



## Guidance for taxi and private hire drivers and vehicle owners on the new signage requirements

This guidance is for taxi and private hire drivers and vehicle owners, and is about the requirement to display new signage in all licensed taxis and private hire vehicles (PHVs).

### Background

Following our [consultation](#) on implementing the Department for Transport's [Statutory Taxi and Private Hire Vehicle Standards](#), we will be introducing a new requirement that all licensed taxis and PHVs must display new signage with information about how to make a complaint about taxi and private hire services to us.

We have also reviewed the existing signage displayed in taxis and PHVs and have combined this with the new signage in order to reduce the number of separate signs.

The new signage will include the following information:

Item	Taxis	PHVs
Information about how to make a complaint to TfL	✓	✓
No-smoking sign	✓	✓
Cycle safety sign	✓	✓
Card payments information	✓	x
Information for wheelchair users	✓	x
Seatbelt sign	✓	✓
Pre-book only sign	x	✓
Message advising passengers to respect their driver	✓	✓

### The new requirements

#### Taxis

From **1 July 2024** the new signage will start to be installed in taxis at the annual licensing inspections.

From **1 July 2025** all taxi drivers must ensure that the taxi they are driving has the new signage displayed. From 1 July 2025 if your taxi is not displaying the new signage then we may consider taking licensing action against you.

There will be two new signs, one for the nearside rear quarterlight window and one for the offside rear quarterlight window.

The new signage will replace the existing card payment and no-smoking signs in taxis.



## Private hire vehicles

From **1 July 2024** the new signage will start to be installed in PHVs at the annual licensing inspections.

From **1 July 2025** all private hire drivers whose licence was granted on or after 1 July 2025 must ensure that the PHV they are driving has the new signage displayed, unless the PHV has a valid exemption. From 1 July 2025 if your PHV is not displaying the new signage and does not have a valid exemption in place, then we may consider taking licensing action against you and the vehicle licensee.

There will be two new signs. The signs should be placed in the nearside rear quarterlight window and offside rear quarterlight window if these spaces are available, and the signs will be visible to passengers sitting in the rear seats.

If the vehicle does not have rear quarterlight windows, these are too small for the signs, or the signs would not be visible to passengers then the signs can be placed on the nearside and offside rear door windows.

The signage will be installed by our vehicle inspection service provider, Marston, during its annual vehicle inspection and they will decide where it will go if it cannot be installed in the quarterlight windows. Stickers, similar to the no-smoking signs, have been used for the new signage and Marston will take care when installing these to avoid causing any damage.

The new signage will replace the existing no-smoking signs in PHVs.

PHV drivers and owners must not remove the new signage once it has been installed.

Exemptions from displaying the signage in PHVs must be approved by TfL. If you would like to apply for an exemption please email [TPHVehicleExemptions@tfl.gov.uk](mailto:TPHVehicleExemptions@tfl.gov.uk).

## How can I obtain replacement signs?

You should only request replacement signs if your taxi or PHV was inspected on or after 1 July 2024 and the signs that were installed at the licensing inspection need to be replaced because they have been lost or damaged. In this case please call 0343 222 5555 or email [ltphcontractsteam@tfl.gov.uk](mailto:ltphcontractsteam@tfl.gov.uk) to request replacement signs.

If your vehicle has not yet been inspected and signs have not yet been installed then there is no need to contact us to request new signs. Please wait until your annual vehicle licensing inspection and the signs will be installed for you by Marston.



## Version control

This document will be kept under review and may be altered or amended to reflect any changes in the law or Transport for London policies and guidance.

Version	I
Date	06 June 2024
Summary of amendments	First version