

Taxi and private hire information

Taxi and Private Hire Services

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

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

Lost Property

Property lost in a taxi should be reported to TfL's Lost Property Office and you can contact the Lost Property Office by calling **0343 222 1234** or use the lost property form at tfl.gov.uk/lpo to find out if your property has been found.

Property found in London taxis is handed in to a police station by the driver before being forwarded to the Lost Property Office and can take up to seven days to arrive when sent from police stations.

Property found in private hire vehicles is held at the relevant operator's office, where a record of lost property is kept. Please contact the company directly that you booked with to check if they have found your property.

Assistance Dogs

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

Passenger Information

Download our free Cabwise app to book your nearest minicab or taxi (black cab) in three easy steps. Search 'Cabwise' in the app store or alternatively visit tfl.gov.uk/cabwise to download the app to your mobile and it'll be there whenever you need it.

To use Cabwise:

1. Open the app and click 'find a cab'
2. Enter location or geo-locate
3. Call number of selected licensed minicab or black cab company

You can also text 'cab' to 60835* and we'll send the numbers for two local licensed minicab operators plus one taxi number direct to your mobile phone.

* Text charged at 35p per enquiry plus standard text message rate. Roaming rates apply to overseas networks. Customers on the 3 network need to enter different information. Terms and Conditions apply. Visit tfl.gov.uk/cabwise for further details.

Use Findaride to search for the details of licensed private hire operators by the service they offer (minicab, limousine etc) and the area they serve.

Visit tfl.gov.uk/findaride.

Call TfL's 24 hour Travel Information Call Centre on **0343 222 1234** for information on taxi and private hire services, including minicabs, in any part of London.

Visit tfl.gov.uk/traveltools for more help planning your journey.

Comments and Complaints

If you want to make a complaint about a London taxi or its driver you need to let us know as soon as possible after the incident. You can use the taxi complaint form at tfl.gov.uk/contactcabs, email tph.comms@tfl.gov.uk or call **0343 222 1234** to submit a complaint or comment on good service and we will make sure it is brought to the driver's attention.

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

Taxi fares from 5 April 2014

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

Once a journey reaches six miles the taxi fare increases at a higher rate. Full details of the taxi tariffs can be found on our website at tfl.gov.uk/taxifares.

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

Typical fares:

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

Tariff code on meter		1	2	3
Distance	Approx Journey Time	Monday to Friday 6am – 8pm	Monday to Friday 8pm – 10pm Saturday and Sunday 6am – 10pm	Every night 10pm – 6am Public holidays
1 mile	6 - 13 mins	£5.60 - £8.80	£5.60 - £9.00	£6.80 - £9.00
2 miles	10 - 20 mins	£8.60 - £13.80	£9.00 - £14.00	£10.40 - £14.80
4 miles	16 - 30 mins	£15 - £22	£16 - £22	£18 - £28
6 miles	28 - 40 mins	£23 - £29	£28 - £32	£28 - £33
Between Heathrow and Central London	30 - 60 mins	£46 - £85		

There is a minimum fare of £2.40 at all times.

- **There are no extra charges for luggage or additional passengers.**
- Additional charges (which must be added on the meter at the start of the journey):
 - **Phone and online bookings:** up to £2;
 - **Heathrow Airport:** £2.80 for journeys which start from the Airport and finish within Greater London;
 - **Christmas/New Year:** £4 for journeys made between 8pm on 24 December and 6am on 27 December or between 8pm on 31 December and 6am on 2 January 2014.
- Some taxis accept credit or debit cards and there is a maximum charge of £1 or 10% of the metered fare, whichever is greater. Taxis drivers must also not charge you more than it costs them to accept card payments.
- The driver can charge the hirer a **soiling charge** of up to £40 for soiling that requires the taxi to be taken out of service for cleaning.

This information is correct as of 05 April 2014