to pay the £8 charge

- Online – at **cclondon.com**
- By phone – call **0845 900 1234**
- Mobile phone text message – initially you have to register online at **cclondon.com** or by calling **0845 900 1234**
- At retail outlets and petrol stations
- At self-service machines in car parks.

## Does everyone have to pay the charge?

No – exemptions and discounts apply to certain vehicles and individuals.

Vehicles used by disabled persons that are exempt from Vehicle Excise Duty (VED) are automatically exempt. Other vehicles such as those used by Blue Badge holders, London licensed taxis, London licensed minicabs, and vehicles with nine or more seats need to register with Congestion Charging to be eligible for 100% discount from the charge. In addition, certain NHS patients meeting specific criteria are eligible for a reimbursement of the Congestion Charge when travelling to an NHS appointment inside the Congestion Charging zone.

## Reimbursements

### Will I be eligible for a reimbursement of the Congestion Charge?

Patients that meet the criteria below will need to pay the £8 daily charge when driving to an NHS appointment in the Congestion Charging zone, but can then claim the charge back from the relevant NHS organisation. Transport for London (TfL) will then refund the charge to the NHS organisation. This leaflet and the eligibility criteria below are specific to TfL's scheme for reimbursement of NHS patients and do not cover any schemes that may otherwise be operated by the NHS or other bodies. The NHS organisation where you have your appointment will assess whether you are eligible for the TfL reimbursement scheme, using the following criteria. To be eligible, a patient must:

1. Have a compromised immune system, require regular therapy or assessment, or require recurrent surgical intervention  
AND
2. Be clinically assessed as too ill, weak or disabled to travel to an appointment on public transport.

The Congestion Charge is an £8 daily charge. Therefore if you make several eligible journeys in one day, you only need to make one reimbursement claim for that day.

## I am a resident in the Congestion Charging zone – can I be reimbursed for NHS appointments?

Residents in the charging zone are eligible to register one private vehicle each for a 90% discount from the Congestion Charge. Registered residents can pay £4 for five consecutive charging days, payable before or on the first day of travel by midnight. Monthly and annual charge payments are also available. You can claim a reimbursement of the Congestion Charge at 80p per day if you meet the patients' reimbursement eligibility criteria.

## Discounts and exemptions

Blue Badge holders are eligible for a 100% discount from the Congestion Charge provided they have registered with Congestion Charging first.

Vehicles used by disabled persons that are exempt from Vehicle Excise Duty (VED), and disabled passenger carrying vehicles that are exempt from VED are exempt from Congestion Charging. Users of these vehicles do not need to pay the charge and do not need to register with Congestion Charging.

## How to claim

1. Pay the Congestion Charge for the day that you drive in the Congestion Charging zone. You will need to keep your Congestion Charging receipt.

We recommend that you pay the charge on the day of travel, in case of appointment cancellation, as you cannot be reimbursed unless you made the journey. Please check with the clinic or hospital you are attending before you travel.

If you pay the Congestion Charge online or by phone you will need to make a note of the receipt number.

2. When you apply for reimbursement, you will need to provide your Congestion Charging receipt or receipt number, and the Vehicle Registration Number (VRN) of the vehicle that you travelled to the appointment in.

You can only be reimbursed through the NHS organisation responsible for your care.

Check the requirements of how to apply from the NHS organisation.

3. The NHS organisation will reimburse you for the Congestion Charge provided that you are eligible. Transport for London (TfL) cannot reimburse you directly and you should not contact TfL to arrange your reimbursement. Remember to take the Congestion Charging receipt to your appointment.

4. It is best to make your claim on the day of your appointment, although claims are accepted afterwards provided the form has been completed correctly and a receipt number provided.



## Frequently asked questions

### Is the scheme for NHS hospital appointments only?

No, you may claim for any NHS appointment (including GP appointments) relating to diagnosis or treatment, as long as you meet the eligibility criteria. This includes appointments where you are referred for treatment to a private hospital by an NHS organisation. In this case, you must still claim the reimbursement from the NHS organisation. The reimbursement scheme is not available for travel to or from private appointments or treatment paid for by medical insurance.

### Do I have to pay the charge before I enter the zone?

No. You can pay £8 in advance or on the day of travel by midnight. You can also pay before midnight on the next charging day, but the charge rises to £10. If you do not pay by midnight on the next charging day you will receive a Penalty Charge Notice (PCN). Please note, you will not be reimbursed by the NHS organisation if you incur a PCN.

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

Usually, yes. You will need your receipt or receipt number with you during your visit to be reimbursed on the day.

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

Yes. The reimbursement scheme applies to a vehicle used by an eligible patient to travel to an appointment – whether they are the driver or passenger. One person per vehicle only can apply for reimbursement. NB. London licensed minicabs and taxis are exempt from the Congestion Charge.

### Why do I need to provide my receipt or receipt number and my Vehicle Registration Number (VRN)?

You must have this proof of payment to be able to receive your reimbursement of the Congestion Charge. The NHS organisation will use this proof to reclaim the money from TfL. 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 receipt and provide the relevant VRN.

### I don't have a receipt because I haven't paid the Congestion Charge yet – what should I do?

You will first need to pay the Congestion Charge. This can be done online at [cclondon.com](http://cclondon.com), by phone on **0845 900 1234**, at selected retail outlets, at self-service machines in some hospital car parks or where you see these signs.



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

The NHS will assess whether you can be reimbursed under this scheme using the eligibility criteria. The criteria were developed by Transport for London (TfL) working closely with NHS organisations. If your claim is not approved by the NHS then you cannot receive a reimbursement of the Congestion Charge.

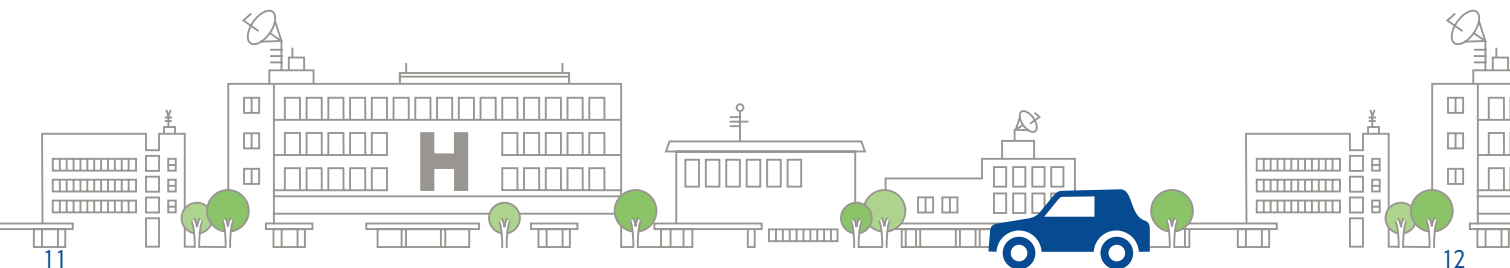
**I have paid a weekly/monthly/annual charge that covers the date of my appointment. Can I make a claim?**

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

If you purchase a discounted monthly or annual charge, you will only be refunded the equivalent pro-rata rate for the daily charge.

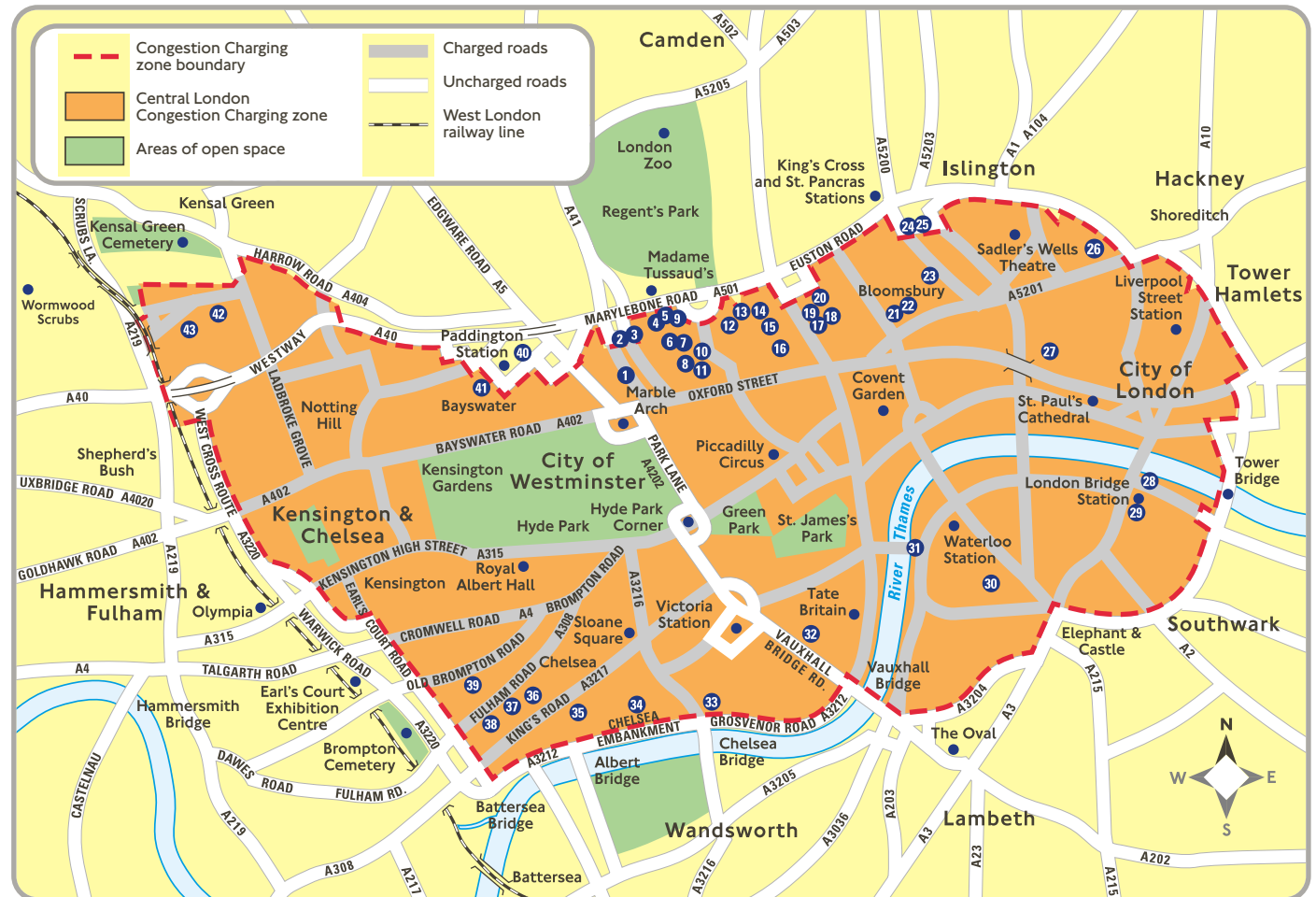
**My appointment is at a location outside the Congestion Charging zone – can I still be reimbursed if I drive through the zone?**

No (unless you had to drive in the Congestion Charging zone because you are a resident there). Reimbursement does not apply if you did not have to drive in the charging zone.



# Hospitals in and around the zone

- 1 Fitzroy Nuffield Hospital
- 2 Samaritan Hospital for Women
- 3 Western Eye Hospital
- 4 Princess Grace Hospital
- 5 Westminster Primary Care Trust
- 6 Devonshire Hospital
- 7 King Edward VII's Hospital
- 8 The Heart Hospital
- 9 London Clinic
- 10 Harley Street Clinic
- 11 Regent's Park Clinic
- 12 Portland Hospital
- 13 Royal National Orthopaedic Hospital/  
Royal London Homeopathic Hospital
- 14 St. Luke's Hospital
- 15 London Foot Hospital
- 16 Middlesex Hospital
- 17 Mortimer Market Centre
- 18 The Obstetric Hospital
- 19 Maxillofacial Unit
- 20 Rosenheim Wing
- 21 The National Hospital for Neurology  
and Neurosurgery
- 22 Great Ormond Street Hospital  
for Sick Children
- 23 Eastman Dental Hospital
- 24 Royal National Throat, Nose & Ear Hospital
- 25 The Nuffield Hearing and Speech Centre
- 26 Moorfields Eye Hospital
- 27 St. Bartholomew's Hospital
- 28 London Bridge Hospital
- 29 Guy's Hospital
- 30 Churchill Clinic
- 31 St. Thomas' Hospital
- 32 Gordon Hospital



- 33 The Lister Hospital
- 34 Royal Hospital Chelsea
- 35 Charter Clinic
- 36 Royal Brompton Hospital
- 37 Royal Marsden Hospital
- 38 Chelsea & Westminster Hospital
- 39 Kensington & Chelsea Primary Care Trust
- 40 St. Mary's Hospital
- 41 Central and North West London Mental  
Healthcare Trust
- 42 St. Charles Hospital
- 43 Princess Louise Hospital