

Accessibility for all

- All licensed taxis are wheelchair accessible. Many include other features to make access easier and to assist those with hearing or sight impairments.
- Wheelchairs should be secured at all times.
- Taxis and private hire vehicles carry assistance dogs at no extra charge.
- Private hire vehicles are generally saloon cars or MPV's, but some private hire operators have wheelchair accessible vehicles. To check if an operator near you offers this service call the TfL Travel Information Line on 020 7222 1234.

Ways to make your journey safer

- It is illegal for anybody, including a licensed taxi or private hire driver, or operator, to approach you offering a journey for payment. This is touting.
- Be aware of touts, especially late at night. Although they may appear to offer cheap fares, they are uninsured, their vehicles are often poorly maintained and they may try to charge you more at the end of your journey. Some have been linked to other criminal activity.
- Always use a licensed private hire operator or taxi. Licensed private hire operators must display their TfL licence on their premises.
- Licensed private hire drivers must have a PCO licence or temporary permit.
- All licensed private hire vehicles must display the yellow PCO licence disc on the front and rear windscreens.
- Taxi drivers must wear their distinctive metal drivers badge.
- Make sure your private hire driver knows your name and destination before you get into the vehicle.
- Always sit in the back and if possible carry a mobile phone.



Lost property

Taxis – call 0845 330 9882.

Private Hire – please contact the private hire operator.

Commendations and complaints:

Taxi

- Note the taxi licence number or vehicle registration.
- Call the PCO on 0845 602 7000 or email coms@pco.org.uk

Private hire

- In the first instance contact the private hire operator.
- If you are not satisfied with the outcome then contact the PCO on 0845 602 7000 or email phv.pco@gtnet.gov.uk

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 75% recycled, 25% sustainable source

 24 hour travel information
020 7222 1234

 Textphone
020 7918 3015

 Website
www.tfl.gov.uk

Taxi and Private Hire Services in London



(TFL-2617-03-04)

**MAYOR
OF LONDON**

Transport for London



Taxi and private hire services (including minicabs) are licensed by the Public Carriage Office (PCO), which is part of Transport for London (TfL)



Travelling by taxi or private hire is one of the most flexible ways to get around London. Services operate across the capital, 24 hours a day, 365 days a year subject to local availability. All taxis and private hire operators take cash, and some accept credit and debit cards.

Taxis

- Often referred to as 'black cabs', they all have a meter showing the fare and a yellow 'TAXI' light.
- These are the only vehicles that can be hailed on the street or picked up at taxi ranks.
- Taxis can also be booked in advance by telephone.

Fares, regulated and reviewed every year by Transport for London, depend on the time of day and are based on distance travelled and time taken. The fare payable at the end of a journey is shown on the taxi meter. For further details please see www.tfl.gov.uk/pco

- From April 2005 the minimum fare is £2.20 per journey.
- The minimum fare includes an environmental charge of 20p.
- There are no extra charges for luggage.
- There are no extra charges for additional passengers.
- There is a charge of up to £2 for taxis booked by telephone.
- There is an additional £1 fee for journeys starting from Heathrow Airport ranks and ending within Greater London.

- There are extra charges over the Christmas and New Year period.

There are over 21,000 licensed taxis in London and more than 24,000 licensed drivers. All drivers must pass character, medical and driving ability checks together with a demanding test of their knowledge of London's streets and places of interest.

Private hire

- Private hire covers a wide range of services and options including limousines, chauffeur services, executive cars and guided tours but many are popularly known as 'minicabs'.
- Journeys must always be booked with a licensed operator at their office or by telephone.
- All of London's private hire vehicles are licensed and there are over 38,000 of them.
- Licensed vehicles must display a PCO licence disc on both front and rear windscreens.
- Licensing of the all private hire drivers is well underway and will be completed by summer 2006.
- Fares are at the discretion of the operator but most have set charges including a minimum fare per journey. Ask the operator for a quote or estimate before you start your journey.
- Most operators offer airport services and apply a fixed fare.
- To find a licensed operator or to confirm that an operator is licensed, call the TfL travel information line on 020 7222 1234 or visit www.tfl.gov.uk/pco



Useful contacts

Taxis

There is an additional charge of up to £2 for a taxi booked by telephone. Other terms and conditions may apply, so please check when you book.

One Number Taxi bookings	0871 871 8710
(for bookings through Call-a-Cab, ComCab, DataCab, Dial-a-Cab, Radio Taxis or XETA)	
Zingo (from mobiles only)	08700 700 700

Private hire

For details of licensed private hire operators call the TfL travel information line 020 7222 1234, visit www.tfl.gov.uk/pco or alternatively text HOME to 60835 (60TFL) to get the number of a local, licensed minicab operator sent directly to your mobile phone.

