



PHV/110

Operator Passenger Information Services Form

PLEASE COMPLETE FORM USING BLACK INK

Introduction

Transport for London (TfL) can provide convenient, relevant and up-to-date information to customers of private hire services in London on the licensed operators that are available in their locality.

The TfL passenger service is an online webpage that allows customers to search for licensed private hire operators by the type of service offered (e.g. minicab, limousine, etc.)

Signing up

Our passenger services webpage can help you reach new customers and registering is simple. This form provides the opportunity to sign up so that your details can be made available to anyone looking for a licensed operator.

Just complete this form (PHV/110) and return it to us. You will need to complete a separate PHV/110 form for **each operating centre** you would like to register. The form and list of locations you serve means we will be able to publicise your services to customers.

Promoting your service

To promote your services and help you reach more customers, please direct users to www.tfl.gov.uk/tph and access the 'passenger information' section.

Next steps

Please return your completed PHV/110 forms to us via email at TPH.operators@tfl.gov.uk or by post to the address beneath.

Transport for London, London Taxi and Private Hire, PO Box 177, Sheffield, S98 1JY

Stations	
Cannon Street/Blackfriars	
Charing Cross	
Clapham Junction	
Euston	
Fenchurch Street	
Kings Cross/St Pancras	
Liverpool Street	
London Bridge	
Marylebone	
Paddington	
Victoria	
Waterloo	

Shopping Centres	
Brent Cross	
Bluewater	
Thurrock Lakeside	
Westfield Shepherds Bush	
Westfield Stratford	

Airports	
Heathrow	
London City	
Gatwick	
Luton	
Stansted	

Privacy notice

Transport for London (TfL) its subsidiaries and service providers will use your personal information (including any references to your health, ethnic origin, nationality, or previous criminal convictions), for the purpose of assessing your application, administering the licensing regime, and equal opportunities monitoring. We will also provide you with information relating to the licensing and regulation of taxi and private hire services in London. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.

We may share your information with, or receive information from, the Driver and Vehicle Licensing Agency (DVLA), Home Office Immigration Enforcement, Department for Work and Pensions (DWP), Motor Insurer's Bureau (MIB), Driver and Vehicle Standards Agency (DVSA), local authorities and other relevant organisations, including private hire operators, for the purposes of assessing your application or continuing fitness to hold a licence. In certain circumstances, TfL may also share your personal information with the police and other agencies for the purposes of the prevention and detection of crime.

Information obtained by the police about criminal offences committed by taxi/private hire drivers or operators, may be disclosed to TfL and used by TfL to refuse, suspend or revoke a taxi or private hire driver, operator or vehicle licence. TfL may inform the police of any decision to refuse, suspend or revoke a licence and information about drivers whose licence has been revoked following a conviction for touting may be published on the TfL website for a period of up to 11 months.

Your name and contact details may be disclosed to an external research company to conduct research amongst licensees on TfL's behalf. This research will be related to TfL's responsibilities for licensing, regulation, and integration between taxis/private hire services and other elements of the transport system. Your details will not be disclosed or used for any other marketing or research activities without your specific consent.

For more information see www.tfl.gov.uk/privacy

Declaration

I declare that all the information given above is true and I understand that an operator's licence issued in respect of this application may be revoked if any application is subsequently found to be false. I also understand that I may be subject to legal action if I have knowingly supplied information in this form which I know to be incorrect.

I confirm that I do not have any outstanding debt or monies due to be paid to TfL from a previous licensing history.

Signature

Date

Print Name

Position in operation

Sole trader

Director

Partner

Company Secretary

Nominated Representative

(person with day to day responsibility for the business)

Your Operating Centre Details:

Operator Name:

Operator Licence No:

Trading Name:

Operating Centre address:

Postcode:

Borough:

Operating Centre Location: (From attached list)

Types of Operation: (tick all that apply)

Minicab	<input type="checkbox"/>	MPV	<input type="checkbox"/>
Executive	<input type="checkbox"/>	Contract	<input type="checkbox"/>
Limousine	<input type="checkbox"/>	Driver Guide	<input type="checkbox"/> (Tourist service)
Chauffeur	<input type="checkbox"/>	School runs	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>		

Telephone Number for bookings: ()

You must provide a landline telephone number for bookings

Some hearing-impaired customers find it convenient to book by text message. If you can take and confirm bookings by text, please provide the appropriate phone number below.

Number for text message bookings:

Email address for bookings:

Current availability:

Number of vehicles:	<input type="text"/>	Number of drivers:	<input type="text"/>
Number wheelchair accessible vehicles:	<input type="text"/>	Number of female drivers:	<input type="text"/>

A Wheelchair Accessible Vehicle is defined as: “a vehicle which a passenger using a wheelchair can enter, exit, travel safely and securely in the vehicle whilst ALWAYS remaining in their wheelchair for the journey”.

A wheelchair accessible vehicle is **not** a vehicle where the passenger’s wheelchair is placed in the luggage compartment or boot and the passenger is seated separately from their wheelchair.

Restricted when completed

Borough	Centre	✓
Newham	Stratford	
Newham	Upton Park	
Redbridge	Barkingside	
Redbridge	Gants Hill	
Redbridge	Ilford	
Redbridge	South Woodford	
Redbridge	Wanstead	
Redbridge	Woodford	
Richmond	East Sheen	
Richmond	Richmond	
Richmond	Teddington	
Richmond	Twickenham	
Richmond	Whitton	
Southwark	Borough High Street	
Southwark	Camberwell	
Southwark	Dulwich – Lordship Lane	
Southwark	Elephant & Castle	
Southwark	Peckham	
Southwark	Surrey Quays/Canada Water	
Southwark	Walworth Road	
Sutton	Cheam	
Sutton	North Cheam	
Sutton	Rosehill	
Sutton	Sutton	
Sutton	Wallington	
Sutton	Worcester Park	
Tower Hamlets	Bethnal Green	
Tower Hamlets	Chrisp Street	
Tower Hamlets	Iste of Dogs/Canary Wharf	
Tower Hamlets	Poplar	

Borough	Centre	✓
Tower Hamlets	Roman Road (east)	
Tower Hamlets	Watney Market	
Tower Hamlets	Whitechapel	
Waltham Forest	Bakers Arms	
Waltham Forest	Leytonstone	
Waltham Forest	North Chingford	
Waltham Forest	South Chingford	
Waltham Forest	Wood Street	
Waltham Forest	Walthamstow	
Wandsworth	Balham	
Wandsworth	Battersea	
Wandsworth	Clapham Junction	
Wandsworth	Earlsfield	
Wandsworth	Putney	
Wandsworth	Southfields	
Wandsworth	Tooting	
Wandsworth	Wandsworth	
Westminster	Edgware Road South	
Westminster	Edgware Road/Church Street	
Westminster	Harrow Road	
Westminster	Knightsbridge	
Westminster	Marylebone High Street	
Westminster	Praed Street/Paddington	
Westminster	Queensway/Westbourne Grove	
Westminster	St John’s Wood	
Westminster	Tachbrook Street	
Westminster	Warwick Way/Tachbrook Street	
Westminster	West End	

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Borough	Centre	✓
Havering	Harold Hill	
Havering	Hornchurch	
Havering	Rainham	
Havering	Romford	
Havering	Upminster	
Hillingdon	Eastcote	
Hillingdon	Hayes	
Hillingdon	Ickenham	
Hillingdon	Northwood	
Hillingdon	Ruislip	
Hillingdon	Uxbridge	
Hillingdon	Yiewsley/West Drayton	
Hounslow	Brentford	
Hounslow	Chiswick	
Hounslow	Feltham High Street	
Hounslow	Hounslow	
Islington	Angel	
Islington	Archway	
Islington	Finsbury Park	
Islington	Nags Head	
Kensington & Chelsea	Earls Court Road	
Kensington & Chelsea	Fulham Road (east)	
Kensington & Chelsea	Fulham Road (west)	
Kensington & Chelsea	Kensington High Street	
Kensington & Chelsea	King's Road (west)	
Kensington & Chelsea	King's Road East	
Kensington & Chelsea	Knightsbridge	
Kensington & Chelsea	Notting Hill Gate	
Kensington & Chelsea	Portobello Road	
Kensington & Chelsea	South Kensington	

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Borough	Centre	✓
Kingston	Kingston	
Kingston	New Malden	
Kingston	Surbiton	
Kingston	Tolworth	
Lambeth	Brixton	
Lambeth	Camberwell	
Lambeth	Clapham High Street	
Lambeth	Crystal Palace	
Lambeth	Lower Marsh	
Lambeth	Stockwell	
Lambeth	Streatham	
Lambeth	Tulse Hill	
Lambeth	West Norwood	
Lewisham	Blackheath	
Lewisham	Catford	
Lewisham	Deptford	
Lewisham	Downham	
Lewisham	Forest Hill	
Lewisham	Lee Green	
Lewisham	Lewisham	
Lewisham	New Cross	
Lewisham	Sydenham	
Merton	Mitcham	
Merton	Morden	
Merton	Raynes Park	
Merton	Wimbledon	
Newham	Canning Town	
Newham	East Beckton	
Newham	East Ham	
Newham	Forest Gate	

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Hours of Operation:

Please ensure that you are able to provide services throughout the times you indicate

Either: 24 hours a day, all week

Or: Start time Finish time

Monday morning – Thursday night

Friday morning – night (Saturday morning)

Saturday morning – night (Sunday morning)

Sunday morning – night (Monday morning)

Public Holidays

Operating Centre details: (Please tick all that apply)

Does this centre have Public Access?

Does this centre have a public Waiting Room?

Is the centre Wheelchair Accessible to the public?

Payment options: (Please tick all that apply)

Please list the payment options available to customers:

Payment by cash?

Payment by credit/debit card?

Payment by cheque/bankers card?

Account services available?

Please now complete pages 4 – 8, indicating passenger pick-up locations for your operator business.

Operator Licence No:
Operating Centre postcode:

Please tick ALL the locations you will pick up from.

For Minicab/MPV services, please select only those locations within 30 minutes of your operating centre

All London	Please DO NOT select for minicab services	
Borough	Centre	<input checked="" type="checkbox"/>
Barking & Dagenham	Barking	
Barking & Dagenham	Chadwell Heath	
Barking & Dagenham	Dagenham Heathway	
Barnet	Brent Cross	
Barnet	Brent Street	
Barnet	Burnt Oak	
Barnet	Chipping Barnet	
Barnet	Church End, Finchley	
Barnet	Colindale/The Hyde	
Barnet	Cricklewood	
Barnet	East Finchley	
Barnet	Edgware	
Barnet	Golders Green	
Barnet	Hendon Central	
Barnet	Mill Hill	
Barnet	New Barnet	
Barnet	North Finchley	
Barnet	Temple Fortune	
Barnet	Whetstone	

Borough	Centre	<input checked="" type="checkbox"/>
Bexley	Bexleyheath	
Bexley	Crayford	
Bexley	Sidcup	
Bexley	Welling	
Brent	Burnt Oak	
Brent	Colindale/The Hyde	
Brent	Cricklewood	
Brent	Ealing Road	
Brent	Harlesden	
Brent	Kenton	
Brent	Kilburn	
Brent	Kingsbury	
Brent	Neasden	
Brent	Preston Road	
Brent	Wembley	
Brent	Wembley Park	
Brent	Willesden Green	
Bromley	Beckenham	
Bromley	Bromley	
Bromley	Crystal Palace	
Bromley	Orpington	
Bromley	Penge	

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Borough	Centre	<input checked="" type="checkbox"/>
Bromley	Petts Wood	
Bromley	West Wickham	
Camden	Camden Town	
Camden	Cricklewood	
Camden	Hampstead	
Camden	Kentish Town	
Camden	Kilburn	
Camden	Swiss Cottage/Finchley Road	
Camden	West Hampstead	
City of London	City of London	
Croydon	Addiscombe	
Croydon	Coulsdon	
Croydon	Croydon	
Croydon	Crystal Palace	
Croydon	Norbury	
Croydon	Purley	
Croydon	South Norwood	
Croydon	Thornton Heath	
Croydon	Upper Norwood	
Ealing	Acton	
Ealing	Ealing	
Ealing	Greenford	
Ealing	Hanwell	
Ealing	Southall	
Enfield	Angel Edmonton	
Enfield	Edmonton Green	
Enfield	Enfield Town	
Enfield	Palmers Green	
Enfield	Southgate	
Greenwich	Eltham	

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