



Coronavirus Update 25

This Notice reiterates important Coronavirus safety and hygiene guidance intended to keep licensees and their passengers safe and should be read in conjunction with [TPH Notice 10/21](#). The Notice also provides information on the extension of the Ultra Low Emission Zone (ULEZ) which came into effect on 25 October 2021.

Following the lifting of national restrictions more people are travelling and making use of everything London has to offer. It is timely to remind licensees to continue to practice high levels of personal and vehicle hygiene to keep themselves, and the travelling public, safe.

The Government is clear that [Coronavirus remains a serious health risk](#) and that people should stay cautious to help protect themselves and others. The Government maintains that people should wear a face covering in enclosed spaces where you come into contact with people you do not normally meet.

Coronavirus safety and hygiene

The [Government is clear that](#): *in situations where there is a higher risk of catching or passing on COVID-19, you should be particularly careful to follow the guidance on keeping yourself and others safe as we return to normality. Every little action helps to keep us all safer.*

Face coverings for taxi and private hire vehicle (PHV) drivers

The official [Government guidance regarding face coverings](#) is that it expects and

recommends that people continue to wear face coverings in crowded and enclosed spaces where they come into contact with people they don't normally meet.

In accordance with this guidance, we continue to expect taxi and PHV drivers **continue to wear face coverings at all times when in a taxi or PHV**, unless they are exempt. This is to keep both drivers and passengers safe.

In addition, we are strongly encouraging PHV operators to communicate TfL guidance on face coverings to passengers as part of the booking process, to support drivers and to ensure the safety and comfort of both drivers and passengers.

Face coverings for taxi and PHV passengers

We expect and recommend that passengers continue to wear face coverings at all times when in a taxi or PHV, unless they are exempt.

Drivers must assess the risk to their own safety and can request a passenger wears a face covering when travelling in a taxi or PHV. A driver also has the discretion to refuse to carry a passenger if they are not wearing a face covering without good reason. For guidance on managing a passenger that is not wearing a face covering see [TPH Notice 10/21 – Coronavirus Update 23 \(Consolidation\)](#).

Vehicle Hygiene

We would like to remind everyone of our short, informative video that provides guidance on how to clean licensed vehicles after each passenger has been safely dropped off and at the end of your shift. The video can be viewed here:

<https://youtu.be/V3ogeV8ucvE>

If you haven't already, all licensed taxi and private hire drivers should familiarise themselves with the video and follow the steps to ensure the highest possible safety standards are being met.

Personal Hygiene

Licensees are expected to continue to take the following personal hygiene precautions as a minimum:

- Wash your hands regularly or, if you are unable to, use hand sanitiser
- Drivers should keep a bottle of hand sanitising gel in their vehicle. It is recommended this be a minimum 60 per cent alcohol
- Wash your hands or use sanitising gel after handling cash
- Do not touch your face
- Drivers should avoid using the recirculated air option for the car's ventilation system when carrying passengers and instead use the car's vents to bring in fresh air from outside or lower the vehicle's windows
- If conditions allow, the car windows should be kept open
- Passengers should be encouraged to use contactless payment or to pay online wherever possible

Further Resources

We would like to remind licensees that there is further information regarding Coronavirus including support resources that cover financial assistance, mental health support and the latest gov.uk guidance available on [the TPH Health and Wellbeing webpage](#) and the [TPH Coronavirus Information for Licensees webpage](#).

Extension of Ultra Low Emission Zone (ULEZ)

To help clean up London's air, the ULEZ operates 24 hours a day, 7 days a week, every day of the year, except Christmas Day (25 December).

On 25 October 2021, the ULEZ zone was extended to cover all areas within the North and South Circular roads. The North Circular (A406) and South Circular (A205) roads are not in the zone.

Most vehicles need to meet the ULEZ emissions standards or must pay a £12.50 daily charge to drive inside the zone.

London licensed PHVs* are subject to the ULEZ; London licensed taxis are exempt.

The minimum emission standards for cars are Euro 4 (for petrol) and Euro 6 (for diesel). You can check whether your car meets the ULEZ emission standards using an [online tool](#).

* Designated wheelchair-accessible PHVs used to carry out a private hire booking will be granted a grace period until 26 October 2025, during which they will be exempt from the ULEZ daily charge. These vehicles will only be exempt when carrying out a private hire booking for a TfL-licensed PHV operator. At all other times PHV owners will have to pay the charge if their designated wheelchair-accessible PHV does not meet the emissions standards and is not in the disabled or disabled passenger vehicle tax class.

See a list of designated wheelchair-accessible PHVs licensed by TfL on the [Passengers and Accessibility page](#).

If you feel that your vehicle should be on the list please email tph.enquiries@tfl.gov.uk.

Taxis that are due for a licensing inspection will not have to pay the ULEZ charge on the day of their inspection, provided that the vehicle passes and receives a new licence. However, taxis that fail their inspection, and are therefore unlicensed, will not be exempt and the charge will need to be [paid for that day](#).

For more information on the ULEZ, please visit tfl.gov.uk/ULEZ

Please do stay safe and well.

Graham Robinson
General Manager

**Taxi and Private Hire
Transport for London**

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