



Private hire operators' contracts with passengers – new regulation and guidance

This Notice follows and supplements the information provided in TPH Notices [19/21](#), [22/21](#) and [04/22](#) that concern the Divisional Court's judgment given on 6 December 2021. By now all London private hire vehicle (PHV) operators should have reviewed any terms and conditions and considered whether any changes are needed to comply with the judgment. Some operators may have already made changes and others may be in the process of making changes.

We have now made a regulation to raise awareness that London PHV operators are required to contract directly with passengers to provide the journey that is the subject of a booking.

[Regulation 9\(14\)](#) of the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 now states:

“The operator shall enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking and any such contractual obligation must be consistent with the 1998 Act and these Regulations.”

We have also published [guidance](#) to assist London PHV operators in relation to considering whether their terms and ways of working need to be changed to ensure they are compliant.

The guidance looks at what operators' responsibilities are when they contract with passengers, how the law applies in practice (whether or not they have written contracts) and what TfL is doing to help ensure compliance. The guidance will be kept under review and may be updated from time to time.

We have revised our [guidance on operating model changes](#) to reflect the new requirement and guidance above. The guidance also now requests operators to notify TfL of any operating model change at the earliest opportunity and no later than 28 days before the operator plans to introduce the change.

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For previous Notices and additional licensing information, please visit tfl.gov.uk/tph