

# Taxi and private hire information

## Taxi and Private Hire services

Taxis (black cabs) are the only vehicles that can be hailed on the street or at designated taxi ranks. All taxis are fitted with a meter, which shows the fare payable at the end of your journey, and a yellow 'TAXI' light.

Private hire covers a wide range of services including minicabs, limousines, executive car services and chauffeur driven vehicles. All minicab and private hire journeys must be booked with a licensed private hire operator – any vehicle that is not booked is unlicensed, uninsured, unsafe and illegal.

## Lost property

Property lost in a taxi should be reported to Transport for London's (TfL) Lost Property Office and you can contact the Lost Property Office by calling **0845 330 9882\*** or use the lost property form at [tfl.gov.uk/lpo](https://tfl.gov.uk/lpo) to find out if your property has been found.

Property lost in a taxi can take up to seven days to arrive at the Lost Property Office.

Property found in private hire vehicles is held at the relevant operator's office, where a record of lost property is kept.

Please contact the operator that you booked with to check if they have found your property.

# Transport for London

## Taxi fares from 4 April 2009

The meter calculates the maximum fare based upon time of day, distance travelled and taxi speed. Drivers must, unless they have good cause, accept any hiring up to 12 miles (20 miles if at Heathrow Airport), or up to one hour's duration, if the destination is in Greater London.

The driver is not obliged to accept a hiring if the destination is outside Greater London and the fare for such a journey may be negotiated between the driver and hirer.

### Typical fares:

Please note that fares and times may be higher than shown if there are delays or heavy traffic.

Tariff code on meter		1	2	3
Distance	Approximate journey times in minutes	Monday to Friday 06:00 - 20:00	Monday to Friday 20:00 - 22:00 Saturday and Sunday 06:00 - 22:00	Every night 22:00 - 06:00 and public holidays
1 mile	5 - 12	£4.60 - £8.20	£4.80 - £8.20	£5.00 - £8.40
2 miles	8 - 15	£7.00 - £10.80	£7.00 - £11.00	£7.60 - £12.00
4 miles	15 - 30	£11.00 - £18.00	£13.00 - £18.00	£15.00 - £22.00
6 miles	20 - 40	£17.00 - £28.00	£19.00 - £28.00	£23.00 - £33.00
Between Heathrow and central London	30 - 60	£40.00 - £75.00		

# Transport for London

There is a minimum fare of £2.20 at all times.

There are no extra charges for luggage or additional passengers.

**Additional charges** (these must be added on the meter at the start of the journey):

- **Telephone bookings:** up to £2.00;
- **Heathrow Airport:** £2.00 for journeys which start from the airport;
- **Christmas/New Year:** £4.00 for journeys made between 20:00 on 24 December and 06:00 on 27 December or between 20:00 on 31 December and 06:00 on 2 January 2010.

Some taxis accept credit or debit cards, typically with a surcharge of between 10% and 15% of the metered fare.

The driver can charge the hirer a **soiling charge** of up to £40.00 for soiling that requires the taxi to be taken out of service for cleaning.

## Receipts

Taxi drivers must issue a receipt if a passenger asks for one during, or at the end of the journey.

## Accessibility

All licensed taxis are wheelchair accessible and many have other features to make access and travelling easier including grab handles, swivel seats, an intermediate step, induction loops and intercoms. Wheelchairs should be secured when travelling by taxi, please ask the driver for advice and assistance when you get in.

Private hire vehicles are generally saloon cars or people carriers but some private hire operators have wheelchair accessible vehicles available. Make sure you let the operator know of any requirements you have when you make a booking.

All licensed taxis and private hire vehicles carry assistance dogs at no extra charge.

# Transport for London

## Passenger information

Use Cabwise to get the numbers for two local licensed minicab operators plus one taxi number sent direct to your mobile phone, just text HOME to 60835\*\* and the numbers will be sent straight to your phone.

Use 'Findaride' to search for the details of licensed private hire operators by the service they offer (minicab, limousine etc) and the area they serve. Visit [tfl.gov.uk/findaride](https://tfl.gov.uk/findaride).

Call TfL's 24 hour Travel Information Call Centre on **020 7222 1234** for information on taxi and private hire services, including minicabs, in any part of London.

Visit [tfl.gov.uk/traveltools](https://tfl.gov.uk/traveltools) for more help planning your journey.

## Comments and complaints

If you want to make a complaint about a London taxi or its driver you need to let us know as soon as possible after the incident. You can use the taxi complaint form at [tfl.gov.uk/contactcabs](https://tfl.gov.uk/contactcabs), email [coms@pco.org.uk](mailto:coms@pco.org.uk) or call **0845 300 7000\*** to submit a complaint or comment on good service and we will make sure it is brought to the driver's attention.

Any complaint that you may have about the service provided by a private hire driver or operator should be reported to the operator with whom you made the booking. If you are not satisfied with the outcome, or believe that the operator has not investigated your complaint satisfactorily, please contact us.

\* Calls to 0845 numbers may vary between phone providers.

\*\* Text charged at 35p per enquiry plus standard text message rate. Roaming rates apply to overseas networks. Customers on the 3 network need to enter different information. See [tfl.gov.uk/cabwise](https://tfl.gov.uk/cabwise) for further details.