

# Transport for London Taxi Licensing

## Licensing Conditions (Responsibilities of the licensee)



## General Information

The taxi licence will be issued to the 'person' applying for the licence. This will be a **named** individual and will, ideally, be the same as the person that is recorded with DVLA as the registered keeper. Where the registered keeper is a company or business entity, the licence will need to be issued to a named person as the issue of a taxi licence imposes certain licensing conditions (which are described below) on the licence. The named person will be the person held responsible for complying with the licensing conditions.

The licensing conditions are 'prescribed conditions' and are defined in the Metropolitan Public Carriage Act 1869 and the 1934 London Cab Order as amended in 2007 provisions and any other amendments. A summary of the conditions and administrative rules are given below.

## Conditions to be complied with production of taxi documents

The licensee shall produce for inspection, on request, the **original** documentation requested by a police constable, an authorised officer or a

Taxi and Private Hire (TPH) Examiner at:

- the licensee's principle place of business; or
- any of the vehicle inspection centres specified,

The documentation must be produced within seven days of the request being made, or as soon as possible thereafter.

## Special inspections

During the period of the licence, the taxi may be required to undergo a 'special inspection'. A 'special inspection' may be required for a number of reasons either at the request of the vehicle owner or at the request of TPH. The reasons for these inspections can be:

- road traffic collision
- compliance (on-street vehicle unfit notice)
- passenger complaint; and
- replacement licence and/or plate:
  - collision damage
  - VRM change
  - Epsom & Ewell dual licence
  - lost/stolen plate
  - modifications or approvals

Should any of the inspection types listed above be required, you should contact the vehicle licensing contact centre on 0343 222 5555 and specify the type of inspection required.

## Expired licence/plates

It is the responsibility of the licensee to ensure that expired licence/plates are returned to either TPH or at any of the vehicle inspection centres as instructed, no later than **three days** after the expiration date of the licence/plates.

Lost/stolen taxi licence/plate

If in the event that the taxi licence/plates are stolen, it will be necessary for you to immediately:

- report the incident to the police;
- obtain a crime reference number: &
- report the incident to the TPH Taxi Contract Management team for further advice.

## Change of taxi ownership

If, during the currency of the licence, the ownership of the taxi changes, the licensee shall within 7 days from the date of transfer; complete the reverse side of the taxi cab licence.

In cases where the new owner intends for the licence to be transferred to their name, the new owner must also complete sections B & C of the licence before the licence is returned and the TPH will re-issue a replacement licence in the name of the owner.

## Taximeters

It is the responsibility of the licensee to ensure that the taximeter and associated operating devices (including the printer where applicable) are not removed without the authority of TPH. The taximeter and associated components **must** remain sealed during the life of the taxi licence. In the event of a fault occurring that causes the seal(s) to be broken/removed, a new seal(s) must be replaced by a TPH taximeter installer within 24 hours of the fault occurring, or as soon as practicable thereafter, or unless otherwise directed by an authorised officer.

## Taxi used by persons other than the licensee

A licensed taxi can only be **used** as a licensed taxi by a licensed London taxi driver. Where the taxi is used to ply for hire by persons other than the licensee (ie vehicle owner), the licensee must retain the TPH driver licence belonging to the licensed taxi-driver and produce the TPH driver licence for inspection when requested by an authorised officer or an authorised Examiner. The licensed taxi - driver must retain their 'copy' TPH driver licence.

## Replacement of licence plate

In the event that the taxi licence plate is damaged, you must contact the vehicle licensing contact centre on 0343 222 5555 for an appointment as soon as possible, to enable the issue of a replacement licence plate.

## Change of address

The licensee shall notify the TPH of their new address within 7 days of the date when the change has taken effect; by completing the reverse side of the licence and returning it to the vehicle licensing contact centre to enable the re-issue of a replacement licence.

## Licence plates, approved notices and official signage

The licence plate and approved notices shall not be removed or concealed (including the carriage fare chart) and the details placed upon them shall not be altered, obliterated or erased.

**NB:** Only notices approved by TPH are permitted to be exhibited in/on a licensed taxi.

## Carriage of passengers

The licensee, (or the taxi driver to whom the taxi has been rented) must not exceed the total number of passengers the taxi is licensed to carry.

2 children aged under 10 will count as one passenger. An 'infant in arms' does not count as a passenger (for the purpose of fare calculations).

When the taxi is being **used** as a taxi, no passengers shall be carried in the front compartment.

## Luggage

A driver of a licensed taxi shall carry a reasonable quantity of luggage for each person hiring such carriage.

## Change of VRM

If during the currency of the licence you change the vehicle registration number of the taxi, you must contact the vehicle licensing contact centre on 0343 222 5555 as soon as the new number has been assigned to the taxi to enable a replacement taxi licence and licence plate to be issued. Your taxi will need to be presented at one of the vehicle inspection centres (by appointment) and you will need to bring with you the following documents:

- the complete declaration on the reverse of the existing taxi licence;
- appropriate evidence from DVLA that confirms the transfer has been effected;
- insurance certificate bearing the new registration number;
- a new tax disc affixed to the taxi bearing the new registration number;
- the registration plate bearing the new number affixed to the ;
- taximeter installation certificate amended to show the new number; and
- wheelchair ramps (if applicable) bearing the new registration number

## Advertisement

Advertisements and signage affixed to a London licensed taxi must comply with the TPH advertising and official signage guidance documents. Electronic advertising devices and media solutions attached to and/or

carried in the taxi must seek prior approval from the TPH. All external advertising must display an external alpha numeric identifier.

Any advertisement or signage affixed to a London licensed taxi that contravenes any legal requirements, obligations or responsibilities may cause the taxi licence to be revoked or suspended.

### Renewal of the taxi licence

We will send the vehicle owner a reminder approximately 6 weeks prior to the expiry of the existing licence. In those cases where the vehicle is presented within 28 days of the expiry of the current licence and passes the inspection first time, the replacement licence will start from the date of expiry of the old licence.

**NB:** If after the appointment has been allocated, you fail to keep the inspection appointment, it must be clearly understood that the taxi will be removed from the congestion charge register when the licence expires and you will be responsible for the daily charge thereafter.

### Maintenance

Please ensure that the taxi, including all fixture and fittings, advertisements etc are maintained to the approved standards, and kept clean. Please be aware that your vehicle may be liable to inspection at any time by TPH or an authorised examiner, and any defect could lead to an unfit notice being served prohibiting the use of the vehicle until the defect has been rectify.

### Privacy Notice

Transport for London (TfL), its subsidiaries and service providers will use your personal information for the purpose of administering the licensing and inspection regime for taxis and private hire vehicles.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

TfL may validate information relating to yourself and/or your vehicle with a number of other organisations including the Driver and Vehicle Licensing Agency (DVLA), the Vehicle and Operator Services Agency (VOSA) and the Motor Insurers' Bureau (MIB).

You may appoint a third party to manage the vehicle inspection process on your behalf, and where this is the case, you understand that:

- i) they may pass information about you and/or your vehicle to TfL for the purpose of the vehicle inspection
- ii) they may receive the results of any validation checks carried out at TfL's request and
- iii) TfL may share other information about you and/or your vehicle with them where necessary for the inspection process.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

## Inspection Centres

(West) Heston  
20A Airlinks Industrial Estate  
Spitfire Way  
Heston  
TW5 9NR

(East) Crayford  
Unit Q1, Acorn Industrial Park  
Crayford  
Kent  
DA1 4AL

(Central East) Canning Town  
1 North Crescent  
Canning Town  
E16 4TL

(North) Enfield  
Unit 2 Watermill Centre  
Edison Road  
Enfield  
EN3 7XF

(South) Coulsdon  
Unit B5 Redlands  
Ulswater Crescent  
Coulsdon  
CR5 2HT

(Central West) Staples Corner  
Unit 2 Aquarius  
Staples Corner  
Priestly Way  
NW2 7AN

## Contact Numbers

-  Vehicle Licensing Enquiries
-  Driver and Operator Licensing Enquiries
-  TPH Enquiries

0343 222 5555

0343 222 4444

[tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk)

 **Taxi and Private Hire**  
<http://www.tfl.gov.uk/tph>

 24 hour travel information  
**020 7222 1234**

 Textphone  
**020 7918 3015**

 Website  
**[www.tfl.gov.uk](http://www.tfl.gov.uk)**