



Taxis and Private Hire Vehicles (Disabled Persons) Act 2022

This Notice contains important information for licensees regarding the [Taxis and Private Hire Vehicles \(Disabled Persons\) Act 2022](#) (“the 2022 Act”) which came into force on 28 June 2022.

The 2022 Act has amended the [Equality Act 2010](#) (“the Equality Act”) to introduce new, and amend existing, duties for local licensing authorities, taxi and private hire vehicle (PHV) drivers and PHV operators. The changes will help to further ensure disabled passengers can use taxi and PHV services without being discriminated against and that they receive appropriate assistance, wherever they travel, without being charged extra.

New requirements for taxi and PHV drivers and PHV operators

Prior to the changes, the Equality Act required drivers of designated wheelchair accessible vehicles (WAVs) to accept the carriage of wheelchair users, provide them with reasonable mobility assistance and refrain from charging them more than other passengers. However, the Equality Act excluded wheelchair users who could fold their wheelchair and travel in a non-WAV from the protections and provision of mobility assistance. It also excluded all other disabled passengers who do not use a wheelchair, from such protections when travelling in any taxi or PHV.

The changes made by the 2022 Act mean that **all** taxi and PHV drivers and PHV operators are subject to duties under the Equality Act, regardless of whether or not the vehicle is designated as being wheelchair accessible.

Taxi and PHV drivers

All taxi and PHV drivers are required to:

- Accept the carriage of **any** disabled person, provide them with reasonable mobility assistance and carry their mobility aids, all without charging any more than they would for a non-disabled passenger; and
- Provide **any** disabled passenger who requests it with assistance to identify and find the vehicle they have booked, at no extra charge

Further information on drivers' duties, including what 'mobility assistance' involves, can be found on our [website](#).

PHV operators

It is also now an offence for a PHV operator to refuse to accept a private hire booking because the passenger has a disability or to prevent a driver from being subject to duties to carry or assist a disabled person

[Updated statutory and non-statutory guidance](#) has also been published.

Failure to comply with these new requirements is punishable upon summary conviction by fine of up to £1,000 and any driver or operator convicted of an Equality Act offence will have their fitness to be licensed reviewed.

Exemptions

Prior to 28 June 2022, drivers of designated WAVs were able to apply for an exemption certificate on medical grounds or where their physical condition made it impossible or unreasonably difficult to assist a disabled passenger and therefore meet the duties at section 165 of the Equality Act.

From 28 June 2022:

- All taxi and PHV drivers may apply for an exemption certificate and notice on medical grounds or where their physical condition **prevents** them from performing the mobility assistance duties at sections 164A and 165 of the Equality Act (as added/amended by the 2022 Act)
- Both existing and new exemption notices, when displayed correctly, will **only** exempt a driver from the **mobility assistance** duties at sections 164A and 165. Drivers with exemptions are **not** exempt from any of the other duties at sections 164A, 165, or 165A e.g. not making an additional charge for carrying a disabled passenger or to carry mobility aids

We will be writing to existing holders of exemption notices about how the changes will affect them.

Drivers who consider themselves medically or physically unfit to perform the mobility assistance duties and who do not already hold an exemption should contact us at tplicensing@tfl.gov.uk to request an exemption application form.

Lists of Wheelchair Accessible Vehicles

The Equality Act (as amended) now requires all local licensing authorities to maintain and publish a list of licensed taxis and PHVs they designate as being wheelchair accessible. This will identify the vehicles whose drivers are subject to the duties at section 165 and required to carry passengers while in their wheelchairs, provide mobility assistance and refrain from charging extra for this.

Any taxi or PHV capable, as a minimum, of accommodating a disabled person in a DfT reference wheelchair in the passenger compartment will be designated by TfL as a wheelchair accessible vehicle for the purposes of section 165 of the Equality Act.

A list of designated WAV PHVs is already available on our [website](#).

All taxis licensed by TfL are designated as wheelchair accessible. In accordance with the requirements of the 2022 Act, a list of all licensed taxis will be published on our website. The lists provide the make, model and vehicle registration mark of the vehicles.

Graham Robinson

**General Manager
Taxi and Private Hire
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For previous Notices and additional licensing information, please visit tfl.gov.uk/tph