

### **Section 3: Carrying out Private Hire Journeys**

#### **Summary:**

This section covers the basic requirements for drivers when carrying out private hire bookings:

- A London PHV driver cannot accept a booking from an unlicensed operator, only from licensed operators, for any doubt, the driver can check details using the online licence checker tool.
- PHV drivers are not allowed to pick up any passenger from random places and sign with passengers for a ride unless the driver received the booking from the operator and encourages the public to use a valid booking approach.
- In the case of booking, the operator and driver must know the date, passenger name, location, picking time, main destination, agreed fare and registration number. The driver must inform the operator if anything changes.
- Drivers cannot accept late-night customers unless the operator has a licence to operate from a late-night venue. Otherwise, the driver could be prosecuted.
- The driver is responsible for own driving behaviour such as parking, being anti-social manner, dumping waste and leaving the running engine. If TfL gets complaints about the driver's behaviour, they can take licensing action or prosecution.
- Airports have own rules (bylaws) about taxis. It cannot drop off or pick up passengers unless you have a booking from a licensed operator and should avoid licensed taxis (black cabs) areas.
- For outside Greater London, the booking can be accepted by a licensed London PHV operator. You should ask your operator if there is any doubt.
- PHV operators are responsible for fare agreements and drivers must inform operators if anything changes during the journey to fix fares properly and check out receipts.
- Driver must check the lost property after every journey, if found, it will be handed over to the operator with a proper record of lost property.
- Any suspicious behaviour which seems harmful or doesn't seem right should report to the police on 999 and in case of a terrorist attack, contact the anti-terrorist hotline on 0800 789 321.
- Drivers should not avoid booking without a good reason such as passengers with open bottles or cans of alcohol or anything dangerous or inflammable, or if they are acting violently or offensively and must not refuse disabled or people with dogs.