

SERU

SAFETY, EQUALITY, REGULATORY
UNDERSTANDING

SECTION 3: Carrying out private hire journeys



BOOKINGS

- As a London PHV driver, you can only carry out bookings that you have received from a licensed London PHV operator.
 - You must carry out these bookings in a London licensed PHV that has PHV licence discs on display (unless exempt).
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Every PHV must have hire or reward insurance.

A PHV is not a taxi

TAXI REFERS TO **BLACK CAB**



You are **not allowed** to pick people up

- ❑ On the street
- ❑ At stations
- ❑ At airports
- ❑ On the street outside your operator

Unless they have booked you through a **licensed operator**.


IT IS AGAINST THE LAW



You **must not**

- Allow a passenger to enter your vehicle
- Give any sign or say anything to a member of the public that suggests that you are **available for hire**

Unless they have booked you through a **licensed operator**.

- You must not encourage any member of the public to approach you or your PHV if they **don't** have a **valid booking**.
 - If someone does come up to you, you are allowed to hand out a business card with the number of your operator on it or you can provide other contact details such as a website.
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted diagonally from the bottom right towards the top right, set against a blue gradient background.

OPERATING CENTRES IN LATE NIGHT VENUES

If your operator has a licence to operate from a late-night venue, the operator can only take bookings **inside** the venue at the booking location specified on their licence.

- You **must not approach** people on the pavement or outside a late-night venue to offer them private hire services.
- you may be **committing an offence and could be prosecuted.**

YOUR RESPONSIBILITIES

- Parking your vehicle
- Noise it makes
- Your behaviour as the driver

Do not:


- Litter
- Be rude
- Pee in public

If TfL or the police get **complaints** about driver behaviour, they will investigate and, depending on the sort of complaint they receive, it could result in **licensing action** or **prosecution**.

AIRPORTS

- Airports are private property and can make their **own rules (bylaws)** about **taxis and PHVs**.
- You **cannot enter Heathrow Airport** to pick up passengers unless you have a booking from your operator, or you are parking in an official car park or the PHV Authorised Vehicle Area to **wait** for a **booking**.

When picking up passengers you must always use an **official car park**.

- You should **not** wait in local car parks or residential streets.
 - Remember that the **taxi ranks** at Heathrow Airport and London City Airport are for licensed **taxis (black cabs) only**.
 - You **must not stop, wait, pick up or drop off** passengers at the airport taxi ranks.
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FARES

TfL has **no power** to set or control the **fares charged by PHV operators**.

You should tell your operator the following as soon as it is safe for you to do so:

- If your passenger decides to change the destination of their journey
- asks you to pick up extra passengers
- or has extra luggage

Your operator will then be able to update the fare or estimated fare for the journey.

- You should check with your operator what to do if your passenger disagrees with the fare or is unable to pay.
- You should also check with your operator what the arrangements are for giving out receipts.

Your operator is responsible for either agreeing a fare for the journey with the passenger or giving them an accurate estimate before a journey starts.

LOST PROPERTY

- Remind passengers to take all their stuff at the end of their journey
 - If you find any lost property you should take it back to your operator
 - Your operator will keep it recorded
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- A decorative graphic consisting of several parallel white lines of varying lengths, slanted upwards from left to right, located in the bottom right corner of the slide.

SUSPICIOUS ITEMS AND BEHAVIOUR

- **Terrorist attacks** can happen at any time or any place without warning.
- Items left in your vehicle are likely to be items passengers have left behind, but if you are suspicious of an unattended item, call the **police immediately on 999** and follow their instructions.
- You can **report** your concerns about suspicious activity to the **confidential police anti-terrorist hotline on 0800 789 321**.

WHEN A BOOKING CANNOT BE CARRIED OUT

- When an operator has accepted a booking and you have agreed to carry it out, you should carry out that booking unless you have **a very good reason.**
- There may be situations where you do not feel **able or safe** enough to take passengers,
- If you **refuse** to carry out a booking, **be polite and explain why.** This could help **avoid** a complaint.
- Make sure you **tell your operator the full reasons**