

LICENSING AND REGULATION

Pedicab driver handbook



You will not be tested on this



Please note that this handbook is for London pedicab drivers only. Taxi (black cab) and private hire drivers should read the taxi and private hire driver handbooks which are available on our website at tfl.gov.uk/tph.

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 website at tfl.gov.uk/pedicabs 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

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Introduction

TfL is responsible for the licensing and regulation of London's pedicab industry



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

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

Improving safety and security across London's transport network is a key priority in the [Mayor's Transport Strategy](#). The Mayor's 'Vision Zero' ambition is to eliminate all deaths and serious injuries from London's streets by 2041 and ensure the transport system is safe and secure for all passengers. The guidance in this document supports the aims and objectives of the Mayor's Transport Strategy and Vision Zero.

This handbook is not a complete statement of the laws or policies that London pedicab 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. We encourage applicants and licensees to read these laws and policies and to take independent legal advice where appropriate.

We also publish [news and updates](#) that give up-to-date information about issues that may affect you.

Although we may inform drivers of points of particular importance, we are not experts in the Highway Code, 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

It is important that pedicab drivers are aware of the rules and requirements that apply to them with regard to safety, protecting children and adults at risk and providing the best possible service to all passengers.

All applicants for a pedicab driver's licence must pass a safety, equality and regulatory understanding (SERU) assessment. The SERU assessment is based on information in this handbook. You must pass the assessment before applying for a pedicab driver's licence.

Pedicab drivers should have good English language skills. It is important that pedicab drivers are able to:

- Understand information about being a pedicab driver and the licensing requirements
- Understand passengers and communicate with them, and understand how they communicate with others
- Identify and do something when they see signs of exploitation

Passing the SERU assessment also confirms that you meet the required English language reading and writing standard.

Section 1: Doing your job

This section sets out the basic information you need to know to be a London pedicab driver



Some of this section covers things you must do, such as wearing your TfL pedicab driver identification (ID) 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 wear your pedicab driver ID and have your paper pedicab driver's licence with you. You must also have the TfL passenger information sign with you and show this to passengers before the start of every journey.

You should also have the following items with you when working:

- An appropriate cash float
- Pen and notebook
- Brush for cleaning your pedicab
- Antibacterial spray and wipes for cleaning seats and the passenger area
- Receipt books/pads and printer receipt rolls, so you can give passengers receipts
- Mobile phone cradle or a hands-free device for your mobile phone – this is essential as using a handheld mobile phone or electronic device when driving a pedicab is dangerous and increases your risk of being distracted and having a collision
- Lock for your pedicab so it is secure when you are not with it



Pedicab driver ID and licence

You must wear your pedicab driver ID and have your pedicab driver's licence with you whenever you are working as a pedicab driver. This includes when you are available for hire, waiting to receive a booking, travelling to pick up a passenger or have a passenger on board.

You cannot work as a pedicab driver if you do not have your pedicab driver ID or pedicab driver's licence with you.

You should wear your pedicab driver ID on your left arm so it is clearly visible to passengers from the pavement/nearside.

When you rent a pedicab or start working for a pedicab operator, you should show the vehicle owner or operator your pedicab driver's licence so they can check that you are licensed and take a copy of your licence.

You may need to show your ID 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.

TfL's authorised enforcement officers or police officers may also ask to see your pedicab driver's ID or pedicab driver's licence. You must show them these when asked to do so.

If you attend court in your role as a licensed pedicab driver, you should take your pedicab driver ID and driver's licence with you to prove, if necessary, that you are currently licensed.

Your pedicab

Before you start work, you must carry out a safety check of your pedicab to ensure it is safe, roadworthy and complies with all licensing requirements. Using a pedicab that is unsafe or unfit for use may result in enforcement action.

Always keep your pedicab clean and do not leave any items in the passenger area.

Make sure you have the correct TfL signage and this is in good condition.



Your appearance

You should look clean and smart when working, and dress in a way that shows you are a professional self-employed businessperson in a service industry.

Finance

If you are self-employed, you will need to make a tax return at the end of every financial year, and you may require the assistance of an accountant.

You should keep all the receipts for expenses that relate to your work.



Working as a pedicab driver

As a London pedicab driver, you can:

- Be hired by passengers in the street
- Be booked directly by passengers
- Work for a pedicab operator and receive bookings from them

When a passenger wants to hire you to take them somewhere, you are not obliged to accept the fare. However, unless there is a good reason (the journey is too long, for example) they may expect you to accept the fare if you are available for hire.

If you don't accept the fare, the person may make a complaint and you will miss an opportunity to earn money. There is also a risk that the person may think you did not take them owing to possible discrimination because of who they are.

If you cannot accept a fare, you should politely explain to the person why and, if appropriate, suggest any suitable alternative transport options they could use.

You must not approach people directly to ask them if they want a pedicab, harass members of the public or create a disturbance (by shouting to ask if people want a pedicab, for example). If you do, we may review your fitness to be licensed and you could lose your pedicab driver's licence.

Pedicab bookings

You can accept bookings as a pedicab driver.

You do not need a pedicab operator's licence if you plan to carry out all of the bookings you accept yourself.

If you want to accept bookings and pass these to other pedicab drivers, or a pedicab operator, you must have a pedicab operator's licence.

Insurance

All pedicab drivers must have a valid public liability insurance policy to the value of £5m (or an equivalent insurance).

You may be asked by a TfL officer or police officer to provide evidence that you have the correct insurance and show your public liability insurance certificate when working. If you do not have the correct insurance, we may suspend or revoke your pedicab driver's licence.

Noise

Pedicab drivers are prohibited from playing any external amplified noise or sounds from their pedicab at any time. This means:

- You must not play music or other sounds from any speakers in or attached to your pedicab, including speakers attached to your mobile phone or a passenger's mobile phone

- You must not play music or other sounds using your mobile phone or other devices

If you do play any external amplified noise or sounds, you may lose your pedicab driver's licence.

Compliance inspections

You must comply with any lawful request from an authorised TfL officer or a police officer to carry out an inspection of your pedicab.

Journey information

It is good practice to record details of journeys as this can be useful when there is a complaint or someone has left something in your pedicab.

This can also be useful where there is an incident that has damaged your pedicab.

Data sharing

Licensed pedicab drivers must comply with any request from TfL to share data. Examples of data that you may be asked to share with us include booking and journey information, fares and working patterns.



Pedicab operators

You must have a pedicab operator's licence if:

- You accept bookings and pass these to other pedicab drivers or pedicab operators to carry out
- You own, lease or rent out one or more licensed pedicabs
- You are the vehicle licensee for two or more licensed pedicabs
- You want to charge fees for additional services, tours or private events

If you are licensed as a pedicab operator, you must make sure you comply with pedicab operator licensing requirements. This includes:

- Keeping records of bookings
- Keeping records of pedicab drivers and vehicles used to carry out bookings
- Making your records available to TfL when requested to do so
- Sharing data with TfL

Information about pedicab operator licensing requirements is available at tfl.gov.uk/pedicabs

Lost property

When passengers leave your pedicab, it is worth asking them to make sure they have not left anything behind. You should also check your pedicab yourself for lost property after every job.

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 TfL Lost Property Office at:

TfL Lost Property Office
Stephenson Street
London E16 4SA

If you work for a pedicab operator and someone who made a booking through the operator has left something in your pedicab, it should be handed in to the operator so they can contact the passenger and arrange for the item to be collected.

Suspicious items and behaviour

Items left in your pedicab are likely to have been 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 pedicab is suspicious:

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

If this is unsuccessful, you should evacuate the immediate area and 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.

Taxi and private hire bookings

Licensed pedicabs are not taxis (black cabs) or private hire vehicles (PHVs).

As a licensed pedicab driver, you cannot accept a journey where a taxi or PHV has been booked. These journeys must only be carried out by a licensed taxi or PHV driver.

Advertisements

Pedicab drivers and operators must not use the terms 'taxi', 'taxis', 'cab' or 'cabs' or any word so closely resembling any of those words as to be likely to be mistaken for it, in any advertisements. Advertisement includes every form of advertising, whatever the medium, and includes printed and online material.

Examples of advertising would include:

- Business cards, letter headed paper, compliment slips and posters
- Signage
- Email and website addresses
- Telephone numbers, for example if your telephone number is 0845 222 1234 you could not advertise this as 0845 CAB 1234
- Website photos or animations must not show taxis or PHVs, or give an impression a taxi or PHV service is provided
- Recorded telephone messages and answer machine messages

If you use one of these terms in your advertising we may review your fitness to be licensed and you could lose your pedicab driver's licence.

You can use the terms 'pedicab(s)', 'pedi-cab(s)' and 'pedi cab(s)'.

Section 2: Pedicab fares

In this section we set out how pedicab fares are calculated and how passengers can pay



Calculating fares

The maximum pedicab fare for a pedicab journey (excluding any fees for additional services) is the base fare plus any charges for additional passengers, plus the charge for journey time.

Base fare

- You can charge a base fare for every pedicab journey
- We set the maximum amount you can charge
- You can charge less than the maximum amount or not charge this

Additional passenger charge

- There is no additional charge for the first passenger
- You can charge extra for each additional passenger
- We set the maximum amount that can be charged
- You can charge less than the maximum amount or make no charge
- However, you must charge the same amount for each additional passenger in a pedicab journey

Journey time

- You can charge for each minute of a pedicab journey
- We set the maximum rate that can be charged for each minute
- You can charge less than the maximum rate or make no charge
- During a pedicab journey, each minute must be charged at the same rate. You cannot vary the rate during a journey

Pedicab fare rates are available on our website at tfl.gov.uk/pedicabs.

Calculating journey times

The journey time is the whole number of minutes for a pedicab journey.

The journey time for a pedicab journey:

- Starts once all the passengers are safely seated inside your pedicab, but you can start it later than this
- Ends as soon as you arrive at the final destination and before the passengers have exited the pedicab, but you can end it earlier than this

The journey time must not include any time when you have helped a passenger with getting into or out of your pedicab. You

must take the most appropriate route and must not take a longer route in order to increase the journey time and fare.

You can choose to only charge passengers for part of a journey and not the whole journey. For example, if a journey was 12 minutes, you could choose to only charge for 10 minutes.

However, when calculating the journey time for a pedicab journey, you must not include any time:

- Before all the passengers are safely seated inside your pedicab
- After you have arrived at the final destination

Where a journey ends part way through a minute, the journey time should be rounded up to the nearest whole minute. For example, a journey time of four minutes 20 seconds should be recorded as five minutes for the purpose of calculating the fare.

You can calculate the journey time using the timer on a mobile phone, smartphone app, stopwatch or meter fitted to your pedicab.

We recommend that you display a timer or clock showing passengers how long the journey time is. If you would like to display a timer or clock on your pedicab, please

contact our [Vehicle Policy team](#) to discuss this as they will need to approve any equipment being used on your pedicab.

Only meters approved by TfL can be used in licensed pedicabs. If you would like to use a meter to calculate the journey times or fares, please contact our [Vehicle Policy team](#) to discuss this.

Maximum fares

We set the maximum that can be charged for the base fare, additional charge per passenger and rate per minute.

These are used to calculate the maximum fare at the end of a pedicab journey.

You can charge passengers less than the maximum fare at the end of a journey.

How pedicab fares are calculated

Below is an example of how the maximum fare is calculated when three passengers make a pedicab journey that lasts 12 minutes.

The maximum fare is the sum of:

- The base fare
- The additional passenger charge multiplied by two (there is no additional charge for the first passenger)
- The rate per minute multiplied by 12



Fares information

When working you must have a TfL passenger information card showing:

- How pedicab fares are calculated
- Current pedicab fare rates
- Current extra charges
- How to contact TfL if a passenger has a complaint about pedicabs

You must show the sign to passengers before the start of every journey.

You can charge less than the maximum amounts we set but remember that before each journey starts, you should tell the passengers:

- The base fare
- If there is more than one passenger, the charge for each additional passenger
- The rate per minute

Accepting payments

You must accept:

- Cash (sterling) payments
- Credit or debit card, including contactless card, payments

You must have a TfL-approved card payment device that can be used when a passenger wants to pay by card.

Fixed fares

You can charge passengers fixed fares but these must be:

- Agreed with passengers before the journey starts
- Lower than the regulated fare

Additional services

Only licensed pedicab operators can charge fees for additional services, such as:

- Guided tours or live commentary
- Themed or promotional rides
- On-board entertainment or hospitality features

If you are not a licensed pedicab operator then you must not charge for additional services, if you do this you may lose your pedicab driver's licence.

If you are a pedicab operator and want to charge for additional services then before the journey starts you must:

- Tell the passengers what all the additional charges are

- Agree all the additional charges with the passengers
- Have evidence that the passenger has agreed to the additional charges, this could be a tick box on a form or in an app or by sending the passenger a text or email to confirm what additional charges were agreed

All pricing for additional services must be clear, fair, and not misleading. You must make sure that any additional services do not cause any nuisance, obstruction, or any risk to public safety.

Tours

Only licensed pedicab operators can charge fees for tours.

Licensed pedicab drivers who are not also a licensed pedicab operator can provide tours but must not charge passengers a fee for these.

Private events

Only licensed pedicab operators can charge fees for private events.

Licensed pedicab drivers who are not also a licensed pedicab operator can provide a pedicab service at private events but must not charge a fee for doing so.

Accepting card payments

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

When a passenger in your pedicab wants to pay by card you must use a TfL-approved card payment device.

If your pedicab has an enclosed passenger compartment, the card payment device should be fixed inside the passenger compartment.

The card payment device must be able to produce a printed receipt when a passenger requests one.

As a minimum, you must accept Visa, MasterCard and American Express credit and debit card payments.

You are not allowed to charge extra or a surcharge when a passenger pays by card.

Always check that your card payment device is fully working before you start work. If your card payment device is not working, you must get it fixed or replaced before you can start work.

More information about how to calculate pedicab fares and when fees can be charged is available on our website at tfl.gov.uk/pedicabs



Accepting payments via online services

You can accept payments through apps if a passenger has access to the app on 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

If there is a problem when a passenger tries to pay by card, you should:

- Ask the passenger to try their card again
- If there is still a problem, ask the passenger whether they have another 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 that provides the device offers an alternative payment method that is allowed, 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 to report the problem and solve the issue.

If you experience problems with a card payment device in a pedicab that you rent, you must immediately report the problem to the company you rent the pedicab from. This is so they can report the problem to the card payment device company and arrange for it to be fixed or replaced; and to provide you with a replacement pedicab, 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 authorised enforcement officer if you are stopped in the street before the card payment device is fixed or can be replaced.

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.

Tell the 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.

If the company that 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 date of issue
- The time of issue
- Any additional charges and the total fare
- Your TfL pedicab driver licence number



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

Don't give passengers blank receipts to complete themselves.

If a passenger doesn't pay

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 going after them. Your personal safety is more important than a lost fare.

You should get as good a description of the person as possible, note the time and location of the incident, and report the matter to the police immediately.

Most passengers will pay but, unfortunately, some may not.

Physically stopping passengers from leaving because of an unpaid fare could get you into trouble with the police.

Pedicab fare offences

It is an offence if you:

- Ask for or charge passengers more than the maximum fares or charges
- Charge for more than the calculated journey time
- Start calculating the journey time before all of the passengers are safely seated in your pedicab, or include any time after you have reached your passenger's final destination
- Use a card payment device that is not approved by TfL
- Charge extra when a passenger wants to pay by card

It is an offence for a licensed pedicab driver who is not a licensed pedicab operator to charge fees for additional services, tours or private events

If you commit an offence, we may review your fitness to be a licensed pedicab driver and you could lose your licence.

Section 3: Being aware of equality and disability

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



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.

Assisting passengers

Pedicabs can help people who may face barriers with using public transport, or who are unable to walk or cycle, to make quick, short journeys. It is important that disabled people can hire a pedicab without having to pay any extra cost. We expect pedicab 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.

- Always ask your passengers if they need 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
- If you see a disabled person who wants to hire your pedicab, don't drive past them
- Make sure you let the passengers know there are seat belts and they should wear them for their own safety
- If you have any features on your pedicab that can be used to help disabled passengers, make sure you know how these work and let your passengers know about them
- 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 pedicab, stand by the person's side and allow them to take hold of your arm or elbow so 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 pedicab. For their safety, be patient and make sure they are comfortable and have their seat belt on and fastened before you start the journey
- 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 passengers 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 the destination, tell the passenger the location, then offer to help them out of your pedicab 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 any change if a passenger looks like they are having difficulty with this



- Always have a pen and paper with you so that you or your passengers can write things down. This can help passengers who have a problem hearing or passengers who don't speak much English
- Don't start calculating the journey time until all the passengers are safely seated in your pedicab, and any mobility aids (such as a walking stick) are secured
- Make sure you stop calculating the journey time as soon as you arrive at the passenger's destination and before the passenger has got out of your pedicab
- Be careful where you pick up and drop off disabled passengers and try to avoid places where the pavement is not flat

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 these characteristics.

It is unacceptable for you as a pedicab driver, or for any of your passengers, to use language or behave in a way that discriminates against any person.

As a pedicab 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.



Assistance dogs

If a person has an assistance dog you will need to assess whether it is safe to carry them and their assistance dog in your pedicab.

If you decide that it is not safe and cannot take them, you should politely explain why.

Where there is space to carry a passenger and their assistance dog, and it is safe to do so, you are expected to take them.

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 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.



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..



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.

This Council's guidance is relevant to pedicabs. Where it is safe to do so, assistance dogs should be carried in pedicabs driven by Muslims.

Calculating the fare and journey time

Remember, you must:

- Only start calculating the journey time once all the passengers are safely seated inside the pedicab, any mobility aids (such as walking sticks) have been securely stored, and they are ready to travel
- Stop the journey time as soon as you arrive at the final destination and before the passenger has got out of your pedicab with their mobility aids

If you charge a disabled passenger more than the maximum fare, we may review your fitness to be licensed.

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.

You can find [safeguarding awareness training](#) on our website. While this training has been created for taxi and private hire drivers, the messages are still relevant to pedicab drivers, and 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 needs 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 pedicab

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. If the fare is going to be negotiated, this should be done and agreed with an adult.

Carrying children and adults at risk in your pedicab

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 need 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 always appropriate and professional. 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 pedicab 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 or 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 needs help, or is suffering from any signs of abuse, or if they have told you this directly, you must 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 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 operator, you should also report it to the operator 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 is 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 hurt themselves or be 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, text SHOUT to 85258

Section 5: Driver safety

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



Protecting yourself

Angry or violent behaviour towards people at work is never acceptable. If a passenger 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 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.

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

- Keep a record of all journeys in case you need the details of a journey in the future (if there is a complaint, for example)

- For 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 into your pedicab – this will help make sure the passenger doesn't get into the wrong pedicab
- 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
- Be vigilant as some people may target pedicab drivers if they think they have cash on them. If you can, drop off cash during your shift with someone you trust so that you carry as little on you as you can. If you cannot do this, keep your cash hidden from view
- Avoid taking expensive items (such as watches) to work with you
- Check if your insurance covers thefts from you and your pedicab
- Carrying a [lone worker device](#)
- Do not carry any weapons with you when working – this could get you into trouble with the police
- Do not get into an argument or react in a negative way; stay calm and avoid taking things personally – you can search online for training on how to avoid and manage conflicts
- Think carefully about the situation. 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 pedicab 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 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.



Although it has been written for taxi and private hire drivers, you should read the [DfT's guidance on staying safe for taxi and PHV drivers](#) as some of the advice is relevant to pedicab 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 can refuse to take them in your pedicab as you cannot be sure that they have given you the correct destination or that they will be able to get out of your pedicab without help.

In this situation, if possible, insist that a friend comes with them in your pedicab, 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 pedicab and possibly call the police unless they stop being aggressive or violent

If you cannot reduce the risk of violence

Sometimes you may not be 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 and get out of the pedicab. If the passenger is planning to hurt you, they will probably get out too. This may give you the opportunity to quickly get back in and 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 pedicab, get to your pedicab 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](#)
- 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 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 abuse or threat, physical assault, written threat
- Description of any injuries
- Description of the immediate action that you took



It is also important to take time to mentally and emotionally process what has happened, so avoid returning to work immediately and seek professional support if needed.

CCTV cameras

Installing TfL-approved in-vehicle CCTV cameras in your pedicab can reduce threats and violence against you. Signs in the pedicab 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 pedicab. A TfL CCTV sign must be displayed in a position that is easy for passengers to see. The sign should state who is the data controller and how to contact them (for example, by phone or email).

If you would like to use a camera fixed to a cycle helmet, this must be approved by TfL. Please contact our [Vehicle Policy team](#) to discuss this.

Section 6: Safer driving

This section tells you how to stay safe when driving



Pedicab drivers need to be able to safely share the roads with all other users, especially those who are vulnerable, such as pedestrians, cyclists and motorcyclists.

The Highway Code

The [Highway Code](#) is the set of rules for everyone who uses the roads. Pedicab drivers are expected to be fully aware of and to obey the rules of the road, as explained in The Highway Code.

By knowing and applying the rules, you can protect yourself and safeguard those most at risk, making London's roads safer for everyone.

If you do not follow the rules, you put yourself and others in danger. Many of the rules in the Highway Code are legal requirements and breaking them is a criminal offence. You may be fined or, in a serious case, sent to prison.

You should avoid behaviour that causes 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 driving too fast for the conditions, making dangerous manoeuvres, not concentrating and not following the rules of the road.

Staying safe

You need to be aware of your responsibilities and make sure you:

- Do not ride through red traffic lights. If you don't stop you may be fined
- Give way to pedestrians at zebra crossings, including crossings on cycle lanes. You should give way to pedestrians waiting to cross and must give way to pedestrians on a zebra crossing
- Do not drive or park on pavements or pedestrianised areas. Pavements are designed for people walking, including children, elderly people and people with disabilities
- Do not drive in the wrong direction on a one-way street (unless clearly marked for cyclists)
- Do not drive on motorways or roads where cycles are prohibited
- Always give way to anyone still crossing after the signal for vehicles has changed to green. This applies to all crossings
- Let people cross at junctions. Always give way to pedestrians crossing or waiting to cross a road into which or from which you are turning
- Look out for potholes or damage to the road and make sure you have time to safely avoid these
- Be aware of line-of-sight limitations. Your rear visibility may be affected by the passenger area or a trailer if you use one
- Make sure that your passengers are seated in a way that doesn't affect the stability of your pedicab or make it difficult to drive or control
- If you are carrying goods, make sure these are loaded in a safe and appropriate way that won't make it difficult to drive or control your pedicab
- Make sure passengers stay within the passenger area during a journey, and do not stick their arms, legs or head out of the passenger area
- If your passengers have bags or other items, make sure these are not sticking out or at risk of being hit by a passing vehicle
- When loaded either with passengers or anything else, the weight of your pedicab should not exceed the maximum load as specified by the pedicab manufacturer
- Avoid using your mobile phone when driving. If you do need to use it when driving (to follow a route, for example) make sure it is safely secured in a cradle
- Make sure you pay attention to other road users and what is happening around you, don't use headphones while driving as this may distract you or affect your concentration
- Do not drive while under the influence of drink or drugs – doing so puts you, your passengers and other road users at risk. It is also an offence if you are unfit to drive due to the influence of drink or drugs

Equipment

The equipment you may need to stay safe will vary depending on what type of pedicab you drive. You should consider if you need:

- **To wear a helmet:** If your pedicab does not have an enclosed driver area, you should consider wearing a helmet – it may help to reduce the risk of a head injury if you are involved in a collision
- **To wear bright clothes:** You can stay safe by wearing bright clothes during the day and reflective clothing or accessories at night. These can be especially important when you get out of your pedicab to help passengers



- **Lights and reflectors:** All licensed pedicabs must have certain lights and reflectors fitted. Make sure these are working correctly
- **Footwear:** Wear suitable shoes and make sure these are non-slip. You may also want to use shoes with a reinforced toe cap in case another vehicle runs over your foot when you are not in your pedicab

Seat belts

Wearing a seat belt can reduce the risk of death in a serious crash.

Before a journey starts, let your passengers know that there are seat belts in the pedicab and advise them to wear these for their own safety.

Remember, the number of passengers must not be more than the number of seat belts available for passengers to wear.

If your driver's seat has a seat belt you should wear this when driving your pedicab.

Carrying children in your pedicab

You need to make sure that any children travelling in your pedicab are safe and you should take action to reduce the risk of them being hurt.

To help keep children safe, consider the following:

- Making sure children wear a helmet
- Whether it is safe for children to sit on an adult's lap
- Whether it is safe for children to be in a carrier strapped to an adult's front or back
- If children under a certain age should not ride in your pedicab, especially if they are unaccompanied
- Checking if the seat belts in your pedicab are suitable for children
- If you use a trailer whether it is safe for children to ride in this

Walk-around safety checks

Before the start of every shift, you must carry out a 'walk-around' safety check of your pedicab to make sure it is safe, roadworthy, and meets all the licensing requirements.

You should keep a record of each walk-around check, any issues and what you have done to fix these before starting work.

If there are any problems or issues with your pedicab, these must be fixed before you use it.

If you drive a pedicab that is not safe or does not meet the licensing requirements, we may review your fitness to be licensed.

Wheels and tyres

Tyres must be the correct size, speed and weight rating for the make and model of your pedicab. You should make sure all wheels are secure and your tyres are inflated to the correct pressure.

Also make sure the tyres are suitable for the time of year and weather.

Tyres must be free from:

- Cuts, lumps, bulges and tears
- Excessive or unequal wear

Wheels must be free from excessive damage to the rim (the outside edge of the wheel).

Outside your pedicab

Make sure there are no signs of fluids (such as oil or brake fluid) leaking.

You should check:

- All external (outside) lights and reflectors are there and are secure, undamaged and in good working order. It is an offence to drive at night without working lights

- 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
- The frame for cracks and damage
- If your pedicab has windows, these are clean and undamaged
- All parts of your pedicab are free from unapproved signs

Driver area

Check that:

- Your seat is in good condition, is secure and you can adjust (move) it as you need
- The handlebar or steering wheel is secure and is in good condition
- The parking brake is in good working order
- All lights are working correctly
- The warning device (bell or horn) works



- If your pedicab has a windscreen, that the wiper works and is in good condition
- Any windows open and close correctly
- You can see in all the mirrors

Passenger area

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

- Seat belts fitted to all passenger seats
- Any child seats or adjustable child seating restraints are in good condition
- Upholstery (material covering the seats), headlining (material covering the inside of the roof), carpets and door trims (material surrounding the doors)
- All doors and door-locking mechanisms, if your pedicab has these
- Vehicle heater system, if your pedicab has this

You must also make sure your pedicab has:

- Any required TfL signage correctly displayed
- CCTV sign displayed, if applicable

Remember, it is an offence to carry more passengers than your pedicab is licensed for. If you do this, you are putting your passengers in danger and could lose your pedicab driver's licence.

Windscreens

If your pedicab has a windscreen, make sure you keep it clean and there is nothing fixed to it that may obstruct your view, such as mobile phones, satnavs and other devices.

If you put a cradled device (such as a mobile phone or satnav) on your windscreen, it could block your view of the road and the traffic ahead.

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

- Does not obstruct your view of the road
- Does not affect any of the controls in your pedicab
- 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 being distracted or not seeing dangers such as pedestrians stepping in front of you or bikes coming out of side streets in time to avoid them.

Safe speeds

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

While speed limits set under the Road Traffic Regulation Act 1984 only apply to motor vehicles, you could still be charged with careless or dangerous cycling if you are driving too fast and dangerously.

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

You should always be driving at a speed that would allow you to slow down and stop if necessary.

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 other road users.

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, 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 unsafe to use hand-held devices while driving.

Being aware of other road users

You need to be fully aware of other road users.

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. You must never drive on the pavement, in pedestrianised areas or park on the pavement, except where it is explicitly permitted.

Large vehicles: Stay back from lorries, buses and other large vehicles. The drivers might not be able to see you clearly, so stay well back behind them.

A lot of serious collisions involving large vehicles happen when they are turning left, so watch out for large vehicles turning left and do not get caught on the nearside of them when passing turnings.



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 get out of your pedicab 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 getting out of your pedicab, turning or in slow moving traffic.

Cycle safety

It is important that you follow the advice below to reduce the risk of a collision with a cyclist:

- Always check for cyclists (and 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 turning left or right, or when changing your speed or direction

- Take extra care when using cycle lanes and make sure you do not obstruct oncoming cyclists or block any part of the cycle lane
- Give cyclists room, especially in cycle lanes. 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 a car. If a cyclist is using the middle of the lane, wait patiently until you can pass safely
- Make sure you look behind you when getting out of your pedicab and check for cyclists
- If your pedicab has a driver or passenger door, make sure you or your passengers open the door slowly when getting out, do not throw it open without looking first
- Ask your passengers to leave your pedicab on the nearside to reduce the risk of stepping 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
- Leave room for cyclists at traffic lights

The above advice also applies to those riding e-scooters.

Other things to consider

Mobile phones: Using a mobile phone when driving can affect your concentration and your ability to drive safely. When driving, you should keep your mobile phone in a cradle and avoid holding and using it.

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. Also think about where you can take a break and use the toilet during your shift.

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.

Delivering goods and packages: If you use your pedicab to deliver goods and packages then make sure you read our [guidance on cargo bikes](#).

Passengers' behaviour

Thankfully, most passengers won't cause you any problems when riding in your pedicab.

However, on some occasions your passengers' behaviour may be an issue.

Before you start a journey, you should ask your passengers not to move around when you are driving or do anything that may put you or them in danger.

If your passengers are doing anything that may put you or them in danger, stop your pedicab and politely explain that you will not be able to continue the journey until they stop.

If they refuse to stop then explain that you are ending the journey and ask them to get out of your pedicab.

If your passengers become abusive or threaten you, call the police on 999.

Keep a note of any incidents and the date, time and what happened.



Incidents involving your pedicab

If your pedicab is involved in an incident and damaged, the vehicle licence holder must report this to us without delay and no later than 72 hours after any incident.

Incidents include but are not limited to fires, road traffic collisions, or any other significant event, regardless of whether the vehicle appears to remain operational or whether third parties were involved.

Following an incident, the pedicab must not be used until it has undergone an inspection and we have checked that it is safe to use.

Use of alcohol or drugs

It is illegal to drive your pedicab while unfit due to the influence of drink or drugs.

Driving your pedicab while under the influence of drink or drugs increases the risk of you, your passengers and other road users being harmed. You could also lose your pedicab driver's licence.

Prescription medicine

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

Keeping your pedicab secure

Pedicabs need to be kept secure. Make sure you have a lock for your pedicab so it is secure when you are not with it.

Some criminals may target certain vehicles to steal parts. To reduce the risk of parts being stolen from your pedicab you should read the [Secured by Design](#) advice published by the police.

Section 7: Battery safety

In this section we set out what you should do to reduce the risk of battery fires



Pedicab batteries and electrical systems must meet the standards set out in our pedicab vehicle policy and specification.

If a pedicab battery becomes damaged it can catch fire. Battery fires are extremely dangerous and sadly, some people have been killed in fires started by batteries.

It's essential that you know:

- How to take care of the batteries in your pedicab
- How to check for any problems
- What to do if there is a problem

The London Fire Brigade has published [advice on batteries and charging](#) and warning signs to look out for.

Reducing the risks of a fire

If your pedicab uses a battery, you should follow these steps to reduce the risk of fire:

- Reduce the risk of the batteries overheating. Batteries can get warm during use. Allow them to cool down before charging them
- Batteries should always be charged on hard, flat surfaces where heat can dissipate

- Batteries can also pose a risk if they have been damaged, so try to ensure they are not getting knocked around while in use or while being carried. Do not continue to use a damaged battery
- Batteries should never be exposed to extreme cold or hot temperatures
- Keep an eye out for warning signs that your battery might be failing and becoming a fire risk
- Always follow the manufacturers' instructions when charging
- Unplug your charger once it's finished charging
- Always use the correct charger for your batteries and buy replacements from a reputable seller
- Make sure your battery and charger meet UK safety standards

Only charge batteries where it is safe to do so:

- Never block your escape route with batteries or your pedicab. Store and charge them somewhere away from a main through route or exit
- Never leave batteries charging unattended or charging while you are asleep

- If you charge batteries at home, make sure you and your family have an escape plan in place in the event of a fire
- Fit smoke alarms in the area where you charge batteries
- Use public charging points

Warning signs

There are often warning signs before a failing battery catches fire. If you see any of these signs you will need to take immediate action to stay safe and reduce the risk of a fire.

The warning signs that a battery is a fire hazard include:

- **Heat:** It's normal for batteries to generate some heat when charging or in use. However, if your device's battery feels extremely hot to the touch, there's a chance it's defective and may start a fire
- **Bulging:** A battery bulging or swelling out of shape is a common sign of it failing. If your battery looks swollen, you should stop using it immediately. Similar signs include any type of lump or leaking from the device
- **Noise:** Failing lithium batteries have also been reported to make hissing or cracking sounds

- **Smell:** If you notice a strong or unusual smell coming from the battery, this could also be a sign of it failing
- **Performance:** A failure to fully charge or longer charge times can be a sign that your battery is failing
- **Smoke:** If your battery is smoking, a fire has already started

If you see any of these signs, you must immediately take action!

If you are charging your battery, turn off the charger and unplug it from the power source. Call the manufacturer or retailer for further instructions. If you've spotted the warning signs, make sure you report your faulty battery to your local Trading Standards office.

If a battery in your pedicab catches fire:

- Get out of your pedicab
- If there are passengers in your pedicab help them get out and away from your pedicab
- Raise the alarm and call 999 immediately
- Stay out and do not try to tackle the fire yourself



Storing batteries

Fire cabinets can help contain battery fires and allow time for the emergency services to deal with a fire. The EN 14470-1 standard requires safety cabinets to be fire resistant for 90 minutes, although some manufacturers exceed this standard.

Disposing of batteries

Lithium batteries should not be placed in the same bins as your regular rubbish or recycling. If they get damaged or overheat, they may cause it to catch fire. Instead check your local authority's website or the [recycle your electricals website](#) for the safe way to dispose of lithium batteries in your area.

You can also use the [Government's register of waste carriers](#) to find companies who can help with disposing of batteries. Make sure any company you use is responsible and ISO 14001 accredited, and that you get a waste transfer note for the disposal.

Fire risk assessments

If you are a pedicab vehicle licence holder you must have a fire risk assessment of where your pedicabs and batteries are stored and charged. The fire risk assessment must be carried out by an audited, registered fire risk assessor.

If you only have one pedicab, or rent or are provided with a pedicab, you can carry out your own fire risk assessment if you store this pedicab at your home or in your own property, for example, in your garage. Your fire risk assessment should cover the area where you store or charge batteries if this is separate from where you store your pedicab.

[Guidance on fire risk assessments is available online:](#)

[London Fire Brigade's guidance on fire assessments](#)

[National Fire Chiefs Council fire safety risk assessment guidance](#)

[Fire Safety Advice Centre fire risk assessment guides](#)

[Home Office guidance on fire safety](#)

More information

To keep yourself, your passengers and those around you safe, make sure you read the following advice and guidance on battery safety and charging:

[London Fire Brigade's advice on batteries and charging](#)

[British Safety Council advice on storing batteries](#)

[The Government's guidance on battery safety](#)

[Bicycle Association e-bike safety guidance](#)

[TfL pedicab vehicle policy](#)

Section 8: Other health and safety advice

This section gives you other health and safety information



Smoking in pedicabs

Smoking and using e-cigarettes and vapes is forbidden in all pedicabs at all times. This includes by passengers and you, the driver, even when the pedicab is not being used for work.

All licensed pedicabs must display TfL no-smoking signs.

You must make sure passengers do not smoke or use e-cigarettes or vapes in your pedicab. If a passenger refuses to comply, you can take the following steps:

- Point to the no-smoking signs and ask the person to stop smoking
- Inform them that you would be committing an offence

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 a person smoking threatens physical violence, you should call 999 and seek assistance from the police.

Working hours and fatigue

If you are a self-employed pedicab driver, you can choose the hours you work. While there are no rules that limit the number of hours that you can work in a day or a week, you should make sure you do not work while tired.

Whether you are self-employed or employed by a company, 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

Healthy living

Being a pedicab driver requires a certain level of physical fitness. The NHS has published advice about [healthy living](#) and:

- Keeping fit and exercise
- Sleeping and tiredness
- Diet
- Where to find support if you need it

Loading and unloading items

Read the Health and Safety Executive's [guidance on manual handling](#) to make sure you know how to safely load and unload passengers' bags and any other items.

Section 9: Customer service and driver behaviour

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



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

Helping your passengers

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

- Helping passengers getting into and out of your pedicab
- Helping load and unload bags or luggage

Some pedicab passengers in London may be from outside the UK and will not be familiar with pedicab fares and rules. If they are using a pedicab to get to a specific destination, they will trust you to take them there by the most direct route and not to overcharge them (charge more than is necessary).

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. They may prefer to wait in traffic and go by the most direct route. Talking to your passengers in a situation like this may avoid a complaint.

Complaints

To ensure that passengers are always offered a high quality of service, we have a team whose job is to deal with complaints.

If we receive a complaint about 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 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 may consider suspending or revoking your pedicab driver's licence.

Unacceptable behaviour

You are responsible for making sure your passengers feel safe in your pedicab. The way 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
- Share a passenger's personal contact information with anyone

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

Entering the passenger area of your pedicab

Apart from in an emergency, you must not get into the passenger area of your pedicab 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 pedicab – 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 pedicab) 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.

Urinating in public

Urinating in public is unpleasant, offensive and incompatible with the behaviour expected of a professional driver. It may also be a criminal offence or a breach of local byelaws, which may result in prosecution or a fixed penalty notice.

If we receive a complaint about a pedicab driver urinating in public, we will review the driver's fitness to remain licensed.

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 pedicab 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, we may review a pedicab driver's fitness to be licensed if they make comments on social media (such as Facebook, X, YouTube or blogs) or messaging services (such as WhatsApp) which:

- Harass or bully passengers, customers, other licensed drivers, TfL employees or agents/people working on behalf of TfL
- Are likely to offend based on 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 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 if your conduct falls short of an acceptable standard, we will review your fitness to be licensed.

Ending violence against women and girls

We are committed to ending violence against women and girls.

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

To show your support for ending violence against women and girls, 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.



**WORKING TOGETHER TO
END MEN'S VIOLENCE AGAINST WOMEN**

Section 10: Stopping and waiting

This section gives you general guidance on stopping and waiting



It is important that you take care when stopping and think about other road users, as well as the safety of you and your passengers.

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

Stopping and waiting

When you stop to pick up or drop off passengers, you need to remember that:

- You must only stop to pick up or drop off passengers at the kerbside where it is safe, lawful, and does not cause an obstruction
- You must not park on the pavement unless this is expressly permitted (for example, there is signage saying parking is allowed)
- You should not stop in any place where you might stop other vehicles moving or be a danger to other road users
- When using cycle lanes, do not stop where you may block the cycle lane or obstruct cyclists

- You should not stop where you would block the road or be a safety hazard, or on zigzag lines (for example, by pedestrian crossings, outside schools)
- You should 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
- You should stop for long enough for the passengers to get into or out of your pedicab. This includes the time to help passengers who need assistance
- Even if your passengers have asked you to wait for them, you should not wait where your pedicab might stop other vehicles moving or be a danger to other road users
- Stopping to pick up or drop off passengers in bus lanes, pedestrian crossings, or other restricted areas is strictly prohibited
- You must observe all road signs, markings, and Traffic Regulation Orders. Failure to comply with any restrictions may result in enforcement action

- You must not use, wait in or obstruct taxi ranks, e-taxi charging bays, parking bays for dockless/hire bikes or scooters, residents' parking bays or disabled bays
- You must not stop in bus stops and stands, or in bus stations

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

You should be familiar with the area where you work and able to tell passengers of places where you can safely stop and wait if necessary. You should explain politely that you cannot stop in certain places and suggest an alternative stop.

If a 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.

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 pedicab driver's licence

Your pedicab driver's licence is valid for up to one year. Before your licence expires, we will send you a renewal application pack. This will contain all the forms and information you need to apply for a new pedicab driver's licence.

You must complete and send us 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 12 weeks before your licence is due to expire.

Remember, 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.

If you do not renew your licence, you can apply for a new licence later, but you will be treated as a new applicant.

Arrest and release, charges, cautions and convictions

Once licensed you must inform us of any arrest and release, charge, caution or conviction within 48 hours. This includes fines for traffic offences.

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 pedicab driver.

Other changes in personal circumstances (situation)

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

- If you have been disqualified from driving
- 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 pedicab, 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

Driving offences, fixed penalties, parking offences, and PCNs

If you have a full driving licence you need to let us know about any driving offences and penalty points on your driving licence.

You do not need to tell us about any other penalty charge notices (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 pedicab drivers to behave responsibly.

DBS Update Service

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

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

We will carry out checks with the DBS, as a minimum 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 pedicab 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, you will need to provide a Certificate of Good Conduct (CoGC) when you renew your pedicab driver's licence.



This includes for holidays 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.

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 pedicab drivers must submit an annual medical self-declaration. The declaration must confirm that you continue to meet the DVLA Group 2 medical standards.

Licensed pedicab drivers must also 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 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.

A medical condition will not necessarily stop you being a licensed pedicab driver. You should inform us by emailing drivers@tph.tfl.gov.uk.

Information about the DVLA Group 2 medical standards is available in the DVLA's [guidance on assessing fitness to drive](#).

Lost pedicab driver ID or licence

If your pedicab driver ID or licence 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 work. If they are lost in the street or have been stolen, you should also report it to the police.

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

You can report the loss of your pedicab driver ID or licence by emailing drivers@tph.tfl.gov.uk. We will send replacements by recorded delivery.

Change of address

If you change your home address, you must inform us within 48 hours. You should email drivers@tph.tfl.gov.uk to let us know if you change your address.

You should also let us know if you change your email address as we may need to contact you by email about your licence.

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.

You must also [tell the DVLA](#) of any change of address so your provisional or full driving licence can be updated.

Suspending or revoking a pedicab driver's licence

If your licence is revoked, you must return your pedicab driver ID and licence to us within seven days.



Your pedicab driver ID and licence remain the property of TfL at all times. If you do not return these, or if your pedicab driver's licence has been suspended or revoked with immediate effect, we may send an authorised officer to take these from you.

If your pedicab driver's licence is suspended or revoked, and you are a pedicab vehicle licence holder, 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 pedicab by somebody who does not have a pedicab driver's licence, or if a driver has been charged with, or convicted of, a serious violent or sexual offence.



Changes to licensing requirements

Make sure you are aware of any changes to the licensing requirements and other important information by:

- Reading all the regular updates and notices issued by TfL. These are published on our website at tfl.gov.uk/pedicabs

Section 12: Renting and owning a pedicab

This section provides information on pedicab vehicle licensing



Licensing your pedicab

From January 2027 you will be able to apply to have your pedicab licensed if you own one.

From 18 February 2027 you must only use a licensed pedicab.

If you rent a pedicab, the pedicab owner will be responsible for applying for their vehicle to be licensed.

Information about pedicab licensing is available at tfl.gov.uk/pedicabs. This includes information on:

- Insurance requirements
- Requirements for brakes, lights and safety features
- The standards batteries and electrical systems must meet

Renting a pedicab

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

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

Owning a pedicab

Once you are licensed, you may want to rent a pedicab first and wait before buying one so that you know how many hours a week you need to work to cover your costs and also make a reasonable income.

Section 13: Useful contacts and glossary



Useful contacts

Licensing and Regulation

Email: drivers@tph.tfl.gov.uk

Website: tfl.gov.uk/pedicabs

TfL Lost Property Office

Stephenson Street
London E16 4SA

Website: tfl.gov.uk/lostproperty

Disclosure and Barring Service

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

Telephone: **03000 200 190**

Email: customerservices@dbb.gov.uk

Website: gov.uk/dbb

DVLA

Drivers Customer Services
Correspondence Team
DVLA
Swansea SA6 7JL

Telephone: **0300 790 6801**

Website: gov.uk/contact-the-dvla

DVSA

DVSA theory test enquiries

Email: theorycustomerservices@dvsa.gov.uk

Telephone: **0300 200 1122**, Monday to Friday,
08:00 to 16:00

Website: gov.uk/book-theory-test

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

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Term	Definition
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.
Anonymous	(adj)/anonymously (adv) – not giving your name or any personal details. An anonymous letter does not include the sender’s name.
Assault	(n and v) – a serious physical attack.
Assessment	(n) – a test of knowledge, understanding or skills.
Assist	(v)/assistance (n) – to help or be useful.
Assume	(v)/assumption (n) – to believe something without knowing if it is true.
Authorised officer	(n) – someone who works for TfL and makes sure pedicab 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, pedicab drivers need to be aware of other road users.

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.
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.
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.

Key

adj – adjective

adv – adverb

n – noun

v – verb

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Compartment	(n) – a space or area. A pedicab might have a compartment where the driver sits, or a separate compartment for passengers.
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 pedicab. 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.

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.
Device	(n) – a machine or tool used for a particular purpose. For example, 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 pedicab driver reached the destination and dropped off the passenger.
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.
Enforcement	(n)/enforce (v) – the process of making sure rules are followed. Enforcement officers work for TfL or local councils.

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Enhanced	(adj) – at an increased or higher level. For example, 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.
Evacuate	(v) – to move yourself and/or others to a safe place.
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.
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 pedicab 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.
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 pedicab driver.
Fixed Penalty Notice (FPN)	(n) – a punishment for a driving or other offence, which usually involves paying a fine and may mean getting ‘penalty points’ on your driving licence. It is normally given 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.
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.
Guidance	(n) – advice or helpful information.
Handlebar	(n) – what you turn to control the direction of a pedicab.
Hate crime	(n) – when someone commits a crime against another person based on disability, sexual identity, sexual orientation, race or religion.
Hazard	(n) – a possible danger.

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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.
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 (for example, in a collision).
Issue	(v) – to give or say something in an official way.
Junction	(n) – a place where two or more roads meet.
Kerb	(n) – the stone edge of the pavement.

Lane	(n) – one of the parts of a road vehicles travel along. For example, the inside lane, middle lane, outside lane.
Leak	(n and v) – when a liquid such as oil or water escapes through a hole in 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 pedicab.
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.

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Lost property	(n) – things that passengers leave by accident in the pedicab.
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.
Mental Health Order	(n) – the arrangements for treating a person with serious mental health problems.
Meter	(n) – used to calculate the passenger fares.
Nearside	(adj) – the left side of the pedicab 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.
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.
Operator	(n) – a company that pedicab bookings can be made with and gives pedicab jobs to pedicab drivers or other pedicab operators.
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.
Pedestrian	(n) – a person who is walking along a street.
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.
PHV	(n) – Private hire vehicle, a vehicle which is booked with a private hire operator by a passenger.

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Rank	(n) – a specific area where taxis (black cabs) 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 pedicab.
Regulation	(n)/regulatory (adj) – a rule or official instruction, or the control of an activity. For example, TfL regulates the pedicab 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.
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.

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.
Self-employed	(adj) – to work for yourself and be responsible for your own tax payments.
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 pedicab drivers to display in their vehicles.
Standard	(n) – a level of quality that is acceptable. For example, pedicab drivers must have a certain standard of medical health and fitness to get a licence.
Standards	(n) – rules.

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Steering wheel	(n) – the wheel you turn to control the direction of a pedicab.
Subscribe	(n)/subscription (v) – to pay to use or for a service.
Suspend	(v) – to stop for a short time. For example, a pedicab 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.
Tax return	(n) – a form for taxpayers to list their income so that HMRC (the tax office) can produce their tax bill.
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. On some tyres the tread may contain a pattern of blocks with grooves (deep gaps), and as these are worn down, the tyre becomes less effective and may become dangerous.

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.
Verbal abuse/verbal threat	(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.
Zigzag 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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