

LICENSING AND REGULATION

London taxi (black cab) driver handbook



Please note that this handbook is for London taxi (black cab) drivers only.

Private hire drivers should read the private hire driver's handbook which is available on [our website](#).

Version control

This handbook is reviewed regularly and may be updated as the law or Transport for London (TfL) policies and guidance change.

We will publish this handbook on our [taxi and private hire web page](#) and will make it clear which version of the handbook to read in preparation for a particular test.

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Key



You will not be tested on this



You may be tested on this

Contents

5 Introduction

- 5 Safety, equality and regulatory understanding assessment
-

6 Section 1: Doing your job

- 6 What to take with you
 - 6 Taxi driver's badge, licence and identifiers
 - 7 Your appearance
 - 7 Your taxi
 - 7 Plying for hire
 - 7 Taxi fares and the taximeter
 - 7 Extras
 - 8 Refusals
 - 9 Journeys outside Greater London
 - 9 Fixed-fare shared-taxi scheme
 - 9 Heathrow Airport
 - 10 Lost property
 - 10 Suspicious items and behaviour
 - 10 Private hire bookings
 - 11 Etiquette
 - 11 Finance
-

12 Section 2: Payment for fares

- 12 Deposit for waiting time
 - 12 Accepting card payments
 - 12 Accepting payment via online services
 - 12 Problems with card payments
 - 13 Network data outages
 - 13 Receipts
 - 13 Bilking
-

14 Section 3: Being aware of equality and disability

- 14 Assisting passengers
 - 15 Non-visible disabilities
 - 15 Equality Act
 - 15 Providing mobility assistance
 - 15 Pre-booked taxis
 - 16 Wheelchair users
 - 16 Mobility scooters
 - 17 Assistance dogs
 - 18 Dogs and Islamic law
 - 18 Starting and stopping the taximeter
-

19 Section 4: Safeguarding children and adults at risk

- 19 Who is a child or an adult at risk?
 - 19 Carrying unaccompanied children in your taxi
 - 19 Carrying children and adults at risk in your taxi
 - 19 County lines
 - 20 How you can help
 - 20 Helping to prevent suicide
-

21 Section 5: Driver safety

- 21 Protecting yourself
 - 21 Warning signs of possible aggressive behaviour
 - 22 Drugs and alcohol
 - 22 Reducing the risk of violence in a difficult situation
 - 22 If you cannot reduce the risk of violence
 - 22 What to do if you are attacked or assaulted
 - 23 CCTV cameras
-

24 Section 6: Safer driving

- 24 Obey the law
 - 24 Safe speeds
 - 24 Safe manoeuvres
 - 24 Concentration
 - 24 Use of alcohol or drugs
 - 24 Prescription medicine
 - 24 Following traffic laws before a journey begins
 - 24 Seat belts
 - 25 Being aware of other road users
 - 25 Windscreen vision
 - 26 Use of a mobile phone
 - 26 Other things to consider
 - 26 Cycle safety
 - 28 Vehicle safety
 - 28 Driver's compartment
 - 28 Passenger compartment
 - 28 Wheels and tyres
 - 28 Outside the vehicle
-

29 Section 7: Other health and safety advice

- 29 Smoking in taxis
 - 29 Working hours and fatigue
 - 29 Cleaner air for London
-

30 Section 8: Customer service and driver behaviour

- 30 Helping your passengers
 - 30 Complaints
 - 30 Unacceptable behaviour
 - 30 Entering the back of your taxi
 - 31 Unacceptable sexual behaviour
 - 31 Ending violence against women and girls
-

32 Section 9: Stopping and waiting

- 32 Stopping and waiting
- 32 How long can I stop?
- 32 What if the passenger needs help?
- 32 What if I have to wait?
- 32 What if a passenger wants me to stop somewhere I cannot?
- 33 Red routes – the TfL Road Network
- 34 Bus lanes
- 34 Penalty Charge Notices (PCNs)
- 34 What do I do if I get a PCN which I believe is unjustified?
- 34 Congestion Charge and Ultra Low Emissions Zone

35 Section 10: Taxi ranks and shelters

- 35 Taxi ranks
- 36 Marshalled taxi ranks
- 36 Taxi shelters and refreshment ranks
- 36 Rest ranks and taximeter bays

37 Section 11: Licensing requirements and responsibilities

- 37 Renewing your taxi driver's licence
 - 37 Arrest and release, charges, cautions and convictions
 - 37 Online customer accounts
 - 38 Other changes in personal circumstances
 - 38 Fixed penalties, parking offences, and PCNs
 - 38 DBS Update Service
 - 38 Overseas criminal record checks
 - 38 Right to live and work in the United Kingdom
 - 38 Medical conditions
 - 39 Lost badge, licence or identifiers
 - 39 Change of address
 - 39 Suspending or revoking a taxi driver's licence
 - 39 Changes to licensing requirements
-

40 Section 12: Renting and owning a taxi

- 40 Renting a taxi
- 40 Owning a taxi
- 40 Licensing your taxi
- 40 Special inspections
- 40 Lost or stolen plates
- 40 Collision damage
- 40 Expired licence and plates
- 40 Replacement licence plates
- 40 Lost/stolen licence or plate
- 40 Change of ownership
- 40 Taximeters
- 41 Allowing another driver to use your taxi
- 41 Change to the vehicle registration number
- 41 Advertisements
- 41 Renewing your taxi vehicle licence
- 41 Revoking a taxi vehicle licence

42 Section 13: Useful contacts and glossary

- 42 Useful contacts
 - 43 Glossary
-

Introduction

Transport for London (TfL) is responsible for the licensing and regulation of London's taxi (black cab) and private hire vehicle (PHV) industry



We are responsible for licensing all of London's taxi drivers and taxi vehicles.

Taxis play an important role in delivering passenger transport services in London.

Licensed taxis are also called 'hackney carriages', 'black cabs' and 'cabs'. The word 'taxi' is used in this handbook.

We expect all licensed taxi drivers to offer a high level of customer service, use licensed vehicles, which are clean and in good condition, and to fully obey the law.

This handbook provides essential information to help you give your passengers the safe and professional service they expect. It also includes information on your responsibilities as a taxi driver.

This handbook is not a complete statement of the laws or policies that London taxi drivers must follow and should be used for general guidance only. Some of the laws and policies in this handbook are the responsibility of TfL, some are the responsibility of other authorities, and some are laws of the road. You must

comply with them all and we encourage applicants and licensees to read these laws and policies and to take independent legal advice where appropriate. This handbook should be read together with the [Abstract of Laws](#) which gives full details of hackney carriage laws and regulations.

We also publish [news and updates](#) that give up-to-date information about issues that may affect you. Many of these notices are also reported in the trade press.

Although we may inform drivers of points of particular importance, we are not experts in motoring law, taxation or other matters that might be relevant to you. You should keep yourself informed on these other aspects of law and regulation.

Safety, equality and regulatory understanding assessment

In July 2020, the Department for Transport (DfT) published its [Statutory taxi and private hire vehicle \(PHV\) standards](#).

These standards state that licensing authorities should require taxi and PHV drivers to do safeguarding training. This

is to ensure that drivers understand that they have a responsibility for protecting children and adults at risk (sometimes called vulnerable adults). Being able to identify and do something when you see signs of exploitation means that you must be able to communicate with passengers and understand how they communicate with others. Taxi drivers should therefore have excellent spoken and written English language skills.

To meet these standards and to match the PHV driver requirements, we have introduced a safety, equality and regulatory understanding (SERU) assessment for all taxi drivers and applicants.

The SERU assessment is based on information in this handbook. Applicants for taxi driver licences will be invited to take the SERU assessment towards the end of the Knowledge of London process.

You will need to pass this assessment when you apply for a taxi driver's licence. Passing the SERU assessment will also mean that you have the required English language reading and writing skills to be a London taxi driver.

Section 1: Doing your job

In this section we set out the basic information you need to know to do your job as a London taxi driver



Some of it covers things you must do, such as wearing your badge while working. Although the rest of the information is not compulsory, we still think it is important that you know it.

What to take with you

When you are working, you must have your taxi driver's badge, licence and identifiers with you.

Only experience will tell you what else you need every day, but we suggest that you always have the following items with you when working:

- An appropriate cash float
- Pen and notebook

- Air freshener
- Brush for cleaning out your taxi
- Sick bags
- Single-use gloves
- Spare light bulbs (if your taxi needs these) and fuses
- Receipt books/pads and printer receipt rolls, in order to give customers receipts
- Mobile phone cradle or a hands-free device for your mobile phone – this is essential as it is illegal to use a handheld mobile phone or electronic device when driving



Taxi driver's badge, licence and identifiers

Whenever you are plying for hire or carrying a passenger you must wear your taxi driver's badge so it is clearly visible and carry your copy of your taxi driver's licence. Do not hang your badge on the rear-view mirror or keep it in your pocket.

If you own your taxi, you should keep your original taxi driver's licence in a safe place at home. If you hire your taxi, the owner must hold your original licence.

If a passenger asks for your badge number, you should show them your badge so they can write down the number.

You sometimes need to show your badge and licence to enter a restricted area. If you can't show these items and have a passenger on board, it will be your passenger who is inconvenienced if you are denied access.

You must wear your taxi driver's badge if you attend court in your role as a licensed taxi driver. You should also consider taking your paper taxi driver's licence to court to prove, if necessary, that you are currently licensed.

Your personalised identifiers should always be displayed while you are working and removed from your taxi when you are not working. They should show your badge number and, for suburban taxi drivers, details of the area for which you are licensed. The identifiers should be displayed in the top nearside (kerbside) corner of both the front and rear windows.

Please remember that your identifiers are not proof that you are licensed. If you are asked to prove that you are licensed – for example, by a police officer, TfL compliance officer or taxi proprietor – you must show your licence and your badge.



Your appearance

We encourage licensed taxi drivers in London to look clean and smart when working. You should dress in a way that shows you are a professional self-employed businessperson in a service industry.

Your taxi

Always keep your taxi clean. Keep items such as brushes, bulbs and tools in the boot of your taxi and do not leave these in the driver or passenger compartment.

Make sure the luggage area in the front of your taxi is clear and has space for passengers' bags, etc.

Make sure the current taxi fare chart is fixed in the passenger compartment and any other signs or stickers are in good condition.

If you plan to take part in one of the taxi sharing schemes, you should carry the approved taxi sharing card to display in the taxi.



Plying for hire

You can ply for hire by driving along the streets or by waiting on a taxi rank. Strictly speaking, you can only be hired when your vehicle is stationary. So, when you are travelling along a street with your 'taxi' light on, you are available for hire but you do not have to stop when hailed by a member of the public.

However, the public expect that a taxi with its light on will stop if they hail it. If you don't stop, the person may make a complaint, and you also miss an opportunity to earn money. There is also a risk that the person may think you did not stop owing to possible discrimination because of who they are.

If you are not available for hire, ensure your 'taxi' light is turned off to avoid any misunderstandings.

Once you stop when hailed, whether or not your 'taxi' light is on, you must accept the fare unless there are legal reasons for not doing so.

If your taxi is stationary because of traffic conditions or at traffic lights, you don't have to accept a hiring unless you have made it clear to the person that you are willing to be hired.

Do not approach possible customers to ask them if they want a taxi. This could be interpreted as touting, which is illegal.

You cannot ply for hire, pick up or set down passengers on motorways.

If you are a Suburban (yellow badge) taxi driver, you must not ply for hire outside of the suburban sectors you are licensed for.

Taxi fares and the taximeter

An up-to-date taxi fare chart should be clearly displayed in the passenger compartment of your taxi.

You must start the taximeter no sooner than when the taxi is hired, or at such later time as you think fit. You must stop the taximeter no later than when the hiring is terminated or at such earlier time as you think fit.

See also 'Starting and stopping the taximeter' in section 3 of this handbook about disabled passengers.

The taximeter calculates the maximum fare based on the time of day, distance travelled, and time taken. It is illegal to charge more than the metered fare.

Extras

The extras you can charge are listed on the fare chart – make sure you know the details of these.

You cannot charge extra for carrying luggage, additional passengers, wheelchair users or assistance dogs, or for accepting card payments.

The extra charges are set by TfL and the value is the maximum that can be charged. However, you can choose to charge less or make no extra charge.



Valid extras, as of 26 April 2025, are shown below.

Extra	Notes
For journeys made on Christmas Day, Boxing Day and New Year's Day	The taximeter will automatically add this extra to the fare
For journeys that start from Heathrow Airport taxi ranks	You must add this extra to the fare on the taximeter at the start of the journey
For dropping off passengers in one of Heathrow Airport's terminal drop-off zones	You must add this extra to the fare on the taximeter at the start of the journey unless your passenger has an exemption from the Terminal Drop-Off Charge at Heathrow Airport – for example, if they are a Blue Badge holder
For journeys booked by phone, app or online	Some companies may charge the passenger this extra separately from the metered fare (for example, they may be charged in the app when using an app to book a taxi) and so you will not need to add it to the fare on the taximeter

Also shown on the fare chart is a soiling charge (in case passengers damage the taxi or make it dirty, for example because of sickness or other accidents). You can charge this extra if the taxi has to be taken out of service for cleaning. However, this is not a metered extra, so if the passenger fails to pay, you will have to use the small claims court to try to get your money.

Visit our website for more information about [taxi fares and tariffs](#).

Refusals

One of the most common complaints by taxi passengers is drivers refusing to take them to where they wanted to go. In most cases you are obliged to accept a fare if the journey is not more than 12 miles (12 miles, or 20 miles from Heathrow Airport, is the maximum distance a taxi driver may be compelled to drive).

The only reasons you can refuse a fare are:

- The journey is more than 12 miles, or more than 20 miles if it starts at Heathrow Airport
- The journey is likely to last for more than one hour
- The journey ends outside the Greater London area

You are not compelled to accept a hiring for luggage and/or animals unaccompanied by a passenger, or to carry items or animals likely to cause damage to the taxi or its fittings. However, you must take guide dogs and other assistance dogs, and we encourage you to be as helpful as possible.

If you do refuse a hiring for one of the above reasons, be polite and explain why. This could help to avoid a complaint.

The law does allow you to refuse a journey if you have 'a reasonable excuse', such as passengers who are drunk, aggressive or verbally abusive. You can also refuse to take passengers who have luggage that is likely to damage the taxi, or passengers who have anything else that might soil the taxi.

If you believe you have a justifiable reason to refuse a fare, make a note of the situation as soon as possible. Again, this may be helpful if there is a complaint. It's also important to think about what might happen to the passenger if you refuse to take them. For example, they could be at risk of harm or abuse if you leave them where they are.



Journeys outside Greater London

You do not have to accept any fare to destinations outside Greater London. If you do accept such a hiring, you should either agree the fare with the passenger in advance or, if no fare is agreed, take the hiring on the taximeter. If you agreed the fare in advance, you must not charge more than the agreed fare at the end of the journey. You must still start the taximeter at the beginning of every journey.

If the fare starts and ends in Greater London but the route goes out of the capital, the taximeter must be used for the whole journey, and you cannot charge more than the metered fare.

Fixed-fare shared-taxi scheme

Fixed-fare shared-taxi schemes operate at a number of locations and events. Passengers share their taxi with other people they may not know, and each passenger pays a fixed fare. Formal regulations for these schemes were introduced in 2005.

Key points of the schemes are:

- If you choose to take part in a fixed-fare shared-taxi scheme, you must show this by displaying an official sign in your taxi

- If a passenger asks for an exclusive (not shared) journey or a journey to a destination not covered by the fixed-fare scheme, normal rules on compellable distance and refusals apply, even if you would prefer to take a shared journey
- The taximeter should not be started until all of the passengers are in the taxi – time waiting for passengers to share must not be charged

For fixed-fare shared-taxi schemes:

- Passengers will board the taxi at an authorised starting point, which is normally a taxi rank
- Marshals are usually present to organise sharing
- Destinations are also defined, along with the fixed fares to these destinations

The [fixed-fare shared-taxi conversion table](#) can be used to calculate fares for shared journeys to other destinations. When using the fixed-fare shared-taxi conversion table the fare payable is based on the number of passengers sharing the taxi at the start of the journey. If you do not have the conversion table, you cannot charge more than the metered fare.

If you take part in a fixed-fare taxi-sharing scheme you should display the official 'Fixed-Fare Shared-Taxi' sign. These signs are available from TfL.

Heathrow Airport

In addition to taxi laws, Heathrow Airport has its own byelaws which are very strictly enforced. The byelaws are outlined in the [Abstract of Laws](#). Only licensed All London taxi drivers are allowed to ply for hire and use the taxi ranks at Heathrow Airport.

To ply for hire at Heathrow Airport you must first go through the Heathrow Airport taxi feeder park, which controls access to the ranks at the terminals. You should make sure you know how the system works before you use the feeder park for the first time. Some taxi trade associations and Knowledge schools will arrange visits to Heathrow to learn how the system works. Heathrow Airport Ltd charges a fee for using the feeder park.

When you leave the feeder park you will be sent to one of the terminals, where the rank agents will give a fare to you. You must not start the taximeter until the taxi is hired.

Many fares from Heathrow are to local destinations, so you should take the time and trouble to learn the location of hotels and other places passengers may want to go to. To make short local fares more attractive to taxi drivers, Heathrow Airport Ltd operates a system where you do not need to go through the feeder park and pay the fee again. You will receive a ticket if you are given a short journey which will allow you to return directly to the terminal rank within one hour of accepting the first fare.

As Heathrow Airport is close to the edge of Greater London, many taxi journeys are to destinations outside of Greater London. You should therefore be aware of the rules regarding fares for journeys that end outside the Greater London area.

In the interests of offering a reliable service, we encourage you to accept local journeys that go outside London. To help you quote fares, the taxi trade associations at the airport publish suggested prices to destinations outside London – please note that these fares are only a guide and they are not set or approved by TfL. But remember, if you fail to agree a fare with the passenger in advance, you must charge the metered fare.

You should also make yourself aware of the 'Fares Fair' scheme which offers passengers fixed fares to certain locations that are just outside London.

Heathrow Airport Ltd charges a fee for dropping off passengers in one of the [terminal drop-off areas](#). You can add an extra charge to the fare to cover this fee when dropping off passengers in these drop-off areas.

Passengers who do not want to pay the extra charge can be dropped off in the Park and Ride car parks (previously known as the long-stay car parks) for free and take the free bus to the terminals.



Heathrow Airport Ltd charges the fee each time a taxi enters a terminal drop-off zone. If several passengers want to be dropped off at different terminals in one journey, the extra can be added to the fare each time the taxi enters a different terminal drop-off zone. If your passengers want to go to different terminals, please ask them if they prefer to:

- Pay the drop-off extra for each separate terminal they are using
- All be dropped off at the same terminal and only pay the drop-off extra once
- Not pay the extra at all, and instead be dropped off in a terminal Park and Ride/ long stay car park and take the free bus to the terminals

Blue Badge holders can apply to Heathrow Airport Ltd for a full discount from the terminal drop-off charge. If a Blue Badge holder has this discount, the extra charge must not be added to the fare. Visit our [taxi fares](#) web page for information about Blue Badge discounts.

Lost property

It is worth asking your passengers to make sure they have not left anything behind when they leave your taxi. You should also check your taxi yourself for lost property after every hiring.

You must take any property you find to any Metropolitan Police station or City of London Police station as soon as possible afterwards and definitely within 24 hours. All lost property is then sent to [TfL's Lost Property Office](#), which will try to return it to its owner.

Lost property can also be taken directly to the Lost Property Office at:

TfL Lost Property Office
Stephenson Street
London E16 4SA

When property is returned to the owner, they are charged a percentage of the value of the property by the Lost Property Office, which is then passed to the driver as a reward.

Lost property which is not claimed within three months of the last day of the month in which it reached the Lost Property Office may be returned to the driver.

Items that contain personal data such as laptops, digital cameras and mobile phones cannot be returned to drivers. However, if the item is in good condition, an award is paid to the driver.

Valuable property is kept for a longer period in order to give the owner the chance to claim it.

Suspicious items and behaviour

Items left in your taxi are likely to be items passengers have left behind by accident, but if you think an item is suspicious, call the police immediately on 999 and follow their instructions.

If you think an unattended bag, package or other item in your taxi is suspicious:

- Do not ignore it
- Do not touch it
- Do attempt to find out who owns it

If this is unsuccessful, you should switch off your engine and evacuate the immediate area. Call the police, but do not use a radio or mobile phone within 25 metres of the item. Remain in the area to identify yourself and the item to the police.

Be aware of what is going on around you and of anything that seems different or unusual or doesn't feel right, or anyone who you think is acting suspiciously. You can report any suspicious activity to the confidential police anti-terrorist hotline on 0800 789 321.

Don't worry about wasting police time or getting someone into trouble. The police will decide if the information is important and will treat it as private and confidential.

Private hire bookings

As a licensed taxi driver you can accept a journey that has been pre-booked through a licensed London private hire operator. Even though it is a private hire journey you must still start your taximeter at the beginning of the journey. If the journey is to start and finish within London, the fare charged must either be the pre-quoted private hire fare or the metered fare, whichever is the lower.



Etiquette

It is generally accepted that taxi drivers allow other taxi drivers to exit from side roads on to a main road. If another driver allows you to pull out in front of them and you both have your 'for hire' light on, signal or allow that taxi to overtake you at the earliest opportunity. This then allows that taxi driver the opportunity to take the first hiring. If it is not practicable to allow the other taxi to overtake and you are hailed, make it clear to the prospective passenger that the taxi behind you is the one to be hired.

'Stealing' another driver's fare or sending the passenger to the next taxi in the rank just because you do not want to take the fare (known as 'brooming') are common grievances among taxi drivers. Every taxi driver is working for a share of the same market, and the next good fare will not be far away.

Finance

As a self-employed person, you will need to make a tax return at the end of every financial year. Most taxi drivers require the assistance of an accountant. Many accountants who specialise in dealing with taxi drivers advertise in the trade papers, and some will offer a free first consultation (appointment). Alternatively, if you join one of the trade organisations, they may be able to recommend accountants.

You should keep all the receipts for expenses that relate to your work (the first receipt is the one for paying for your new licence) and attach them to the weekly record book your accountant will provide.

Section 2: Payment for fares

This section explains the different methods of payment passengers can use, receipts and what to do if a passenger does not pay



According to the law, you do not have to accept cheques or foreign currency. However, it's good customer service to be as helpful as possible when accepting payment for fares because not everybody wants to pay by cash or card.

Although Scottish and Northern Irish bank notes are not legal tender in England, it is good business practice to accept them. You can exchange them at banks.

Deposit for waiting time

You may ask for a reasonable deposit for waiting, but you must take the deposit from the metered fare when the passenger pays. If you accept a deposit, you must not go away, or allow your taxi to be taken away without the passenger's agreement, before the period covered by the deposit has ended.

Accepting card payments

You must accept credit card, debit card and contactless payments.

All licensed taxis must be fitted with a TfL-approved card payment device installed in

the passenger compartment, which is able to produce a printed receipt on request by the passenger. You must always use this device to take the card payment. Handheld payment devices do not meet the licensing regulations and are regarded as unapproved payment devices.

As a minimum, you must accept VISA, MasterCard and American Express credit and debit card payments in your taxi.

You are not allowed to charge extra or a surcharge for payments by card. Remember, it is an offence to charge more than the metered fare.

Always check that the card payment device is fully working before starting work and ensure that your taxi has the TfL signs displayed in the correct position.

Accepting payment via online services

Payments through apps are permitted if a passenger has access to the app via their own phone or device. You must not enter card details into your own phone or device to process a payment.

Problems with card payments

You are not expected to leave your taxi if there is a problem when a passenger tries to pay by card, especially if you do not feel safe to do so. If a problem occurs, our advice is:

- Ask the passenger to try their payment card again
- If there is still a problem, ask the passenger whether they have another payment card or cash to pay for the fare
- If the passenger doesn't have any cash or another card, offer to take them to the nearest cashpoint

If there is an issue with your TfL-approved card payment device and the company who provides the TfL-approved device offers an alternative payment method that is allowed, then this can be used to accept the payment.

If a passenger refuses to pay and you cannot reach an agreement with them, you should consider contacting the police.

If you experience any problems with your card payment device, you should contact

the card payment device company as soon as possible in order to report the problem and solve the issue.

If you rent a taxi, you must immediately report the problem to the proprietor so that they can report this to the card payment device company and arrange for the device to be fixed or replaced, and to provide you with a replacement taxi, if necessary, while the device is being fixed.

When reporting a problem, the card payment device company should be asked to provide:

- Confirmation that you have reported the problem with the device
- Details of the appointment for the device to be fixed or replaced (where necessary and an appointment is required)

This information must then be shown to a TfL compliance officer (if you are stopped) before the card payment device is fixed or can be replaced.

If you experience any problems with your card payment device outside of office hours, you should follow the same steps as outlined above.



Network data outages

If there is a documented network-wide outage affecting many card payment devices, you should advise your passengers – before accepting a fare – that you cannot take a card payment, and explain why. Advise passengers that cash payments can be taken and offer to take them to a cashpoint. You must never use an alternative, unapproved card payment device in your taxi.

If the company who provides the TfL-approved device offers an alternative payment method that is allowed, this can be used to accept payment.

Receipts

You must provide a receipt if a passenger asks for one.

The receipt should always include the following information:

- Date of issue
- Time of issue
- Metered fare
- Metered extras
- Total fare

Always ensure that you have enough receipt pads with you in the taxi.

Don't give passengers blank receipts to complete themselves!

Bilking

Bilking is when a passenger leaves the taxi without paying the fare.

If a passenger refuses to pay and you cannot come to an agreement, you should call the police.

If the passenger leaves without paying, think carefully before running after them. Your personal safety is more important than a lost fare.

Police advice is that you get as good a description of the person as possible, note the time and location of the incident, and report the matter to them immediately. Luckily, bilking is rare but unfortunately it must be considered a hazard of the job.

Some taxis have CCTV systems that can record pictures of bilkers which may be used when trying to catch them. The taxi trade magazines also often include descriptions of bilkers who have been particularly active.

Preventing passengers from leaving the taxi because of an unpaid fare, including locking the passenger in and driving to a police station, is considered wrong by the police and could get you into trouble.

Section 3: Being aware of equality and disability

This section gives you advice on assisting disabled passengers and others requiring help



Assisting passengers

Taxis are a very important part of the accessible transport network, and it is important that disabled people can hire a taxi without having to pay any extra cost. We expect taxi drivers to provide excellent customer service to all passengers, whatever their needs. However, we know that some passengers may need more help.

Here is some advice to help you provide the best service to your passengers.

- If you see a disabled person hailing your taxi, don't just drive past them
- Make sure you know how your wheelchair ramps work, how to safely load a wheelchair into the taxi, and how to make it fully secure in the correct position by using the wheelchair restraints (safety locks/belts) and passenger belts
- Make sure that the wheelchair ramps are available and in good working order at all times – if they are not, your taxi is unfit
- Make yourself aware of all the other features in your taxi that help disabled people (for example swivel seat, intermediate step, hearing loop), and let your passengers know about them
- Always ask your passengers if they need any help and wait for your offer to be accepted. Listen to any requests and remember that everyone is different
- Ask passengers what you can do to make their journey more comfortable
- Be ready to give disabled and older passengers some help. This could be as simple as writing things down for them, giving them a little extra time, facing them so they can see your lips as you speak, or speaking loudly and clearly if they have problems hearing you
- Talk directly to an older or disabled person, rather than to the person with them if they are travelling with someone
- If the passenger is vision-impaired (is blind or has other sight problems) and asks you to guide them to the vehicle, stand by the person's side and allow them to take hold of your arm/elbow so that you can guide the passenger along. Do not take hold of the passenger and pull or push them in a particular direction
- Disabled or older passengers may need more time or help to get in and out of your taxi. For their safety, be patient and make sure they are comfortable and have their seat belt on and fastened before you start the journey
- Ensure your luggage compartment is kept free so that there is space for passengers' mobility aids (for example folded wheelchairs, folded walkers, etc)
- You can also help by asking the passengers if they have all their possessions with them before you set off and when you arrive at their destination
- Tell the passenger where they are going and let them know about any possible dangers, such as pavement kerbs, doors opening towards or away from them and ground that isn't flat. This will help prevent accidents and injuries
- During the journey, vision-impaired passengers in particular should be told about any delays, or changes to the route. This is also a good thing to do with elderly passengers or passengers who have a learning disability, as they might get worried or upset if there is a change to the route they expected to take
- When you arrive at your destination, tell the passenger the location, then offer to help them out of the taxi and guide them to a safe place before leaving them
- Clearly tell the passenger how much the fare is. When you give change to passengers who are vision-impaired, it is important to count out the coins and notes into their hand
- Offer to help count out the change if a passenger looks like they are having difficulty with this
- Always have a pen and paper with you so that you can write things down. This can help passengers who have a problem hearing or passengers who don't speak much English
- Don't start the taximeter until a wheelchair passenger is safely in your taxi and their mobility aids have been securely stored. You must stop the taximeter as soon as you arrive at the passenger's destination and before the passenger has got out of your taxi with their mobility aids
- Taxi drivers can stop to pick up or drop off passengers, including disabled passengers, in many places where there are rules which limit waiting or stopping. Section 9 of this handbook includes information on where taxis can stop
- Be careful where you pick up and drop off wheelchair users. Avoid places where the pavement is not flat



Non-visible disabilities

Don't assume that a person doesn't have a disability or that their disability isn't serious, just because you can't see it.

Not all disabilities can be seen, so offer or be prepared to help any passenger.

Make sure you listen to what the passenger asks you to do for them.

Equality Act

The following characteristics are protected under the Equality Act:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity (the time after having a baby)

It is illegal to treat anyone unfairly based on any of the things listed above. It is unacceptable for you as a taxi driver, or for any of your passengers, to use language or behave in a way that discriminates against any person. As a taxi driver you are expected to treat all passengers in a professional and respectful way without making a judgement about any person's personal characteristics or assuming anything about them.

The [Equality Act 2010](#) places duties (responsibilities) on the drivers of taxis.

The [Taxis and Private Hire Vehicles \(Disabled Persons\) Act 2022](#) amended the Equality Act 2010.

Before the changes, the Equality Act required drivers of designated wheelchair accessible vehicles to accept fares from wheelchair users, provide them with reasonable mobility assistance and not charge them more than other passengers.

The changes made by the 2022 Act mean that all taxi drivers have duties under the Equality Act, even if their vehicle is not a designated wheelchair accessible vehicle.

Providing mobility assistance

Section 164A of the Equality Act states that all taxi drivers who are aware that a passenger is disabled and may require mobility assistance must carry any disabled person and provide mobility assistance without making, or proposing to make, any additional charge.

You have a legal duty to:

- Carry the passenger
- To carry their wheelchair (if reasonable and safe to do so)
- To carry their mobility aids (if reasonable and safe to do so)
- Not make, or propose to make, any additional charge for carrying out the duties listed above
- To take reasonable steps to carry the passenger in safety and in comfort
- Give the passenger mobility assistance as is reasonably required

The Equality Act defines the mobility assistance reasonably required for the passenger as:

- To enable the passenger to get into or out of the vehicle
- To load the passenger's luggage, wheelchair or mobility aids into or out of the vehicle

The duty does not mean that a driver is required to carry more than one wheelchair on any journey, or carry a passenger who it would normally be lawful to refuse.

Pre-booked taxis

Section 165A of the Equality Act places duties on any driver of a pre-booked taxi to:

- Assist any disabled person to identify and find the vehicle, as long as the driver is told that the passenger will require such help
- Not make, or propose to make, any additional charge for complying with this duty



Wheelchair users

Section 165 of the Equality Act places additional duties on drivers of designated wheelchair accessible taxis. All London taxis are designated as wheelchair accessible and so you must:

- Carry a passenger seated in a wheelchair
- If the passenger chooses to sit in a passenger seat, carry the wheelchair
- Carry the passenger's mobility aids
- Not make, or propose to make, any additional charge for carrying out the duties listed above
- Take reasonable steps to carry the passenger in safety and in comfort
- Give the passenger mobility assistance as is reasonably required

The Equality Act defines the mobility assistance reasonably required for the passenger as:

- To enable the passenger to get into or out of the vehicle
- If the passenger wishes to remain in the wheelchair, to enable the passenger to get into and out of the vehicle while in the wheelchair

- If the passenger does not wish to remain in the wheelchair, to load the wheelchair into or out of the vehicle
- To load the passenger's luggage into or out of the vehicle

The only reasons for exemption are medical. If you have a medical or physical condition that makes it impossible or unreasonably difficult for you to comply with these duties, you can apply for an exemption certificate from TfL. If you are given an exemption you will receive a certificate that you must carry at all times and a sign that must be displayed whenever you are plying for hire.

There are many different types of wheelchairs/powerchairs and it is recommended, if possible, to become familiar with loading and unloading the more common types that you may have to deal with.

If you are hired by someone using a wheelchair that is unfamiliar to you, always ask the person the best way to act (including how best to assist them with loading), as it is likely that they will be familiar with their own wheelchair and able to direct you as necessary. You should also consider the weight and size of the wheelchair and if it can be secured

safely in the passenger compartment. A wheelchair should always be carried in the approved position for the taxi you are driving and secured when travelling (straps/belts attached to wheelchair, with the seat belt around the occupant).

We are often asked what would happen if a driver is injured while helping a wheelchair user. To ensure this doesn't happen, you should find out in advance how to load and unload a wheelchair and always follow the correct safety steps. Your insurance policy may cover this kind of situation, and you may wish to contact your insurance company about this issue.

Mobility scooters

You may come across passengers who use a mobility scooter. Mobility scooters are mobility aids, and there are lots of different mobility scooters.

London taxis are designed to carry wheelchairs that match the description set out in section 4 of the Department for Transport's [Access to taxis and private hire vehicles for disabled users](#). Mobility scooters are not wheelchairs and are not safety tested in the same way, nor are they designed for transporting anyone as a passenger in another vehicle.

If a mobility scooter user wishes to hire your taxi, you will need to assess whether they can travel safely in your taxi with their mobility scooter. You should consider:

- The size and weight of the scooter
- Can the passenger transfer from their mobility scooter to one of the standard seats in your taxi?
- Can the mobility scooter be secured safely in the passenger compartment?
- Can the mobility scooter be folded and stored safely in the luggage compartment?

If you consider that it is not safe for the person to travel in your taxi with their mobility scooter, you should politely explain the reasons why to them.

If the passenger is able to sit in the standard taxi passenger seats, and you are able to safely secure their mobility scooter or store it safely in the luggage compartment, it may be safe to carry it. Carrying the scooter in these ways is important to avoid injuring the passenger or yourself, or causing damage to their scooter or your taxi.



Assistance dogs

Your legal duties are to:

- Carry a disabled person's assistance dog and allow it to remain with the passenger at all times
- Not charge any more for carrying an assistance dog

You can only be exempted from these duties on medical grounds, such as severe asthma that is made worse by contact with dogs, or if you are allergic or have an acute phobia of dogs. To obtain an exemption, you must apply to TfL using the appropriate form. If you are given an exemption, you will receive a certificate that you must carry at all times and a sign that must be displayed whenever you are plying for hire.

Some passengers may have a health condition that is not obvious or visible (including mental health conditions and some other medical conditions) but will still have an assistance dog. If someone says they are disabled and they have an assistance dog, you should accept this.

Watch our short video about [what taxi drivers should do when a passenger has an assistance dog](#).



Hearing Dogs for Deaf People

'We wear burgundy jackets.'

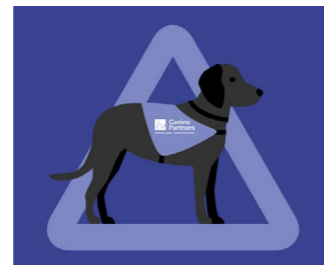
Hearing dogs are for adults and children with hearing impairments.



Dog AID (Assistance in Disability)

'We wear red jackets.'

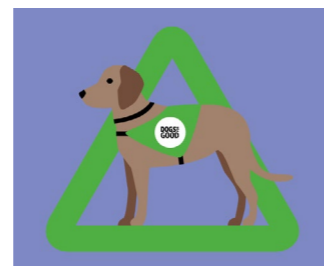
Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear purple jackets.'

Canine Partners assistance dogs are for physically disabled adults.



Dogs for Good

'We wear green jackets.'

Dogs for good assistance dogs are for people with physical disabilities or children with autism.



Support Dogs

'We wear blue jackets.'

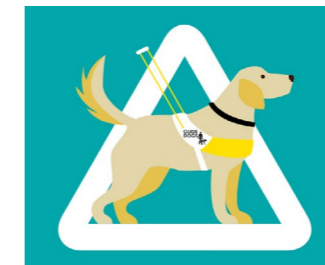
Assistance dogs for physically disabled adults, secure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Medical Detection Dogs

'We wear red jackets.'

Medical detection dogs are for adults and children with complex health conditions.



Guide Dogs

'We wear white harnesses with yellow fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Assistance dogs are highly trained working animals so should not be treated like pets. Do not touch or feed assistance dogs or try to get their attention in any other way. If you would like to greet a working dog, you should ask its owner for permission and comply with their wishes about whether it is appropriate to do so.

There are many different types of assistance dogs. You can sometimes see what type of assistance a dog provides by the colour of the jacket it is wearing.

The pictures on page 17 show some of the assistance dogs you might come across. Please remember that assistance dogs are not always the same breed (family) as shown in the pictures, and not all assistance dogs wear a jacket.

Dogs and Islamic law

In 2002, the Shariah Council confirmed that trained assistance dogs may accompany disabled people in taxis managed or driven by Muslims. The Council's guidance helps to make religious law clear and prevent any possible conflict with non-religious law.

Starting and stopping the taximeter

Remember you must:

- Not start the taximeter until a disabled passenger is in your taxi, their mobility aids have been securely stored, and they are ready to travel
- Not leave the taximeter running while you perform any of the duties required by the Equality Act (including using the ramps, helping the passenger enter the vehicle, loading mobility aids), or while the passenger enters, leaves or secures their wheelchair in the passenger compartment of the taxi
- Stop the taximeter as soon as you reach a disabled passenger's destination and before the passenger has got out of your taxi with their mobility aids

If you start the taximeter early or leave it running, this could result in your fitness to be licensed being reviewed.

Section 4: Safeguarding children and adults at risk

This section gives you information on helping to protect children and adults at risk



Safeguarding means protecting children and adults at risk (sometimes called vulnerable adults) from harm and abuse.

We provide online [safeguarding awareness training](#). It is important that you complete this training.

Who is a child or an adult at risk?

According to the law, a child is a person under the age of 18. All children are at risk of harm and abuse because of their age. Children are less able to protect themselves and they depend on adults for this. This means they may be in danger of being exploited or abused.

An adult at risk is anyone over the age of 18 who is in need of extra care and support. An adult may be at risk of harm or abuse because they are unable to protect themselves. This might be because of their age, or a physical or learning disability.

Carrying unaccompanied children in your taxi

If your passenger is an unaccompanied child, make sure you know the name of the adult who will meet the child at the end of the journey.

Carrying children and adults at risk in your taxi

As a driver, you may have to transport children or adults who are at risk. You may come into contact with passengers who are being trafficked, exploited, abused or who are in need of help in some other way.

Keeping children and adults at risk safe from harm and abuse is everybody's responsibility, not just social workers or the police. You can help with this and you should know what to do if you are worried that a person is at risk. You might notice things that do not seem quite right, and you could be in a position to report something to the police that may help to protect someone at risk.

Make sure your behaviour with all passengers, including children and adults at risk, is appropriate and professional at all times. Be aware of how your actions could affect others.

Signs that a child or vulnerable person is at risk may include:

- Young or vulnerable people being picked up and taken to hotels or suspected brothels, particularly at unusual times of the day and night

- A young person travelling to meet someone they don't know, perhaps who they have met online
- A young person or adult who shows signs of being abused, harmed or not properly looked after
- Adults putting a young person into your vehicle who may be under the influence of alcohol or drugs
- A child or young person who looks concerned or frightened in the company of adults
- An adult or young person who may be poorly dressed/unclean or looks like they do not get enough food
- An adult who seems to be controlled by someone else or who is having decisions made for them by another adult
- An adult who seems to have their money controlled by someone else

If you think you have seen a child or adult at risk who is in need of help or is suffering from any signs of abuse, or if they have told you this directly, you must then report it to the police.

County lines

County lines is a type of criminal exploitation in which gangs and other organised crime groups use children and young adults to sell drugs. These children and young adults are often forced to travel across counties, sometimes using taxis, and use mobile phone lines to keep in contact with individuals in the drugs trade.

Signs that a child may be exploited and involved in county lines include:

- They are travelling alone
- They are travelling during school hours or unusual hours (early in the morning or late at night)
- They are a long way from home, unfamiliar with the local area, or have a non-local accent
- They are travelling a long distance
- They are paying for their journey in cash



How you can help

It is helpful to keep a written or recorded note of the situation that you are worried about. Include details such as the date and time, a description of what happened, and the name, address and a physical description of the people involved. You can give these details to the police.

As a driver it is important to:

- Be aware of children and adults at risk
- Care about their wellbeing
- Listen to what they tell you
- Help them to feel less worried by being professional, kind and thoughtful
- Report your worries to the police using 101. In an emergency, call 999. If the journey was booked through an app or radio circuit, you should also report it to the company that accepted the booking

These are some other options if you do not feel it is appropriate to report the matter to the police. You can phone:

- [Crimestoppers](#) (an anonymous service)
– 0800 555 111

- [National Society for the Prevention of Cruelty to Children \(NSPCC\)](#)
– 0808 800 5000
- [Modern slavery and exploitation helpline](#)
– 08000 121 700

You do not need to give your details and can report a situation anonymously, but it's better if you can give as much information as possible.

Helping to prevent suicide

You might carry passengers who are thinking of ending their own life. Wanting to die by suicide can be a temporary crisis, and it may be possible for you to help to prevent a suicide.

There are signs that people are thinking about ending their life, and their words and actions can suggest that they are at risk of hurting themselves. Some things to listen or watch out for include:

- The passenger is using phrases such as 'I want to give up', 'No one would notice if I wasn't here' or 'I hate myself'. They may also mention wanting to die, feeling guilt or shame, or being 'a burden' (problem) to other people

- Are they inappropriately dressed? For example, not wearing shoes or wearing slippers, no handbag, no coat in cold weather, in their pyjamas or heading to a hotel without any luggage
- Are they particularly troubled, nervous, sad, moody, or extremely angry?

If you think your passenger may be thinking about hurting themselves or going to a destination where suicide may be possible (such as near a bridge) talk to them, try to keep them calm and call 999.

You can also suggest they contact the following services for support:

- Samaritans can be contacted 24 hours a day, 365 days a year, by calling 116 123
- Shout offers a confidential text service, open 24 hours a day, providing support to people in crisis who need immediate help. To contact them, you should text SHOUT to 85258

Section 5: Driver safety

This section gives you information on how you can stay safe when working



Angry or violent behaviour when at work is never acceptable. If a passenger in your taxi becomes angry or violent, you have a right to say that you will not accept that behaviour. If that fails to stop them being angry or violent, and it is safe to do so, you can ask them to leave.

You should never accept any bad behaviour towards you. Any offensive (rude and upsetting) or violent behaviour towards you because of your race, faith, sexual orientation, disability or gender identity is a hate crime. If you experience or witness this type of behaviour, we strongly advise you to report it to the police so that it can be fully investigated and action taken against the offender. You should report incidents to the police as soon as possible: call 101 or [report a crime online](#), or call 999 in an emergency.

Protecting yourself

To provide a safe service for your passengers and to protect you as a driver, you should consider doing the following:

- When plying for hire, keep your doors locked and only unlock the rear doors when you are satisfied that a passenger isn't drunk and you know what destination they want to go to

- At vulnerable times, for example late at night on an empty street, ask passengers to pay through the hatch before getting out of the taxi as this is safer than paying from outside at the window. Alternatively, ask the passenger to pay through the nearside window as this is further away from you
- For pre-booked journeys, make sure you have the passenger's name, pick-up point and destination, and check the passenger's name and destination before they get in the taxi – this will help make sure the passenger doesn't get into the wrong taxi
- If there are any delays during a journey, be clear with the passenger about exactly where you are taking them, the route there, how long it is likely to take and confirm what the fare will be before the journey starts
- Carrying a [lone worker device](#)
- Do not get into an argument or react in a negative way; stay calm and avoid taking things personally

- Think carefully about the situation and ask yourself if someone's behaviour indicates they are intoxicated (are drunk or have taken drugs) or unwell. When you communicate with them, keep a distance from them. If they are with anyone who is not intoxicated, ask that person to take responsibility. Always be polite but firm
- Call the police on 999 if the situation gets worse and you feel that you may be in immediate danger
- After any incident, make a detailed record of what happened

All these steps should reduce the risk of any disagreements.

If a passenger is aggressive or violent, stop your taxi and ask them politely to get out. In an emergency, call the police on 999.

Warning signs of possible aggressive behaviour

Some behaviour is a sign that someone is becoming more angry and upset. Be aware of the following signs that someone might become aggressive:

- Tapping their fingers
- Crossed arms

- Hands held in fists (tightly closed hands)
- Aggressive staring (looking at you for a long time)
- A loud voice
- An angry expression
- A sudden change in behaviour
- A change to the voice

Trust your own feelings and never ignore these signs.

If you feel worried, act immediately. Remember, the earlier you notice a possible problem, the more choices you have to avoid it.

For further advice, read the [DfT's guidance on staying safe for taxi and PHV drivers](#).



Drugs and alcohol

When someone has taken drugs or has drunk alcohol, it can affect their ability to think or communicate clearly. Their behaviour can be difficult to predict. In some cases they may become aggressive.

If the passenger cannot communicate clearly to confirm their destination, or is unable to walk because of drink or drugs, you have the right to refuse to take them in your taxi. You can do this because you cannot be sure that they have given you the correct address or that they will be able to get out of your taxi without help.

In this situation, if possible, insist that a friend comes with them in your taxi, or ask to speak to a friend of the passenger by telephone to confirm the destination.

If the passenger is unconscious, extremely unwell or seems to be injured or in an emergency situation, and there is no one else to help them, call the emergency services on 999 and stay with them until the services arrive. If the passenger is being aggressive or violent, move somewhere that is safe for you but where you can still see the person until the emergency services arrive.

Think about your personal safety first and do not put yourself at risk.

Reducing the risk of violence in a difficult situation

There are certain things you can do to reduce the chance of someone being violent or aggressive towards you. These can include:

- Talking calmly and not raising your voice
- Listening to what someone is saying and not interrupting them
- Responding to the person's concerns
- Asking questions
- Explaining things to them, not arguing
- Having a pre-planned way to excuse yourself from a difficult situation. For example, you can't help them but perhaps someone at the address you are taking them to can sort the problem out for them
- Explaining how you will deal with unacceptable behaviour if it continues. For example, you will have to stop the taxi and possibly call the police unless they stop being aggressive or violent

If you cannot reduce the risk of violence

Sometimes you are not able to calm a situation. If that is the case, you should:

- Get away from the aggressive person and exit the situation. If necessary, find somewhere safe to stop, turn off the engine, take the keys then get out of the taxi. If the passenger is planning to hurt you, they will probably get out of the taxi too. This gives you the opportunity to quickly get back in and lock the doors then drive away if it is safe to do so
- Consider using a lone worker app or device to let someone know that you need help – a range of different apps and devices can be found by searching online
- If an incident happens while you are away from your taxi, get to your taxi when possible and try to take time to calm down before you drive off

After an incident:

- Try to talk about what happened with a friend or colleague
- Find out if any support is available by reading our [health and wellbeing advice for licensees](#)
- Report the incident to help avoid it happening in future

What to do if you are attacked or assaulted

If you are attacked or assaulted, call the police and/or an ambulance, depending on the incident.

It is important to record and report incidents that almost happened, as well as ones that actually did happen.

When you are recording an incident, try to include the following details:

- When and where the incident happened
- Information about the attacker (name and address if known, description of clothing, age, gender)
- Whether the attacker was a passenger
- Brief description of the incident
- Anything that might have caused the incident to take place
- Details of any witnesses
- Type of incident – verbal threat, physical assault, written threat
- Description of any injuries
- Description of the immediate action that you took



CCTV cameras

Installing TfL-approved in-vehicle CCTV cameras in your taxi can reduce threats and violence against you. Signs in the taxi informing passengers that CCTV is used may also help to prevent aggressive or violent behaviour.

You can buy or rent a [TfL-approved CCTV device](#). Although this is an extra cost, having a CCTV camera may reduce the cost of insurance. This is because a video recording can be useful evidence when there is a dispute with a passenger.

The Information Commissioner's CCTV Code of Practice requires you to display signage when you have CCTV in your taxi. A TfL CCTV sign must be displayed in a position that is easy for passengers to see as they enter the vehicle and while they are travelling, and must not block the driver's view. The sign should state who the data controller is and how to contact them (for example, by phone or email).



Section 6: Safer driving

This section tells you how to maintain the highest standards of driving



Taxi drivers need to keep a careful watch on the roads at all times and be able to safely share the roads with all other users, especially those that are more vulnerable, such as pedestrians, cyclists and motorcyclists.

Obey the law

As a taxi driver, you are expected to be fully aware of and to obey the rules of the road, as explained in [The Highway Code](#). You should avoid behaviour that causes any danger to you, your passengers and other road users.

Most collisions in London are caused by a small number of easy-to-avoid behaviours. These include speeding or driving too fast for the conditions, making dangerous manoeuvres, not concentrating and not following the rules of the road.

You need to be aware of your responsibilities as a professional driver. Think about:

Safe speeds

Drive within the speed limit at a speed that is appropriate for the situation, environment and weather conditions.

The faster you drive, the less time you have to act to avoid a collision. The resulting injuries also become more serious as speed of the vehicle increases.

Safe manoeuvres

Think about the manoeuvres you make, and make sure they are safe. This includes looking carefully when at a junction, when turning across traffic or when passing cyclists or motorcyclists.

Careless driving and dangerous driving are serious offences with heavy penalties.

Concentration

You need to focus on the road and be able to react quickly. Don't get distracted (lose your concentration) because of mobile phones and other electronic devices, music or passengers.

Distractions can make you less aware of what is happening on the road and affect your judgement so your decision-making abilities are reduced.

Remember it is illegal to use hand-held devices while driving. See 'Use of a mobile phone' below for more information.

Use of alcohol or drugs

You must never drive while you are under the influence of drugs or alcohol.

The police test for drug and alcohol use at the roadside to catch those who are breaking the law.

Prescription medicine

If you are taking prescription medicine, you must check with your doctor that it is safe for you to drive.

You must also tell the DVLA if:

- You develop a 'notifiable' medical condition or disability
- A condition or disability has got worse since you got your licence

Following traffic laws before a journey begins

You need to know about and follow the laws on the safe use of vehicles. This includes laws that require you to have insurance, a current MOT certificate and a driving licence, wear a seat belt and not drive a faulty vehicle (a vehicle that isn't working properly).

Seat belts

Wearing a seat belt can reduce the risk of death in a serious crash by up to 50 per cent. This is according to [Brake](#), the road safety charity.

It is important that you are aware of the rules regarding passengers wearing seat belts in taxis.

You do not have to wear your seat belt when you are carrying a paying passenger or plying for hire; but remember seat belts save lives and help to reduce injuries. You must wear your seat belt if you are delivering a letter or parcel or if your taxi light is off and you do not have a passenger on board (for example, when you are going home or driving on a motorway with no passenger on board).

All adults must wear a seat belt and you should encourage adult passengers to wear a seat belt for their own safety. When you accept a hiring, allow passengers time to fasten their seat belts before starting the journey.

Drivers must make sure all children are correctly seated and have a seat belt on if they are required to do so. All children under 14 years of age must wear a seat belt or sit in an approved child car seat.



If the correct child car seat is not available, children can travel without one – but only if they travel on a rear seat, and wear an adult seat belt if they are aged three or older, or without a seat belt if they are under three years old.

The police closely watch London's roads 24 hours a day and will identify drivers who break the law.

If you fail to obey any of the above rules, you may get a fixed penalty notice (FPN) or be prosecuted – this can result in a fine and penalty points on your licence. You may be banned from driving and you could lose your taxi driver's licence.

Remember, the number of passengers must not be more than the number of seat belts fitted in the passenger compartment.

Being aware of other road users

We expect all professional drivers to be fully aware of other road users. In particular those people who are the most vulnerable:

Pedestrians: Be aware of pedestrians suddenly stepping into the road and give way to pedestrians crossing or waiting to cross a road into which or from which you are turning.

Cyclists: Be aware of cyclists at all times but especially when you are turning, in slow moving traffic or when you are pulling

away from traffic lights. Make sure you give cyclists enough room when you are overtaking them.

Please ask your passengers to check before they open their door into the road to make sure there isn't a cyclist coming. You must do the same.

Motorcyclists: Be aware of motorcyclists at all times but especially when you are turning or in slow moving traffic.

E-scooters: Be aware of e-scooter riders at all times but especially when opening doors, turning or in slow moving traffic.

Windscreen vision

Annex 6 of the Highway Code, which deals with vehicle maintenance, says 'windcreens and windows must be kept clean and free from obstructions to vision'.

That means you should not fix anything to your windscreen that will stop you being able to see the road ahead. This includes mobile phones, sat navs and other devices that will reduce your vision.

If you put a cradled device (such as a mobile phone or sat nav) on your windscreen and it blocks your view of the road and the traffic ahead, you are committing an offence. If you are prosecuted, you may be fined and get penalty points on your driving licence.



These pictures, based on photographs taken by the City of London Police, show just how much your area of vision is reduced by having devices attached to your windscreen



Before starting any journey, make sure you have a clear view through the windscreen and windows of your taxi and that no devices or signage reduce or are obstructing your view.

If you fix a device to your windscreen, make sure it:

- Does not affect the operating controls in your taxi
- Does not obstruct your view of the road
- Is not placed in front of/above any airbag
- Is not positioned where it can affect your concentration if it should fall down from the windscreen

Driving conditions can change quickly. If your view is obstructed by devices attached to your windscreen, you risk not paying attention or not seeing dangers such as pedestrians stepping in front of you or bikes coming out of side streets in time to avoid them.

Use of a mobile phone

It is illegal to use a handheld mobile phone or electronic device when driving. This includes using your device to follow a map, read a text or check social media. This includes times when you are stopped at traffic lights or queuing in traffic.

You can only use a handheld phone if you are safely parked with the engine switched off or you need to call 999 or 112 in an emergency, and it's unsafe or not practical to stop.

Using hands-free (where the phone is in a cradle or you are using earphones or a Bluetooth connection) is not illegal. However, if this affects your concentration and your ability to drive safely, you can still be prosecuted by the police.

It is illegal to use handheld microphones or to hold your mobile phone and put it on loudspeaker when driving.

Other things to consider

Being tired: Tiredness can have a similar effect on a driver as drinking alcohol and can result in death or serious injury. Plan your day to include regular breaks from driving and do not begin a journey if you are already tired.

Weather conditions: You should change your driving behaviour when the weather conditions change, so that you are always driving safely. If it starts to rain heavily or there is thick fog, reduce your speed.

Driving at night: You should pay particular attention when driving at night because pedestrians, cyclists and motorcyclists may be more difficult to see.

Cycle safety

Taxi drivers spend a lot of time on the roads and it is very important that you follow the advice below so you can reduce the risk of a collision:

- Always check for cyclists, pedestrians and motorcyclists who may be moving, even if most vehicles are stopped in traffic
- Look out for cyclists, especially when checking your mirrors before indicating to go left or right, or when changing your speed or direction

- Open your door slowly, do not throw it open without looking first
- When you or your passengers get out of your taxi use the Dutch Reach. This is where you open the door with the hand furthest away from the door, instead of using your closest hand. Doing this enables you to look in the rear view mirror, out to the side and then over your shoulder to see if there is a cyclist coming towards you. It also means that you keep looking backwards while you open the door and get out.

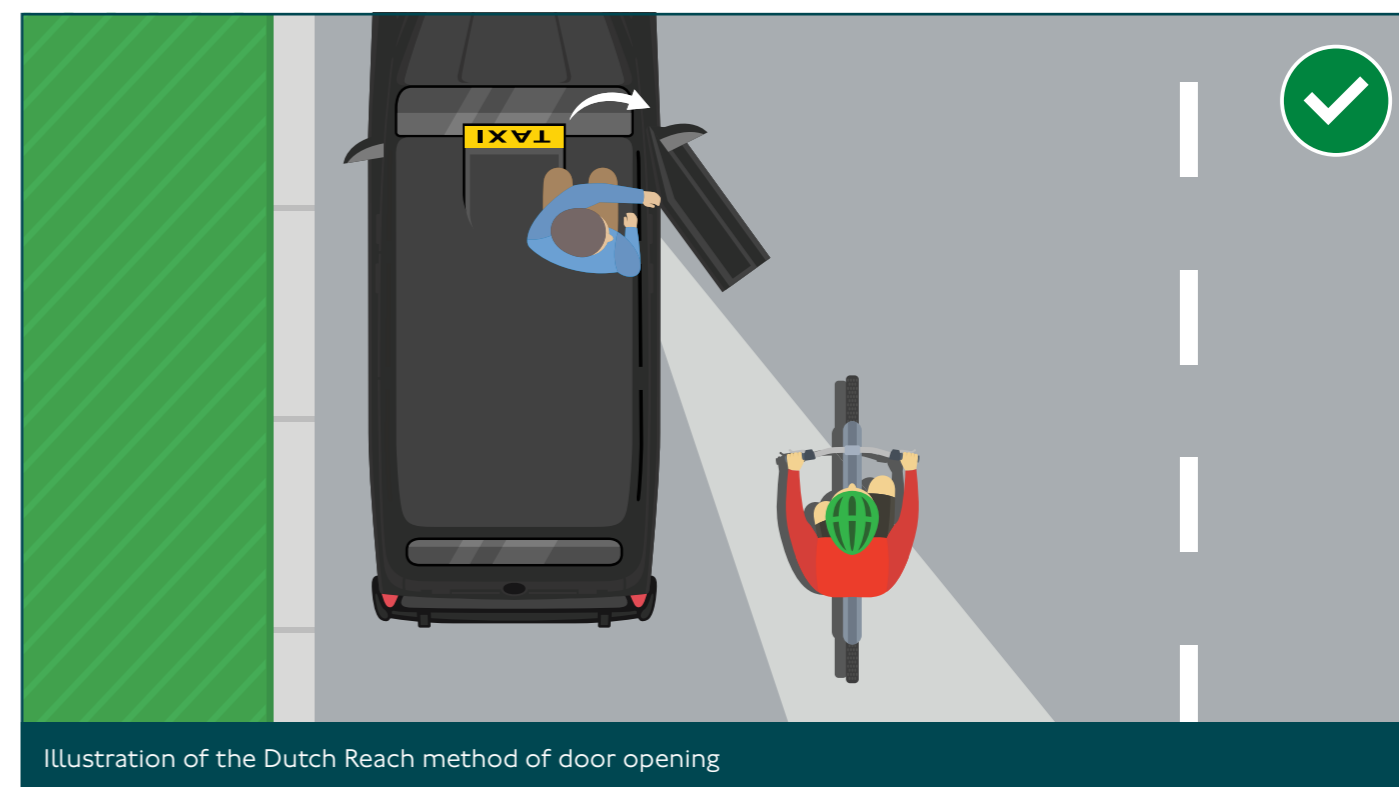
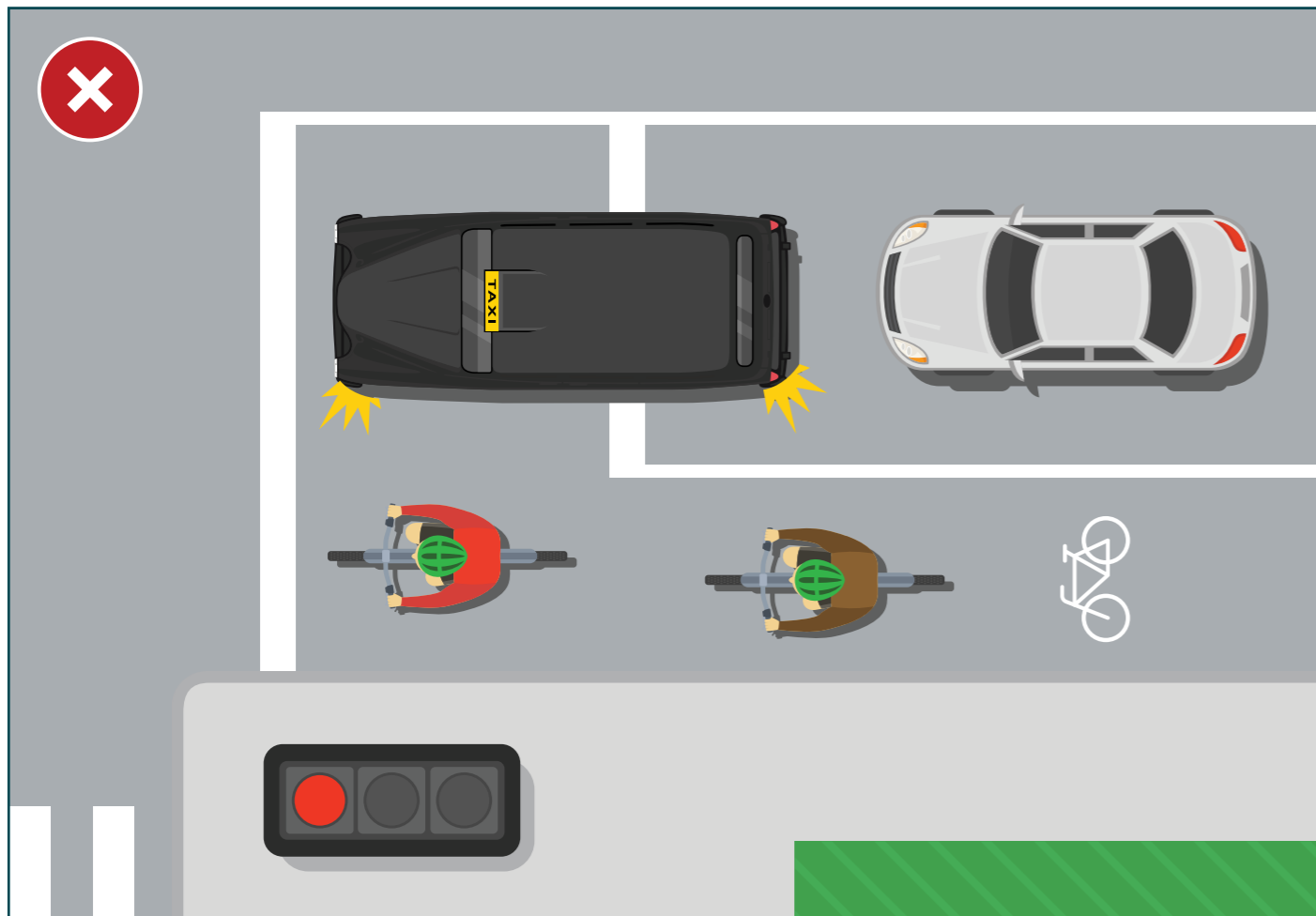


Illustration of the Dutch Reach method of door opening



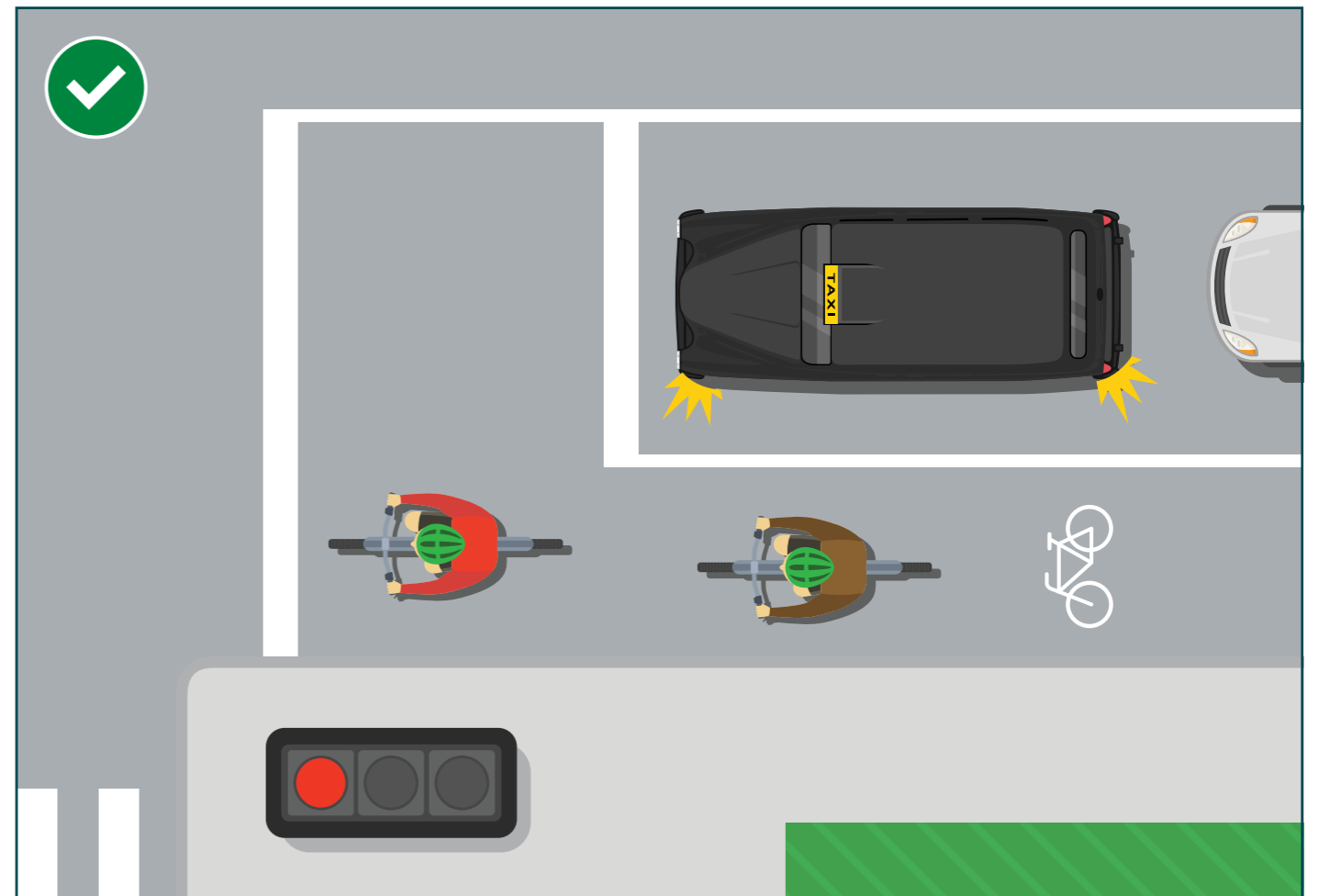
- Ask your passengers to leave your taxi on the nearside in order to reduce the risk of opening the door into the path of an oncoming cyclist
- Use your indicators when turning or changing lanes, even if you don't think anyone is near you
- Indicate well in advance to give others time to react
- Make sure your indicator is off once you have completed your manoeuvre, to avoid confusing other road users



Do not enter the advanced stop line box when the light is red

- Give cyclists room. Keep a safe distance from cyclists and don't try to overtake when there is not enough space. Wait for the right moment to pass cyclists and give as much space as you would for another car. If a cyclist is using the middle of the lane, wait patiently until you can pass safely
- Leave room for cyclists at traffic lights. You should not enter the advanced stop line box when the light is red. This space is for cyclists and you may be fined and get points on your driving licence

The above advice and tips also apply to those riding e-scooters.



Be aware of cyclists, especially when you are turning



Vehicle safety

As a professional driver you are responsible for checking your taxi is in a safe and legal condition to drive.

Driver's compartment

Check that:

- Your seat and seat belt are in good condition, are secure and you can adjust (move) them as you need
- The steering wheel is secure and is in good condition
- The clutch and brake pedals have anti-slip covers fitted
- The handbrake is in good working order
- Driver warning lights do not light up when the engine is started
- The indicators are working correctly
- The horn works
- The windscreen washers and wipers are in good condition
- Any devices for opening and closing the driver and front passenger windows are working correctly
- You can see in all the mirrors

Passenger compartment

This should be clean and all equipment in it must be in good working order including:

- Seat belts fitted to all passenger seats
- Upholstery (material covering the seats), headlining (material covering the inside of the roof), carpets and door trims (material surrounding the doors)
- Lights provided for passengers
- Wheelchair safety belts/seat belts
- All doors and door-locking mechanisms
- Vehicle heater system

You must also make sure the following signage is displayed:

- TfL no-smoking signs
- CCTV signage, if applicable – see 'CCTV cameras' in section 5 for more detail

Wheels and tyres

Tyres must be the correct size, speed and weight rating for the make and model of your vehicle. You should make sure all wheel nuts (that attach the wheels to the vehicle) are in place and secure.

Tyres must be free from:

- Cuts, lumps, bulges and tears
- Excessive or unequal tyre wear
- Excessive damage to the wheel rim (the outside edge of the wheel)

Tyre wear bar indicators are positioned around the tyre. If the tread pattern has worn down to the level of the indicators, you must replace the tyre.

Outside the vehicle

Make sure there are no signs of fluids (such as oil or brake fluid) leaking from under your taxi on to the ground.

You should check:

- All external (outside) lights and reflectors are there and are secure, undamaged and in good working order
- Body panels (the sheets/pieces of metal or other material around a vehicle) have not been badly repaired
- There is no evidence of serious damage to the external body panels
- There is no serious rusting or corrosion resulting in sharp edges
- All windows are clean, undamaged and free from unapproved signs

Section 7: Other health and safety advice

This section gives you other health and safety information



Smoking in taxis

Smoking and using e-cigarettes and vapes are forbidden in all taxis at all times. This includes passengers and you, the driver, even when the taxi is not being used for hire and reward.

All taxis must display TfL no-smoking signs.

You must make sure passengers do not smoke or use e-cigarettes or vapes in your taxi. If a passenger refuses to comply, you can take the following steps to enforce the law, based on advice from the Department of Health and Social Care:

- Point to the no-smoking signs and ask the person to stop smoking
- Inform them that you would be committing an offence if you allowed them to smoke, and they are breaking the law, and you could both be fined

If they refuse to stop smoking:

- You may refuse to accept the hiring
- Keep a record of where and when the incident took place, the name of the person involved if known, and the outcome following your refusal

If physical violence is threatened by a person smoking, you should call 999 and seek assistance from the police.

Working hours and fatigue

As a self-employed taxi driver, you can choose the hours you work and there are no rules that limit the number of hours that you can work in a day or a week.

However, remember to take regular breaks from driving and take regular days off. Driving when you are tired greatly increases the risk of collisions.

Tips to help avoid fatigue include:

- Avoid starting driving or taking a fare if you already feel tired
- Have enough sleep before starting work
- Avoid heavy meals before starting driving
- Plan a 15-minute break for every two hours of driving
- If you feel yourself starting to get tired, stop and take a break
- Avoid drinking too much caffeine. The effects of drinks that contain caffeine don't last long, and when they stop, you may feel more fatigued

- Take a nap (short sleep) of around 15-20 minutes when necessary
- Remember that patterns of work can sometimes cause fatigue – for example, when you switch from daytime working to night working
- When considering your risk from fatigue and if it is safe to go to work, think about how long you have been awake and how much sleep you have had. A long period without sleeping or only having a short sleep before going to work could increase your risk of fatigue. The risk may also be increased at certain times, such as late at night or early in the morning, when we tend to notice things more slowly

Cleaner air for London

It is essential that we do all we can to improve air quality in London by reducing harmful emissions. Follow these steps to help reduce vehicle emissions – they will also reduce your fuel consumption (the amount of fuel used) and save you money:

- If you are going to be parked and stationary for more than one minute, switch off your engine
- Switch off your engine when waiting at taxi ranks

- Keep your tyres inflated (filled with air) and check the pressure (the correct amount of air) regularly; under-inflated tyres are dangerous and will increase your fuel consumption
- Remember air-conditioning and electrics all add to your fuel consumption
- Brake and accelerate slowly and smoothly to save fuel and reduce wear and tear (damage) to your vehicle
- Drive within the speed limit – this is the law, and as well as being safer, this also reduces fuel consumption
- Modern taxis are designed to drive off from cold. Warming up the engine wastes fuel and causes engine wear

Remember that the steps you take benefit you, your family, other drivers and your passengers, too.

Section 8: Customer service and driver behaviour

This section explains how we expect taxi drivers to behave towards passengers



We expect all licensed taxi drivers to offer Londoners and visitors a professional and safe service.

If you give a passenger poor service, it might not affect you, but the passenger might decide to never use a taxi again. It is therefore in the interests of the whole trade to give the best possible customer service at all times.

Helping your passengers

Unless you have a certified medical condition which prevents this, please give reasonable assistance to passengers, such as:

- Helping passengers getting into and out of your taxi
- Helping load and unload luggage

A lot of taxi passengers in London, especially those taking taxis from Heathrow Airport, are from outside the UK and will not be familiar with taxi fares and the rules that affect taxis. They will trust you to take them to their destination by the most direct route and not to overcharge them (charge more than is necessary).

Do not get caught by traffic restrictions. It is part of a taxi driver's Knowledge to learn when certain roads close (for example, due to tidal flow, where the direction of

traffic may change to help with traffic flow), when restrictions such as no right turns are introduced or lifted, when access is restricted (for example outside some schools or in low-traffic neighbourhoods), when you can use the Royal Parks (for example, closures during the Changing of the Guard or at weekends) and what restrictions may be in place.

If there is a lot of congestion and you feel that you can give your passengers a better service by taking a longer route to avoid a problem, explain what you would like to do and why. Talking to your passengers in a situation like this may avoid a complaint. They may prefer to wait in traffic and go by the most direct route.

At the beginning of a journey never be afraid to ask your passenger if they have a preferred route. Some passengers do the same journey regularly and always like to go the same way.

Complaints

In order to ensure that taxi passengers are always offered a high quality of service, we have a team whose job is to deal with complaints about taxis and taxi drivers.

All taxis have signs in them advising passengers how to contact TfL if they need to make a complaint.

If we receive a complaint that concerns you, we will provide you with details and invite your comments. Depending on how serious the complaint is, this could be in writing or by inviting you to attend a fact-finding interview. Once you have had the opportunity to respond to the complaint and we have made any other necessary enquiries, we will advise you of the result.

We take complaints against a taxi driver into consideration when deciding whether a driver should continue to have a licence, and we will keep a record of complaints made about you. Receiving minor, infrequent complaints should not be a reason to be worried. However, if there are a number of complaints about you and it is clear your behaviour is poor, and all other opportunities for improving your behaviour have been tried, we, as the licensing body, may consider suspending or revoking your taxi driver's licence.

Unacceptable behaviour

You are responsible for making sure your passengers feel safe in your taxi. The way that you interact with them will affect the way they will feel about their journey with you. It is important that you are professional and deal with passengers in a way that makes them feel relaxed.

You should never make comments or jokes about someone's appearance, age, race, religion, disability, sexual orientation or gender identity.

You should never use a passenger's personal contact details to start communicating with them about anything apart from a booked journey. Contacting a passenger for personal or social reasons is a misuse of their personal information.

Drivers who behave in an unacceptable way will have action taken against them by TfL and/or the police.

Entering the back of your taxi

Apart from in an emergency, you must not get into the passenger compartment of your taxi while you have passengers on board. If you do so, you risk making your passengers uncomfortable, and your actions may be misunderstood or considered inappropriate.

If your passenger is seriously ill, you should call the emergency services on 999 immediately. You should not try to physically check the passenger or give first aid yourself unless you are following the instructions of the emergency services or a medical professional, or you have had appropriate first aid or medical training.



If your passenger is ill, or has a disability, and asks you to help them enter or leave your taxi – for example, to hold your arm to support them – check exactly what help they are asking you for. Keep any physical contact to the minimum required to give the help your passenger asks for.

Unacceptable sexual behaviour

No type of sexual behaviour between you and a passenger is ever acceptable, even if both of you agree to it.

We take this issue extremely seriously. We or the police will consider carefully all complaints and reports, and will take appropriate action. You will lose your licence if it is decided that you have behaved in an unsuitable way towards any of your passengers.

You should never:

- Look at or speak to a passenger in a way that makes them feel uncomfortable – for example, staring at any part of their body
- Make any sexual comments, or give opinions about a passenger's appearance or clothing
- Take part in any conversation of a sexual nature. This includes asking questions about someone's sex life or telling sexual jokes

- Touch a passenger in an unacceptable way. You should avoid any physical contact with a passenger unless completely necessary (such as helping a person who needs assistance into your taxi) to reduce any misunderstanding or complaints against you. Touching someone without their permission could be a sexual assault and will be investigated by the police
- Suggest having sex with a passenger
- Offer or accept sex or sexual activity in place of a fare
- Take part in sexual activity of any kind with a passenger, even if both you and the passenger agree to it or the passenger suggests it
- Watch, display or share pornographic (sexual) pictures, or any other sexual material with a passenger
- Commit any other sexual offence

Your passengers expect to be treated in an appropriate way. Think about your actions and how they might affect a passenger. It doesn't matter how good your intentions are or how harmless you think your behaviour is, avoid doing anything that a passenger might think is sexual.

Ending violence against women and girls

We are committed to ending violence against women and girls.

The White Ribbon charity's aim is to prevent men's violence against women and girls by dealing with its causes. The charity works with men and boys to try and stop violence before it starts. TfL is a White Ribbon accredited organisation.

To show your support, you can [make 'the White Ribbon promise'](#). This is an opportunity for you to promise to never use, excuse or remain silent about men's violence against women.

The [White Ribbon website](#) also has information about actions you can take to help end violence against women and girls.



Social media

The use of social media has become very popular and plays an important role in many people's lives.

Social media is a public forum and licensed drivers must take care when mixing their personal and professional life in the social media and online world.

TfL respects the right for drivers to speak freely on social media, however, when using social media (Facebook, X (Twitter), YouTube, blogging etc.), a taxi driver's fitness to be licensed may be reviewed if they make comments which:

- Harasses or bullies passengers, customers, other licensed drivers, and TfL employees or agents/people working on behalf of TfL
- Are likely to offend on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and/or sexual orientation
- Breach any other laws or any other regulatory requirements

To help check that social media is not used as a medium to harass, intimidate or abuse TfL employees, agents and others, we will check and respond to any conduct on social media considered not acceptable. We will assess each case on the individual facts but any conduct falling short of an acceptable standard will result in your fitness to be licensed being reviewed.

Section 9: Stopping and waiting

This section gives you general guidance on stopping and waiting



This guidance does not replace the need for you to be aware of your responsibilities under [The Highway Code](#).

Stopping and waiting

Taxi drivers can stop to pick up or drop off passengers in many areas where there are rules in place to limit waiting or stopping. You need to remember that:

- You should not stop in any place where you might stop other vehicles moving or be a danger to other road users
- You should not stop where you would block the road or be a safety hazard, or on zig-zag lines (for example, by pedestrian crossings, outside schools)

You should check what signage is displayed about stopping or waiting and make sure you understand the instructions on where you can pick up or drop off passengers. You can pick up and drop off passengers:

- On single and double red lines
- On single and double yellow lines
- In places where loading is not allowed (shown by markings (lines) on the kerb)
- In most parking bays

- In most bus lanes – but avoid this if possible as it might delay or obstruct buses. If you do pick up or drop off a passenger in a bus lane, enter and leave the bus lane in the most direct and safe way
- At many London bus stops, but not at bus stops on red routes marked with wide red lines (see below)

But remember you cannot wait for passengers in those areas.

Do not drop off a passenger in the middle of the road, even if you are stopped in traffic – you must always get close to the kerb.

How long can I stop?

There is no fixed time limit. You can stop in the above locations only long enough for the passengers to get into or out of your taxi. This includes the time to help passengers who need assistance, such as wheelchair users, including the time needed to make sure the wheelchair is in the right position and safely secured. This is allowed, and all appropriate care should be taken.

What if the passenger needs help?

There is no general permission that allows you to leave your taxi to help a passenger to or from a building. However, some councils understand and accept that this is an important part of your job.

If your passenger needs help, you should spend only a short time away from your taxi, and if possible make a note of the passenger's details or booking, in case you get a Penalty Charge Notice (PCN). The council who issued the PCN will decide whether to accept your evidence and cancel the PCN. Alternatively, try to stop in a nearby side street where waiting is allowed.

What if I have to wait?

If you are not picking up or dropping off a passenger, you may get a PCN if you wait somewhere where there are restrictions. This can happen even if you have arrived early for a booking or the passenger is late.

Councils will not accept cases where a passenger asks a driver to stop and wait while they visit a shop or use a cashpoint. Councils treat this in the same way as a private motorist who does the same thing. While we understand the difficult position you may find yourself in, for instance if the passenger doesn't have enough money to pay the fare, we are unable to assist if you receive a PCN in this type of situation.

We allow taxis to stop and wait for passengers using cashpoints on red routes between 22:00 to 06:00. This does not allow waiting at cashpoints on other roads, or stopping where you might cause a hazard or an obstruction.

You should not leave your engine running while you are waiting. If your engine is running while you are parked or waiting, you are causing air pollution, which can be illegal on a public road.

What if a passenger wants me to stop somewhere I cannot?

You should be familiar with the area you work in and able to advise passengers of places where you can safely stop and wait if necessary.

You should explain politely that you cannot stop in certain places and then suggest an alternative stop.

If the passenger needs to visit a particular building for a short time and you cannot wait outside, try to find ways of giving each other confidence so that you know you will not lose your fare and the passenger knows you will return for them.



Red routes – the TfL Road Network

Red routes are the main roads in London and are marked with red lines by the kerb and, where required, with signs.

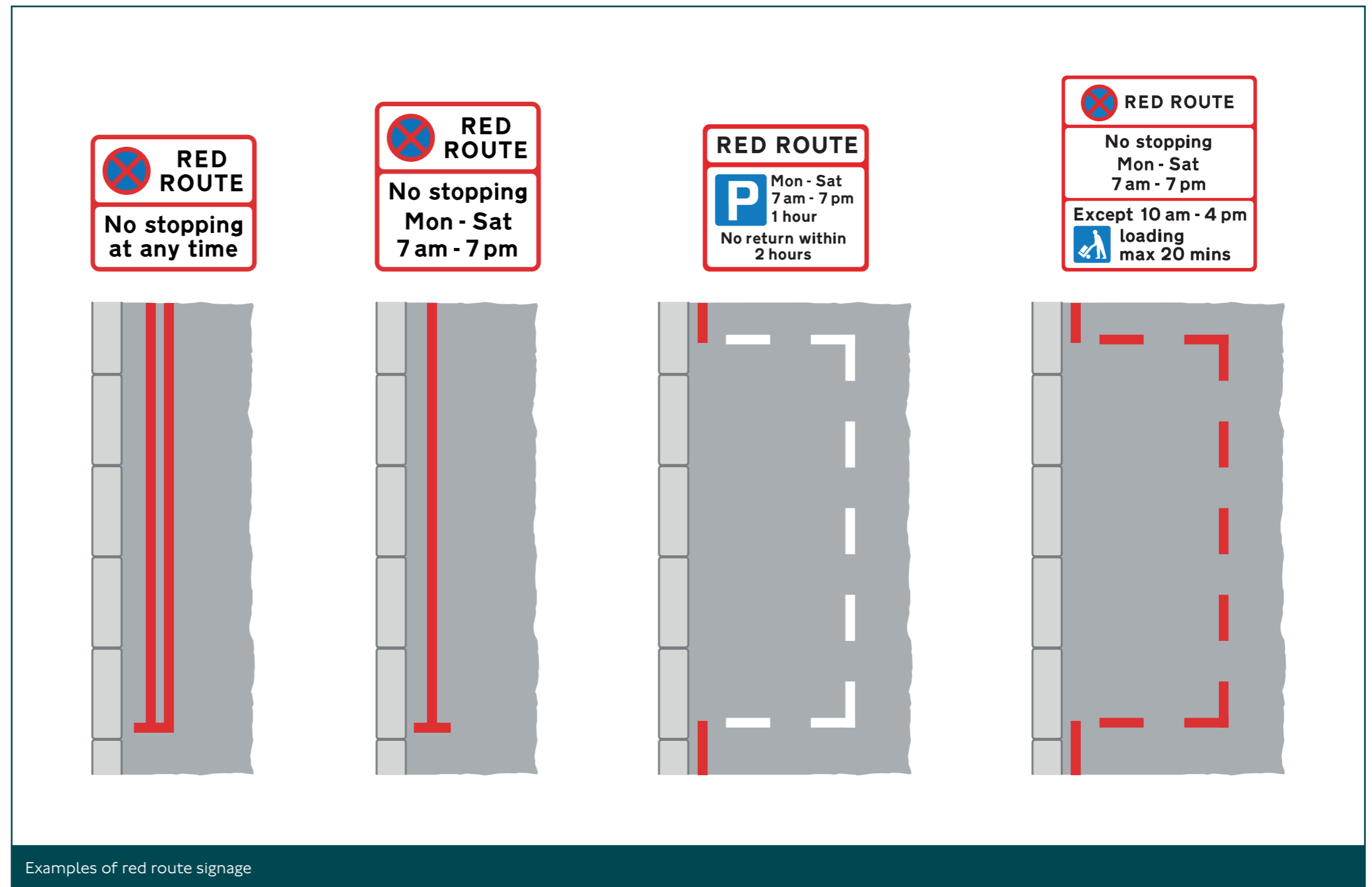
A single red line means the restrictions apply part of the time. Typically, red route restrictions operate from 07:00 to 19:00 each day. If there are double red lines, the controls apply all day.

You can pick up or drop off passengers on single or double red lines, but you must not wait for a passenger where restrictions apply, even if you have arrived early for a booking, or the passenger is late or wants to visit somewhere (such as a certain shop).

The only exception is that we allow taxis to stop on the red route to wait for passengers to use a cashpoint, but only between the hours of 22:00 and 06:00 and for no longer than five minutes.

You must never, for any reason, stop within pedestrian clearways, zig-zag lines, bus stops with wide red lines, or any place where your taxi would cause an obstruction or danger to other road users.

There are some sections of road with particularly busy bus stops or other problems where the exemptions for taxis do not apply. You cannot stop in these places. These bus stops are marked with a wide red line by the kerb, in place of the normal single or double red lines.





Some parts of red routes are marked for parking. Parking bays can be identified by a sign marked with a P, along with details of when and for how long parking is allowed, and how soon a vehicle can stop again in the same section of road.

You can pick up or drop off passengers and you can park or wait in a parking bay as long as you obey the time limits and restrictions shown on the sign.

In some locations, there are special bays marked for pick up or set down. These have a maximum time limit of two minutes and are only to be used for picking up or setting down passengers.

Some taxi ranks are marked on red routes. As with other ranks, these are for taxis plying for hire. Taxis should not be left unattended on these ranks.

Bus lanes

There are many bus lanes in London and licensed taxis can use most of them. However, there are a few exceptions and you should read the signs so that you know which ones you can use and when.

Penalty Charge Notices (PCNs)

PCNs can be given out by on-street parking attendants or enforcement officers, or sent to the registered keeper of the vehicle if the vehicle was caught on camera breaking the law. You may get a PCN even if you do not see an enforcement officer, and the PCN does not have to be attached to the windscreen of your vehicle to be valid.

You can get a PCN for parking offences or other moving traffic offences, such as driving in a bus lane, banned turns or movements (such as an illegal U-turn) or blocking a yellow box junction.

There is often a discount for early payment of a penalty charge. If you contact the council within the discount period to say that you are challenging the PCN, the time limit for this discount is increased. If you are not the registered keeper of your taxi, you should arrange for the keeper to pass on any PCNs as soon as possible so that you can pay or write to the council to challenge the charge within the time limit.

What do I do if I get a PCN which I believe is unjustified?

All traffic authorities recognise that mistakes can sometimes be made, and have arrangements in place in case a driver challenges a PCN.

TfL and some councils publish information online about how to challenge a PCN, and details will be provided on the PCN. When making a challenge, it will help if you can provide any extra evidence, such as details of the passenger, a record of the journey, or photographs of the location if you believe the signage is incorrect. If you are a member of one of the trade associations or unions, they may be able to advise you on how to challenge a PCN.

If your challenge is not accepted, you have the right to appeal to [London Tribunals](#). You will not have to pay to appeal and you can go to hear your case at the tribunal if you want to. Again, providing copies of all appropriate evidence will help your case. London Tribunals' decision is final, and both the driver and the authority have to accept it. The tribunal can decide that one side should pay the other side's costs if either side has acted unreasonably.

Congestion Charge and Ultra Low Emissions Zone

All London licensed taxis are exempt from the Congestion Charge and Ultra Low Emissions Zone (ULEZ) charges. If you receive a PCN that you think is an error, you should first follow the instruction on the PCN. You should only contact TfL after you have requested an appeal and this request has been accepted.

Section 10: Taxi ranks and shelters

This section has information on taxi ranks, rest ranks, taximeter bays and taxi shelters



Taxi ranks

Taxi ranks are fixed locations where people can hire a licensed taxi and can be a good place for taxi drivers to find work.

The rank is the only situation where a taxi may ply for hire while stationary.

Remember that not all ranks operate 24 hours a day – if a rank has restricted hours, these will be displayed on a sign at the rank.

A full list of TfL-appointed taxi ranks can be found in the [TfL taxi ranks booklet](#).

The following is a summary of the taxi rank regulations:

- When the taxis ahead of you on the rank are hired or move forward, you should also move forward and should not leave any spaces
- Taxis should be parked facing in the correct direction
- Broken-down taxis should be removed from the rank as soon as possible
- Taxi drivers must not stand together and block the road or pavement and should not disturb residents or other people in the area
- Unless there is a good reason for refusal, you must accept the hiring
- If you are the first or second taxi on a rank you must be present with your taxi, with the taxi light switched on, ready to be hired immediately
- You must not be on a rank at any time unless you are willing to be hired. Taxi ranks are not parking places for taxis

Stand for 2 taxis

Working taxi rank

Rank number: 1234

Location: High Street, London, N1

Hours of operation: 10:00 - 20:00 Monday to Friday

Taxis to rank facing: North

- Taxis on this rank must be available for hire
- Taxis must not be left unattended on this rank
- Drivers must not wait or queue outside of the designated rank
- Drivers must switch off engines while waiting on this rank
- Private hire vehicles are not permitted to stop or wait on the rank

Transport for London
London Taxi and Private Hire
Email: tphranksinterchange@tfl.gov.uk

An example of working taxi rank signage



Marshalled taxi ranks

Some taxi ranks may be marshalled – for example, during events or industrial action.

The taxi marshals organise passenger and taxi queues, deal with questions and help improve safety and security at the rank for both passengers and drivers. When using a marshalled taxi rank, you should follow the instructions of the marshal and remember that the normal taxi rank rules apply.

Taxi shelters and refreshment ranks

Taxi shelters are small, green wooden buildings that provide hot food and drinks for taxi drivers. Next to each shelter is a refreshment rank, and you are allowed to park on these ranks for a maximum of 45 minutes while you use the shelter. You must not use these ranks at any other time as this may prevent other drivers from getting a space, and the shelter-keeper will lose trade.

Rest ranks and taximeter bays

Rest ranks provide spaces where taxi drivers can park and take a break. You can stop on a rest rank for up to 60 minutes.

Taximeter bays are installed in the City of Westminster and provide spaces for taxi drivers to stop and take a break.

You should use these facilities to take a break or use the public toilets. When using the taximeter bays, you must comply with any restrictions regarding the times the bays are in operation.

Please be aware that staff from private premises (e.g. hotels, restaurants, coffee shops) have the right to refuse taxi drivers access to the toilets and facilities. You should always ask for permission before using these.

A list of refreshment ranks, rest ranks and taximeter bays is available in the [TfL taxi ranks booklet](#).

Section II: Licensing requirements and responsibilities

This section provides information on renewing your licence and updating us on any changes to your personal circumstances



Renewing your taxi driver's licence

Your taxi driver's licence is valid for three years. Approximately 16 weeks before your licence expires, we will send you a renewal application pack. This will contain all the forms and information you need to get a licence for a further three years. Your customer account will also show the date your renewal is due.

You must complete and send your renewal application in good time so that it can be processed before your existing licence expires. We recommend that you submit your renewal application at least six weeks before your licence is due to expire.

Compared to renewing your licence by post, renewing online is:

- Quicker – the form takes less time to fill in and there are no postal delays
- Easier – on-screen help takes you through the process step by step
- Convenient – you can track the progress of your application
- Safe and secure – only you can access your account

Make sure you have all the information you need before you start your application. When you submit (send) the application, you will receive immediate confirmation that it has been received.

Remember that it is your responsibility to submit your renewal application. If you do not receive the renewal pack within 28 days of the expiry date of your licence, contact us as a matter of urgency.

If you do not submit a renewal application before your existing licence expires, you will not legally be able to work, and your insurance is unlikely to be valid.

If you do not renew your licence, you can apply for a new licence at a later date, but you will be treated as a new applicant. If you have not driven a taxi for a long time (usually two years, apart from in the case of illness or other unavoidable cause) you will be required to take a new Knowledge of London test.

Arrest and release, charges, cautions and convictions

You must inform us of any arrest and release, charge, caution or conviction within 48 hours. This includes fixed penalty notices for road traffic offences that result in penalty points on your driving licence or being disqualified from driving.

You can inform us by using our [online self-reporting form](#) or by emailing us at drivers@tph.tfl.gov.uk.

Please include details of the offence, the date it occurred, the court or police station that you attended and any other details that you may wish to add.

If you do not inform us of any arrest and release, charge, caution or conviction within 48 hours, we may review your fitness to be licensed as a taxi driver.



Online customer accounts

Online customer accounts are available for licensed taxi drivers and taxi owners at tph.tfl.gov.uk. You can check your personal details and renew your licence through your online account. Always ensure your details are correct and up to date. If you have any issues with your account, email support@tph.tfl.gov.uk.



Other changes in personal circumstances (situation)

You must tell us immediately if your personal circumstances change, including:

- If you have been disqualified from driving. Please note that you will also have to return your London taxi driver's licence and badge to us
- If you are the subject of a mental health order or sexual offences order
- If you are on the Adults or Children's Barred Lists
- If you have a private hire or taxi driver's licence with another licensing authority and that authority has suspended or revoked your licence, or refused any new application you have made

Fixed penalties, parking offences, and PCNs

You do not need to tell us about any other PCNs or parking tickets that do not result in penalty points on your driving licence. However, if we become aware that you are getting frequent PCNs and/or parking tickets, we may take licensing action against you. This is because we expect all licensed taxi drivers to behave responsibly.

DBS Update Service

All taxi drivers must register with, and continue to have a subscription to, the [Disclosure and Barring Service \(DBS\) Update Service](#).

When you renew your taxi driver's licence, you must confirm that you are subscribed to the DBS Update Service.

We will carry out checks with the DBS every six months to see if your DBS record has changed. If this shows any changes, you will need a new enhanced DBS check.

If you do not remain subscribed to the DBS Update Service, you will have to apply and pay for a new enhanced DBS check and register with the DBS Update Service again. This may delay your licence being renewed and could result in your taxi driver's licence being suspended or revoked.

In rare circumstances, the DBS is unable to automatically issue a DBS certificate and will instead issue a DBS certificate manually. If you are issued with a manual DBS certificate, you will not be able to register with the DBS Update Service. This means you will need to have a new enhanced DBS check every six months.

Overseas criminal record checks

If you have lived or been outside the UK for three or more continuous months in the last 10 years, you will need to provide a Certificate of Good Conduct (CoGC) when you renew your taxi driver's licence.

This includes for periods of long holiday but does not include periods outside of the UK before you were 18 years old.

A CoGC will be required from every country you have been in.

If you are unable to provide a CoGC, you must explain why and we may require you to provide references from individuals or organisations who can confirm your behaviour for your time in the country. The referee must not be a family member.

Information about the changes to the requirements for notifying us about police involvement, the DBS update Service and CoGCs is available in [TPH Notice 05/24](#).

Right to live and work in the United Kingdom

If there are restrictions on your right to live and work in the UK, we will add an appropriate condition to your licence. If you are in this situation, you should make sure you comply with this condition and that you have a continuing right to work.

If you are in the UK on a student visa, you will only be allowed to work for a limited number of hours each week and you will not be allowed to be self-employed.

Medical conditions

Licensed taxi drivers are required to have a medical examination at the ages of 50, 56, 62, 65 and then annually. You will be reminded when a medical examination is due and sent a medical form. You must ensure that the correct medical form is sent to us – if you fail to do this, you risk losing your licence.

Tell us immediately if there is any change in your health, or you develop a new medical condition or start taking any medication that may affect your ability to drive. For example:

- Heart conditions
- Diabetes
- Epilepsy
- Psychiatric illness
- Eyesight
- High blood pressure
- Neurological conditions, including strokes



- Prescription of medication that may affect your ability to drive
- Any condition which needs to be reported to the DVLA

The above list does not include all the health conditions that drivers need to inform us of.

You will then be told what to do next. A medical condition will not necessarily stop you being a licensed taxi driver.

You should inform us by completing form TPH/210. You can find this form through your online customer account or request it by emailing drivers@tph.tfl.gov.uk.

For details of medical standards required for Group 2 driving licence holders, you should check the [DVLA's guidance on assessing fitness to drive](#).

Lost badge, licence or identifiers

If your taxi driver's badge, licence or identifiers are lost or stolen, or damaged so badly that they are no longer usable, you must report it to us immediately. Without one of these items you may not legally ply for hire. If they are lost in the street or have been stolen, you should also report it to the police.

We will issue you with appropriate replacements, but if the item is later found, you must give it to us. Do not forget that your badge and licence remain the property of TfL at all times.

Report the loss of your badge, licence or identifiers using form MHC/213. This is available through your online customer account or you can ask us for a copy of the form. We will send replacements by Recorded Delivery.

Replacement identifiers will be issued automatically if you are issued with a replacement badge.

Change of address

If you change your home address, you must inform us within seven days.

A change of address form is available through your online customer account or by emailing drivers@tph.tfl.gov.uk. Complete the form and send it to us with your original and copy taxi driver licences. If you do not have access to your customer account, send your licences in with a covering letter.

Both copies of your licence will be reissued and sent to you as quickly as possible.

If you move home just before your licence renewal date, your renewal pack may be sent to your old address.

If you own your taxi, you must complete the back of the taxi vehicle licence and return it to us so we can issue a replacement licence.

You are legally required to inform the DVLA of any change of address and have a new driving licence issued with your new address. Details of how to do this are on the back of your driving licence.

Suspending or revoking a taxi driver's licence

If your licence is revoked, you must return your taxi driver's licence, badge and identifiers to us within seven days. Do not forget that your badge, licence and identifiers remain the property of TfL at all times. If you do not return these, or if your taxi driver's licence has been suspended or revoked with immediate effect, we may send an authorised officer to take these from you.

If your taxi driver's licence is suspended or revoked, and you are the owner of a licensed taxi, we may revoke the vehicle licence as well. We will consider doing this if there is any risk to public safety. For example, if there is evidence the vehicle could be used as a taxi by somebody who does not have a taxi driver's licence, or if a driver has been charged with, or convicted of, a serious violent or sexual offence.



Changes to licensing requirements

You should make sure you read all the regular updates and notices issued by TfL. This is so you are aware of any changes to the licensing requirements and other important information.

Section 12: Renting and owning a taxi

This section provides information on taxi vehicle licensing and taximeters



Renting a taxi

It is important that you meet the terms of your hire contract with the owner of your taxi. If you fail to make rental payments, the owner may use the civil courts in order to get the money you owe them.

If you fail to return the taxi to the owner for maintenance, this could affect passenger safety, and we may review your fitness to be licensed.

Owning a taxi

Buying your own taxi is a big investment and responsibility. We advise newly licensed taxi drivers to wait at least six months before buying a taxi and to rent a taxi instead. After this period, you will know how many hours a week you need to work to cover your costs and also make a reasonable income.

Licensing your taxi

When your taxi has been licensed, you will be issued with a paper licence and plates for fixing to the vehicle. This section summarises some of your responsibilities and gives practical advice. For more information, visit our [applying for a taxi vehicle licence](#) web page.

Taxi vehicle licences last for one year and your vehicle must undergo a licensing inspection every year. These inspections are carried out by a company called Marston at five inspection centres around London.

Special inspections

Your taxi may be required to have a special inspection. This could be because you or TfL ask for one. The reasons include:

- Traffic collisions
- Compliance (on-street stop note)
- Passenger complaints
- Replacement licence and/or plate because of collision damage, change of vehicle registration number or Epsom and Ewell dual licence

Lost or stolen plates

If you require an inspection for one of these reasons, call Marston on 0343 222 5555 and specify the type of inspection required.

Collision damage

You must inform us of any collision damage that materially affects the safety, comfort or appearance of your taxi. The vehicle may need to be re-examined before it can continue to be used as a taxi. If you require further advice, contact us.

Expired licence and plates

If you are the licensee, you must return your licence and plates to us or to a Marston inspection centre no later than three days after the expiry date. The taxi licence plates remain the property of TfL at all times.

Replacement licence plates

If the taxi licence plates are damaged, call Marston on 0343 222 5555 for an appointment as soon as possible so replacement licence plates can be fitted.

Lost/stolen licence or plate

If the taxi licence or plates are stolen, you must immediately:

- Report the incident to the police
- Obtain a crime reference number
- Report the incident to TfL so we can offer further advice

Change of ownership

If you buy or sell a currently licensed taxi, you must complete the reverse side of the taxi licence within 14 days from the date of transfer of ownership.

If you are the new owner and you want the licence to be transferred to your name, you must also complete sections A, B and C of the licence before it is returned to us. We will then issue a replacement licence in your name.

Taximeters

You must ensure that the taximeter and other devices (including the printer) are not removed from your taxi without our permission. The taximeter and devices must remain sealed (closed and protected) during the life of the taxi licence. If a fault occurs that causes a seal to be broken or removed, a new seal must be replaced by a TfL-approved installer within 24 hours of the fault occurring, or as soon as possible.



Allowing another driver to use your taxi

Your taxi can only be used as a taxi by a licensed London taxi driver. If you allow another taxi driver to ply for hire in your taxi, you must keep their original taxi driver's licence. You must be able to show that licence for inspection when asked by an authorised officer.

Change to the vehicle registration number

If you change the vehicle registration number of your taxi, your taxi must be inspected as soon as you have been given the new number. Call Marston on 0343 222 5555 to make an appointment at an inspection centre. You will need to take the following documents with you:

- The completed declaration on the reverse (back) of the existing licence
- Appropriate evidence from the DVLA that confirms the transfer has been made
- An insurance certificate that shows the new registration number
- The registration plate with the new number fixed to the taxi

- A taximeter installation certificate updated to show the new number
- Wheelchair ramps stamped with the new registration number (if your taxi's wheelchair ramp has the registration number stamped on it)

You will then be issued with a replacement licence and plates.

Advertisements

You do not normally need approval from TfL for advertisements displayed in or on a taxi unless they involve an electronic system or if they feature a language other than English.

Renewing your taxi vehicle licence

Marston will send you a reminder to renew your taxi vehicle licence approximately 10 weeks before your existing licence expires. This will be by letter or through your online customer account.

If your taxi is registered with us, you can [book your annual inspection online](#). You will need your registration and credit card details – your appointment will only be confirmed after payment has been made. You can also confirm, cancel or rearrange licensing and re-test inspections through your online account.

If your taxi has not previously been registered with us, call 0343 222 5555 to book your appointment.

If your taxi is inspected within 30 days of the expiry of the current licence and it passes the inspection first time, the replacement licence will start from the date of expiry of the old licence.

Please be aware that if you fail to attend an inspection appointment, the taxi will not be exempt from the Congestion Charge or ULEZ charge when the licence expires and you will then become responsible for the daily charge.

Revoking a taxi vehicle licence

If your taxi driver's licence is suspended or revoked, and you own your taxi, we may revoke the vehicle licence as well if there is any risk to public safety. For example, if there is evidence the vehicle could be used as a taxi by somebody without a taxi driver's licence, or if a driver has been charged with or convicted of a serious violent or sexual offence.

Section 13: Useful contacts and glossary



Useful contacts

Licensing and Regulation – Taxi and Private Hire

Email: licensingupport@tph.tfl.gov.uk

Website: tfl.gov.uk/tph

Online taxi driver accounts: tph.tfl.gov.uk

Marston Ltd for vehicle inspections

Call centre: 0343 222 5555

Online bookings: tph.tfl.gov.uk

Inspection centres:

Enfield

Unit 2, Watermill Business Centre
Edison Road
Enfield
EN3 7XF

Heston

Unit 20A, Air Links Industrial Estate
Spitfire Way
Hounslow
TW5 9NR

Rainham

Unit 10, Segro Park
Consul Avenue
Rainham
RM13 8HY

Sidcup

Units 13 and 14, Klinger Industrial Park
Edgington Way
Sidcup
DA14 5AF

Staples Corner

Unit 2, Aquarius Business Park
Priestley Way
London
NW2 7AN

TfL Lost Property Office

Stephenson Street
London
E16 4SA

tfl.gov.uk/lostproperty

TfL Congestion Charge Unit

0343 222 3333

Representations against PCNs cannot
be made by phone

tfl.gov.uk/congestioncharge

Disclosure and Barring Service

DBS Customer services
PO Box 3961
Royal Wootton Bassett
SN4 4HF

03000 200 190

customerservice@dba.gov.uk

gov.uk/dba

DVLA

Drivers Customer Services Correspondence
Team
DVLA
Swansea
SA6 7JL

0300 790 6801

gov.uk/contact-the-dvla

Police

Emergencies only: 999

Non emergencies: 101

Metropolitan Police Service: met.police.uk

City of London Police:
cityoflondon.police.uk

British Transport Police: btp.police.uk

Crimestoppers: 0800 555 111 and
crimestoppers-uk.org

Anti-terrorist hotline: 0800 789 321

Other

Department for Transport: dft.gov.uk

HM Revenue and Customs: hmrc.gov.uk

Glossary

Abuse	(n and v) – treating someone in a cruel or violent way.
Accredited organisation	(n) – an organisation which is officially recognised for its high standards.
Allergic	(adj) – to describe someone who has a bad physical reaction to something. For example, I am allergic to nuts and seafood.
Amend	(v)/amendment (n) – to makes changes to documents or rules/laws.
Anonymous	(adj)/anonymously (adv) – not giving your name or any personal details. An anonymous letter does not include the sender's name.
Appeal (v)	(v) – to apply to a court to change a previous decision. For example, if you challenge a PCN and your challenge is not accepted, you can appeal to a court called a tribunal.
Approved child car seat	(n) – a chair or seat specially designed for children (depending on their age and height) that, together with a seat belt, keeps them safe while travelling in a vehicle.
Assault	(n and v) – a serious physical attack.

Key

adj – adjective

n – noun

V – verb

Assessment	(n) – a test of knowledge, understanding or skills.
Assist	(v)/assistance (n) – to help or be useful.
Asthma	(n) – a medical condition causing breathing difficulties.
Assume	(v)/assumption (n) – to believe something without knowing if it is true.
Authorised officer	(n) – someone who works for TfL and makes sure taxi drivers comply with the law and with TfL regulations.
Aware	(adj)/awareness (n) – if you are aware of something, you know about it or you know that it is there. For example, taxi drivers need to be aware of other road users.
Badge	(n) – something with information on it (e.g. name, address, photograph) you wear to show who you are and what your job is.
Barred list	(n) – a list of people who are not allowed to work with children or some adults. This list is kept so that children and vulnerable adults can be protected from people who are not suitable to work with them.
Bilking	(n) – when a passenger leaves a taxi without paying the fare.
Boot	(n) – the space at the back of a car for carrying things.

i

Brothel	(n) – a place where people go to buy sex.
Bulge	(n) – a bulge in a tyre is a change in the shape of a tyre, usually in its sidewall.
Byelaw	(n) – a regulation made by a local authority.
Cash float	(n) – a small number of coins and notes for giving change to customers who pay in cash.
Cashpoint	(n) – a bank/cash machine.
Caution	(n) – a formal warning given by the police to people who admit to an offence.
Challenge	(v) – to refuse to accept that something is right, fair or legal e.g. If you think a PCN is unjustified, you have a right to challenge it and ask for the decision to be reviewed.
Charge	(v) – the action taken by the police when they think someone has committed a criminal offence. For example, the police charged the driver with dangerous driving.
Civil partnership	(n) – a legal joining of two people with rights that are similar to a marriage.
Collision	(n)/collide (v) – when a vehicle hits another vehicle or an object.
Compartment	(n) – a space or area. A taxi has a compartment where the driver sits, and a separate compartment for passengers.

Compel	(v)/compellable (adj) – if you are compelled to do something, you must do it because it's a rule or the law.
Comply with	(v)/compliance (n) – to do what an instruction, rule or law tells you to do.
Condition	(n) – 1) a medical/health condition is an illness or health problem. 2) The condition of something is how good it is, for example the weather conditions, the condition of your taxi. 3) A condition is something that must happen or be agreed so that something else can happen. For example, TfL may add a condition to your driving licence if you do not have full rights to work in the UK.
Confidential	(adj) – information that should be kept secret or private.
Congestion	(n)/congested (adj) – a large amount of traffic that makes it difficult for vehicles to move on the roads.
Convict	(v) – to decide that someone is guilty of a crime.
Conviction	(n) – the decision of a judge or court that someone is guilty of a crime. For example, the driver has a conviction for speeding.
Corrosion	(n) – the natural process where metal changes as it reacts with oxygen and water in the environment. The main type of corrosion for vehicles is rust.
Council	(n) – a government organisation, usually in a local area.

i

Cradle	(n) – something used to hold a mobile phone or GPS device in place in your vehicle so that you can use it hands free.
Crime reference number	(n) – a number given to you by the police when you report a crime.
Designated wheelchair accessible vehicle	(n) – a vehicle that passengers who use a wheelchair can get into while staying in their wheelchair.
Device	(n) – a machine or tool used for a particular purpose e.g. a payment device or a safety device.
Disclosure and Barring Service (DBS)	(n) – a public organisation that checks people’s backgrounds, for example, to look for past criminal convictions. The DBS has lists of people who are banned from working with children or some adults.
Discriminate	(v)/discrimination (n) – to treat someone unfairly because of a disability or their sex, race, religion, etc.
Disqualified	(adj) – to be prevented from doing something. For example, he got more than 12 points on his licence and is now disqualified from driving.
Drop off	(v) – to take someone or something to a place. For example, the taxi driver reached the destination and dropped off the passenger.
Duty	(n) – responsibility.
Driver and Vehicle Licensing Agency (DVLA)	The DVLA is part of the government’s Department for Transport. It keeps records of drivers and vehicles, issues driving licences and collects vehicle taxes.

Emissions	(n) – gas and other chemicals sent out into the air when an engine is running. Emission Standards are standards that vehicles meet.
Enforcement	(n)/enforce (v) – the process of making sure rules are followed. Enforcement Officers work for local councils.
Enhanced	(adj) – at an increased or higher level e.g. a higher level of DBS check that shows more information about a person.
Ensure	(v) – to make sure.
Equality Act	(n) – the government law which states that people must be treated in a fair way.
Etiquette	(n) – the polite and proper way for you to behave towards other taxi drivers.
European Economic Area (EEA)	(n) – this includes all countries in the European Union, as well as Iceland, Liechtenstein and Norway.
Evacuate	(v) – to move yourself and/or others to a safe place.
Evidence	Evidence (n) – facts or signs which show that something is true or that it exists.
Excessive	(adj) – too much, so that it becomes a problem. For example, excessive speed.
Exemption	(n)/exempt (adj)/exemption notice (n) – to get special permission to not have to do something. For example, the driver got an exemption from having to carry wheelchairs in the taxi.

i

Expire	(v)/expiry (n)/expiry date (n) – when something expires, it is not valid any more. An expiry date on your licence is the date your current licence ends and a new one is needed.
Exploit	(v)/exploitation (n) – to use someone or something in an unfair way.
Fare	(n) – the amount of money a passenger pays for a taxi journey. A fare is also an informal expression for a passenger.
Fatigue	(n) – feeling very tired.
Feature	(n) – an important part of something. For example, features of a vehicle.
Feeder park	(n) – a holding area (queue) for taxi drivers who are waiting to use the taxi rank.
First aid	(n) – to help a sick or injured person until full medical treatment is available.
Fitness to be licensed	(n) – whether you meet the standards to be a licensed London taxi driver.
Fixed Penalty Notice (FPN)	(n) – a punishment for a driving offence, which usually involves paying a fine and getting ‘penalty points’ on your driving licence. It is given by the police to the driver at the time of the offence, or it may be sent to the driver by post.
Fluid	(n) – a liquid such as oil or water.

Fuse	(n) – a part of an electrical system that protects against electric shock.
Gender reassignment	(n) – the process of changing sex, from male to female, or female to male, often by using medical procedures such as surgical operations.
Grievance	(n) – a formal complaint, or something that people find annoying or upsetting.
Guidance	(n) – advice or helpful information.
Hail a taxi	(n) – to put your hand out or signal to a taxi driver to stop and pick you up.
Hatch	(n) – the small opening between the driver’s compartment and the passenger compartment for passengers to give the driver cash.
Hate crime	(n) – when someone commits a crime against another person based on disability, sex, sexual identity, sexual orientation, race or religion.
Hazard	(n) – a possible danger.
Highway Code	(n) – a set of rules, regulations, advice and guidelines for all road users in the United Kingdom.
Horn	(n) – the part of a vehicle used to make a loud sound to warn others.
Identifiers	(n) – green or yellow signs in the front and rear windows of taxis that show the taxi driver’s badge number and the area they are licensed for.

i

Incident	(n) – an event or situation that is often unusual or unpleasant, or a crime.
Indicator	(n)/indicate (v) – one of the lights on a vehicle that shows if the driver is turning left or right.
Information Commissioner's CCTV Code of Practice	This describes the legal requirements for using surveillance cameras (CCTV) to protect the user and the people the cameras are watching.
Inspect	(v)/inspection (n) – to test or check something is working properly or that people are following the rules.
Insurance policy	(n) – an arrangement with an insurance company where you pay a fixed amount of money (an insurance premium) and the company agrees to pay you back if something gets lost, stolen or damaged (e.g. in a collision).
Issue	(v) – to give or say something in an official way. For example, to issue a licence, or to issue a receipt to a passenger.
Junction	(n) – a place where two or more roads meet.
Justifiable	(adj) – a justifiable reason is a reason that would be accepted by authorised officers, by the police, in a court of law, etc.
Kerb	(n) – the stone edge of the pavement.
Lane	(n) – one of the parts of a road vehicles travel along e.g. the inside lane, middle lane, outside lane.

Leak	(n and v) – when a liquid like oil or water escapes through a hole in something.
Legal tender	(n) – a legal expression, which means currency that can legally be offered in payment for something.
Licence	(n) – an official document that gives you permission to own, do or use something, usually after you pay money and/or take a test. For example, a driving licence.
Licensed	(adj) – approved to do something by an official organisation. For example, approved by TfL to drive a taxi.
Licensee	(n) – the person who received the licence.
Licensing	(n) – the process of giving licences.
Licensing authority	(n) – a local government organisation that is responsible for licensing.
Loading	(n)/load (v) – the action of putting things into a vehicle.
Lone worker device	(n) – a device that allows for communication with employers or, in more serious situations, with the emergency services.
Lost property	(n) – things that passengers leave by accident in the taxi.
Maintenance	(n) – repairing and keeping a vehicle in good condition.
Manoeuvre	(n and v) – a movement or action that needs skill and/or care to do it. A 'three-point turn' or 'reverse parking' are examples of driving manoeuvres.

i

Marshal	(n) – a person who manages a taxi queue at a rank.
Materially	(adv) – greatly or in a significant way.
Mental Health Order	(n) – the arrangements for treating a person with serious mental health problems.
Meter	(n) – see taximeter.
Mobility assistance	(n) – helping a person with a disability to move around independently.
MOT Certificate	(n) – a certificate which shows a vehicle meets the minimum road safety and environmental standards.
Nearside	(adj) – the left side of the taxi when sitting in the driver’s seat, closest to the kerb.
Non-visible	(adj) – things we cannot see.
Obey	(v) – to do what a person, a rule or the law tells you to do.
Obstruction	(n)/obstruct (v) – a thing that stops traffic or slows it down, or something that stops you from doing something. For example, a dirty windscreen obstructs your ability to see the road clearly.
Offence	(n)/to commit an offence (v) – something that breaks the law or is against the rules.
Offender	(n) – a person who commits an offence.

On-street stop/stop note	(n) – when a taxi is checked and something is wrong with it. The vehicle cannot be used as a taxi until the problem is fixed.
Operator	(n) – a company that private hire bookings can be made with and gives private hire jobs to taxi drivers or private hire drivers.
Overtake	(v) – to go past a vehicle driving in the same direction as you.
Outage	(n) – a period when a power supply or other service is not available.
Parking bay	(n) – a space big enough for one vehicle in a car park or on the side of the road.
Pedal	(n) – the part of a vehicle you touch with your foot to slow it down (the brake pedal), to go faster (the accelerator pedal) and to change gear (the clutch).
Pedestrian	(n) – a person who is walking along a street.
Pedestrian clearway	(n) – a section of a road where you are not allowed to stop or must not block because pedestrians use the area.
Penalty	(n) – a punishment for an offence. For example, penalty points are added to your driving licence for speeding.
Penalty Charge Notice (PCN)	Is a type of fine for breaking road rules, such as parking, loading, bus lanes and yellow box junction rules.
Personal circumstances	(n) – your personal situation.

i

Phobia	(n) – an acute phobia is a very strong fear of something.
PHV	(n) – Private hire vehicle, a vehicle which is booked with a private hire operator by a passenger.
Plate	(n) – a flat piece of metal with words and/or numbers on it.
Ply for hire	(v) – looking for passengers or being available to passengers.
Pull away	(v) – to drive away, for example, when leaving a parking bay or when traffic lights change to green.
Practicable	(adj) – something that can be done successfully.
Proprietor	(n)/prop (n) – someone who owns a fleet of taxis and rents them to taxi drivers.
Prosecute	(v) – to start legal action against someone for a crime or other offence. For example, the driver was prosecuted for dangerous driving and had to go to court.
Ramp	(n) – a piece of equipment joining two different levels. For example, from the pavement to the taxi so that a wheelchair user can get into a taxi.
Rank	(n) – a specific area where taxis wait for passengers.
Rear	(n and adj) – the back (of a vehicle).
Reasonable	(adj)/reasonably (adv) – something that is fair, sensible and possible.

Reflector	(n) – the part of a vehicle that acts like a mirror in sending light back (such as the red reflectors on the back of a vehicle) for extra safety.
Refusal	(n) – when you refuse to take a passenger in your taxi.
Registered keeper	(n) – the person named on the DVLA's records as the owner of a vehicle.
Regulation	(n)/regulatory (adj) – a rule or official instruction, or the control of an activity. For example, TfL regulates the taxi industry.
Release	(n and v) – when someone is allowed to be free after they have been in a police station or prison.
Renew	(v)/renewal (n) – applying for something new, such as to renew a licence when it reaches its expiry date.
Replacement licence	(n) – a new licence, when information on the licence needs to change or when the old licence has been lost.
Restriction	(n)/restrict (v)/restricted (adj) – a law or rule that controls or limits what you can do. For example, parking restrictions stop you from parking in certain places.
Revoke	(v) – to cancel something or take it away. For example, the driver's licence was revoked after a conviction for dangerous driving.
Run	(v) – when equipment or an engine is switched on and working, it is running. For example, the engine is still running – turn it off to reduce emissions.

i

Rusting	(n) – when metal changes colour because of the action of oxygen and water. Holes then begin to appear in the metal.
Safeguarding	(n) – ways of protecting children and adults who could easily be hurt (physically or emotionally).
Safety, equality and regulatory understanding (SERU) assessment	(n) – a test of your knowledge of the information in this handbook. This test is required by TfL.
Scheme	(n) – an official plan or programme. For example, a shared-taxi scheme.
Seal	(n and v) – to close and protect something. The taximeter is protected by a seal.
Self-employed	(adj) – to work for yourself and be responsible for your own tax payments.
Set down	(v) – to drop off passengers.
Sexual Offences Order	(n) – the arrangements by which a person must live if they have committed a sexual offence. This is to ensure they are not a risk to the public or individuals.
Sexual orientation	(n) – a person’s sexual identity, who they are attracted to emotionally or sexually. They may feel they are heterosexual, gay, bisexual, etc.
Signage	(v) – collection of signs, notices and stickers given by TfL to taxi drivers to display in their vehicles.

Speeding	(n)/speed (v) – driving faster than the speed limit.
Stamp	(v) – to make an official mark on something. For example, the vehicle registration number is stamped on your taxi’s wheelchair ramp.
Standard	(n) – a level of quality that is acceptable. For example, taxi drivers must have a certain standard of medical health and fitness to get a licence.
Standards	(n) – rules.
Stationary	(adj) – stopped, not moving.
Steering wheel	(n) – the wheel you turn to control the direction of a vehicle.
Subscribe	(n)/subscription (v) – to pay to use a service.
Suburban sectors	(n) – different areas of outer London.
Suspend	(v) – to stop for a short time. For example, a taxi driver’s licence may be suspended if there are many complaints against them. During this time, the driver cannot work.
Suspicious	(adj) – something that appears to involve a crime. For example, suspicious behaviour or a suspicious package.
Taxi	(n) – a London black cab.
Taximeter	(n) – the equipment in a taxi that calculates the passenger fares.

i

Tax return	(n) – a form for taxpayers to list their income so that HMRC (the tax office) can produce their tax bill.
Terminal	(n) – an airport building where passengers arrive or depart.
Think fit	(v) – when you think that something is appropriate. For example, you can start the taximeter at such later time as you think fit.
Touting	(n)/tout (v) – to approach people directly to try to sell them something. For example, touting for fares is illegal for taxi and private hire drivers.
Trafficking	(n)/traffic (v) – dealing or trading in something illegal. For example, human trafficking involves taking away people’s freedom or making them do things they don’t want to do.
Tread	(n) – the part of a tyre that has contact with the ground and helps the vehicle ‘stick’ to the road. The tread contains a pattern of blocks with grooves (deep gaps), and as these are worn down, the tyre becomes less effective and may become dangerous.
Tyre wear bar indicators	(n) – small pieces of rubber in the grooves (gaps) of the tyre that help you to see if the tyre has worn down too far. The minimum legal depth on a tyre is 1.6mm across the tyre tread (see Tread).
Unconscious	(adj) – to be in a condition like sleep, often the result of an injury to the head, drinking alcohol or taking drugs.

Unjustified	(adj) – something that you don’t deserve. For example a conviction that is wrong or not your fault.
Vehicle registration number	(n) – the numbers and letters on a vehicle’s number plate.
Verbal abuse	(n) – Shouting, insulting, threatening someone.
Vision	(n) – the ability to see.
Vulnerable	(adj) – to be at greater risk of physical or emotional harm. For example, children are vulnerable to harm from criminals.
Windscreen	(n) – the front window of a vehicle.
Wipers	(n) – the parts of a vehicle that clear the windscreen or the rear window when it’s raining.
Witness	(n and v) – to see an event, often a crime, as it happens (and therefore be able to give information to the police).
Working order	(n) – when equipment functions/operates correctly, it is in good or full working order
Zig-zag lines	(n) – a pattern of painted markings on the road surface on both sides of a pedestrian crossing which show that no parking, waiting or overtaking is allowed.

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