

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 '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 uninsured, unsafe and illegal.

Lost property

If you've lost property in a taxi you should report this to TfL's Lost Property Office.

You can contact the Lost Property Office by calling 0343 222 1234 or use the lost property form on our website at tfl.gov.uk/lostproperty to find out if your property has been found.

Property found in London taxis can be 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 private hire operator's office, where a record of lost property is kept. Please contact the operator you booked with directly to check if they have found your property.

Assistance dogs

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

If you have an assistance dog and have experienced any problems when trying to use a taxi or private hire vehicle in London please let us know.

Taxi fares from 11 January 2020

The taximeter 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 approximately six miles the rate at which the taxi fare increases changes. Full details of the taxi fares and 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 the passenger.

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	Approximate Journey Time	Monday to Friday 05:00 – 20:00	Monday to Friday 20:00 – 22:00 Saturday and Sunday 05:00 – 22:00	Every night 22:00 – 05:00 Public holidays
1 mile	6 - 13 mins	£6.20 - £9.60	£6.20 - £9.60	£7.00 - £9.60
2 miles	10 - 20 mins	£9.40 - £15	£9.80 - £15	£10.60 - £15
4 miles	16 - 30 mins	£16 - £24	£18 - £24	£18 - £28
6 miles	28 - 40 mins	£24 - £31	£31 - £34	£31 - £34
Between Heathrow and Central London	30 - 60 mins	£49 - £92		

There is a minimum fare of £3.20 at all times.

- **There are no extra charges for luggage or additional passengers**
- **Card payments:** There are no extra charges when paying by debit or credit card. All taxis accept American Express, MasterCard and Visa plus contactless payments.
- Additional charges:
 - **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 20:00 on 24 December and 06:00 on 27 December or between 20:00 on 31 December and 06:00 on 2 January 2019.
- **Soiling charge:** The driver can charge the hirer a soiling charge of up to £60 for soiling that requires the taxi to be taken out of service for cleaning.

This information is correct as of Saturday 11 January 2020.

Passenger Information

Visit tfl.gov.uk/taxis-and-minicabs to search for the details of licensed private hire operators by the service they offer (minicab, limousine, etc.) and the area they serve.

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 for more help planning your journey.

Comments and Complaints

If you want to make a complaint or comment about a taxi driver, or private hire operator, driver or vehicle you can:

- Use the form at tfl.gov.uk/tph-comments
- Email tph.comms@tfl.gov.uk
- Call 0343 222 4000