

Operator's name: Addison Lee Limited
Reference: 1605
Date: 1 September 2017

Addison Lee Limited
35-37
WILLIAM ROAD
LONDON
NW1 3ER

Dear Mr Galvin,

Issue of London Private Hire Operator Licence

Your application for a London private hire operator licence has now been processed and I am pleased to confirm that you were successful. You are now licensed to legally carry out private hire bookings as a licensed London private hire operator.

This pack includes:

- Your private hire operator licence
 - Part A – there should be one copy of this part of the licence
 - Part B – there should be a licence for every operating centre that has satisfied the criteria in order to be licensed
- Summary of the conditions attached to every operator's licence;
- Handbook for licensed operators.

For general guidance and information on our policy and private hire law in London, you are advised to review the policy guidelines and the Notices that have been issued. These can be found within the Policies section on our website www.tfl.gov.uk/tph. It is recommended that you review our website on a regular basis as it is frequently updated.

Code	Condition	Status	Start Date	Expiry Date
8	Subject to No Public Access	Active	24 May 2016	25 May 2016
8	Subject to No Public Access	Active	19 May 2015	29 August 2017
8	Subject to No Public Access	Active	15 April 2015	29 August 2017

Please read the important information at the end of this letter about your licence condition(s)

- **Private hire operator licence** - make sure all details on your licence are correct. If any of the details are incorrect, advise a member of our staff immediately.
- Part A of licence - A copy of this part of your licence should be displayed in every operating centre detailed on your licence.
- Part B of licence - The relevant Part B licence should be displayed at the operating centre to which it relates to.
- If your licence is lost or stolen, you must:
 - Report it to the police and obtain a crime reference number and then provide us with the details so that a replacement can be issued

Note: Frequent loss of or damage to licenses may result in you being charged for replacements in the future.

The licence remains the property of Transport for London (TfL) and must be surrendered should you no longer wish to carry out private hire bookings or your licence is suspended or revoked. They must be produced on demand to the police or TfL Compliance Officer.

Reporting Changes in Personal Circumstances

Please remember that you are required to inform us immediately of any of the following:

- You are required to **immediately** (i.e. within 14 days) notify us of **any material changes** to the following:
 - Change of address of any of your operating centre(s). You **must** submit a PHV/106 variation form if you wish to change any address on your licence;
 - If you, or anyone associated with the licence, makes any changes to their personal details e.g. name change, change of home address. If the person who has changed address is also a PHV driver or owns a PHV, then they must return their driver and vehicle licences to us for amendment;
 - If you, or anyone associated with the licence, has any changes to their personal details e.g. if you are made bankrupt;
 - If you, or anyone associated with the licence, are charged with, convicted of, or receive a police caution for any criminal offence, including any road traffic offences
 - If there is any change that affects your company e.g. name change, the liquidation, dissolution etc. of the company, any appointments to, or resignations from, the company;
 - If there are any changes that affect your business e.g. the adoption of a new trading name.
 - Changes to the operating model of your business **before** the changes are made. This will help ensure that the changes are compliant with private hire legislation, in the interests of passenger safety.

- We would like to highlight that there are limitations to the wording that you can use as part of your signage or advertisements that invites bookings at a particular address or using a particular telephone number registered to that address. You are not permitted to use any of the following words: 'taxi', 'taxis', 'cab' or 'cabs', or any word so closely resembling any of those words as to be likely to be mistaken for it (whether alone or as part of another word), unless the vehicles offered for hire are London taxis (black cabs). The words 'minicab', 'mini-cab' or 'mini cab' (whether in the singular or plural), are acceptable.

Failure to immediately notify us about any of the above changes could result in a review of your suitability to remain licensed.

Please note the following:-

- You are only licensed to carry out private hire work. A record of all bookings must be retained.
- You must only use TfL licensed private hire drivers to undertake private hire bookings.
- You must only use a TfL licensed private vehicle to undertake private hire bookings that is covered by hire and reward insurance at all times
- Your drivers are not entitled to 'ply for hire' – pick up passengers from the side of the road or 'tout' - approach passengers directly. All bookings **must** be made through a licensed London private hire operator. **Please note:** Should a licensed operator, or an individual associated with an operator's licence get convicted for illegally plying for hire or touting, the operator licence is likely to be revoked.
- If any of an operator's drivers or other employees are convicted or cautioned for illegally plying for hire or touting and they were found to be acting under the operator's instructions at the time, the fitness of an operator to remain licensed may also come under scrutiny.
- Unlike licensed taxi's, private hire vehicles are **not** entitled to drive in bus lanes.
- Your drivers cannot automatically drop off and pick up on Red Routes – this requires an application and exemption for the vehicle.
- Your drivers cannot drive within the Congestion Charging area without purchasing the charge. Their exemption only relates to when their vehicle is being used to a carry out a booking.
- If you have yet to return your old licence to us, you should return all copies of that licence within seven days of the expiry of your existing licence.

Disability Equality

- Your drivers are required to carry disabled passengers whether they have an assistance dog, or are in a wheelchair as a legal obligation and to do so with no extra cost.

- If your drivers are found to have refused a journey or charged a passenger more because they have an assistance dog or are a wheelchair user you (and your driver) risk prosecution, fine or losing your private hire licence.

Important Changes to Private Hire Regulation

On 18 March 2016, we issued TPH [Notice 07/16](#), notifying you that the TfL Board had approved new regulatory changes to raise standards in London's private hire industry, improving safety and convenience for customers. TPH [Notice 10/16](#) was issued on 17 June 2016 providing further detail of the approved changes. All TPH Notices are available on the taxi and private hire pages of the TfL website.

New Requirements for Private Hire Operators
Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it - a photo of the driver.
Operators must inform TfL of any changes to the operating model of their business before they are made. This will help ensure that the changes are compliant with private hire legislation, in the interest of passenger safety.
Operators must ensure that all staff who have face-to-face contact with the public (for example, in a minicab office that is open to the public) have, or have proof they have applied for, a basic disclosure check – available through Disclosure Scotland. This is in addition to the requirement for private hire drivers to have an enhanced Disclosure and Barring Service check.
All Operators are required to email TfL on a weekly basis the details of the drivers and vehicles they have used to fulfil bookings, or have had available to them to fulfil bookings. If not already in place, TfL will contact you in the next 7 days directly to confirm how this information should be provided, in what format and for what time periods. Email TPHOperatorDataShare@tfl.gov.uk with any questions
Operators must provide their customer with an accurate fare estimate before the journey starts (unless the fare has been pre-agreed).
Operators must keep records for a minimum of 12 months. This includes records for bookings, complaints and lost property, as well as driver and vehicle records.
Operators must record the main destination of the customer's journey, before the journey starts.
Operators are limited to having no more than five business names attached to their operator's licence.
Operators are required to provide TfL with relevant National Insurance details when applying for or renewing their licence.

What TfL will do next:-

A TfL Compliance Officer will attend your operating centre(s) at frequent intervals to conduct a compliance inspection for this licence. The licence holder will be required to

demonstrate that the respective private hire business is being run in a safe and compliant manner. This is achieved through the production of accurate and up to date records, which show that all bookings are being properly discharged.

What you should do next:-

- Ensure that the appropriate procedures and/or systems are put in place to ensure that you can fully demonstrate that you can meet all of the new requirements.
- Ensure that all of your records are maintained and are made available for inspection when requested.
- If you have not already done so, you need to apply for a basic disclosure for all employees that will have face to face contact with the public. For further guidance please go to tfl.gov.uk/ph-regulations and www.disclosurescotland.co.uk.
- As an organisation that processes personal data you are legally obliged to register with the Information Commissioner's Office (ICO). The ICO is the independent regulator for information rights and maintains a national register of data controllers. Please go to <https://ico.org.uk/for-organisations/register/> to register. **Please note:** It is a criminal offence if you don't.

General information:-

You can contact us on 0343 222 4444 between the hours of 8.00am to 6.00pm Monday to Friday (excluding bank holidays). You can write to us at the address above or e-mail to tph.enquiries@tfl.gov.uk.

Please quote your licence number in any correspondence.

TfL reserves the right to share your data with organisations such as the National Fraud Initiative to confirm the accuracy of the data provided; for the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors applicants to identify possible fraudulent use.

Yours sincerely,



Helen Chapman

General Manager, London Taxi & Private Hire | Transport for London (TfL)

Enc:

1. Copy of the licence
2. Summary of the conditions attached to every operator's licence;
3. Handbook for licensed operators

Summary of the conditions attached to every London PHV Operator's licence

A London licensed PHV Operator:

1. shall maintain public liability insurance cover, which has a minimum indemnity of £5m in respect of any one event, for any of the operating centres specified in his licence that is accessible to members of the public;
2. shall agree the fare for the journey booked or provide an accurate estimate of that fare;
3. who is convicted of an offence must, within 14 days, inform TfL of the details of the conviction. This applies to all persons associated with the licence (e.g. all of the directors of a limited liability company);
4. shall notify TfL of any change to the information provided in the application for his licence, or any application to vary that licence, within 14 days of the change;
5. who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of the driver and the circumstances of the case, within 14 days of the driver's dismissal;
6. shall not use CB apparatus in connection with his private hire business;
7. must have and maintain effectively, a procedure for dealing with complaints. As part of this obligation, the operator must record and retain the prescribed particulars of any complaints he receives;
8. must have and maintain effectively, a procedure for dealing with property left behind by customers in his cars or operating centres. As part of this obligation, the operator must record and retain the prescribed particulars of any property that is found or reported missing to him;
9. must charge a fare in accordance with his fare structure for PHVs when using a London licensed taxi to carry out a booking, unless the fare shown on the taxi's meter is less;
10. who is granted a 'small' PHV operator's licence must not have any more than two private hire vehicles available to him at any one time for the purpose of carrying out private hire bookings he has accepted;
11. must provide TfL with such particulars of drivers and vehicles as may be required by TfL from time to time; and
12. must notify TfL of any material changes to their operating model that may affect the operator's operating compliance with the Private Hire Vehicles (London) Act 1998, the operator regulations or conditions of their licence, before those changes are made.

Operator Upload Information Sheet

Following amendments to the Private Hire Regulations, as a licensed private hire operator you are now required to email us details of the drivers and vehicles you have used to fulfil private hire bookings, or have had available to you to fulfil bookings on a weekly basis. We will use the information provided for data analysis.

More detailed information regarding all of the new requirements can be found on our website at tfl.gov.uk/ph-regulations

PROCESS

We are contacting you to explain the process that will need to be followed in order to provide the correct information to us in the correct format and at the right times. For your convenience in this email we have provided short guide on how to generate the required information.

Where?

- ✓ Please provide your licence number and operator name in the subject line of the email
- ✓ Please attach both reports to the same email and send to the following email address:

TPHOperatorDataShare@tfl.gov.uk

- ✓ Please provide your operator licence number and operator name in the subject line of the email

When?

- ✓ On the **Monday of every week** we require you to provide two separate reports

What information to declare?

1. Driver information report

- ✓ Drivers, you have used to fulfil private hire bookings **AND**
- ✓ Drivers, you have had available to you to fulfil bookings in the previous week

2. Vehicle information report

- ✓ Vehicles, you have used to fulfil private hire bookings **AND**
- ✓ Vehicles, you have had available to you to fulfil bookings in the previous week

If you have any enquiries please do not hesitate to contact Operator Upload team on 0343 222 4444

Please read the following information to check which specific condition(s) relates to your licence:

No	Condition	What this means	What happens next
1	Restricted to work in term-time (20 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (20 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
2	Restricted to work in term-time (10 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (10 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
3	Subject to continued leave to work and reside in the UK	Your licence was issued with the condition that it was <i>subject to continued leave to work and reside in the UK</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
4	Subject to planning permission being approved	Your licence was issued with the condition that it was <i>subject to planning permission being approved</i> for an operating centre specified on your licence.	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that (a) planning permission has been granted or (b) an application for planning remains ongoing for the relevant centre. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required proof of planning permission has been confirmed.
5	Subject to the restrictions of the approved planning permission	Your licence was issued with the condition that it was <i>subject to the restrictions of the approved planning permission</i>	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.
6	Subject to installation of a fixed, landline telephone number for bookings	Your licence was issued with the condition that it was <i>subject to installation of a fixed, landline telephone number for bookings</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that a fixed, landline telephone number for bookings has been installed. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required landline number has been confirmed.
7	No more than two private hire vehicles will be available for carrying out bookings	Your licence was issued with the condition that it was for <i>no more than two private hire vehicles will be available for carrying out bookings</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.
8	Subject to No Public Access	Your licence was issued with the condition that it was <i>subject to no public access</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.

Operator's name: Addison Lee Limited
Reference: 1605
Date: 11 January 2018

Addison Lee Limited
35-37 WILLIAM ROAD
LONDON
NW1 3ER

Dear Mr Thompson,

Issue of London Private Hire Operator Licence

Your application for a London private hire operator licence has now been processed and I am pleased to confirm that your application has been granted. You are now licensed to carry out private hire bookings as a licensed London private hire operator.

This pack includes:

- Your private hire operator licence
 - Part A – there should be one copy of this part of the licence
 - Part B – there should be a licence for every operating centre that has satisfied the criteria in order to be licensed
- Summary of the conditions attached to every operator's licence
- Handbook for London licensed private hire operators

For general guidance and information on our policy and private hire law in London, you are advised to review the policy guidelines and the Notices that have been issued. These can be found within the Policies section on our website www.tfl.gov.uk/tph. It is recommended that you review our website on a regular basis as it is frequently updated.

It is a condition of the licence issued that you do not have **any more than** [REDACTED] private hire vehicles available to carry out bookings at all operating centres specified in the licence.

If you are eligible to pay the fee for the grant of your licence in annual instalments and you have indicated to TfL that you wish to do this, it is a condition of your licence that you pay each annual licence fee instalment at latest 14 days before the end of each year (commencing on the day your licence was granted). Failure to do so may result in licensing action, including the suspension or revocation of your licence.

Code	Condition	Status	Start Date	Expiry Date
8	Subject to No Public Access	Active	1 March 2018	28 February 2023

Please read the important information at the end of this letter about your licence condition(s)

- **Private hire operator licence** - make sure all details on your licence are correct. If any of the details are incorrect, please contact us immediately at tph.enquiries@tfl.gov.uk
- Part A of licence - A copy of this part of your licence document should be displayed in every operating centre detailed on your licence
- Part B of licence - The relevant Part B licence document should be displayed at the operating centre to which it relates
- If your licence document is lost or stolen, you must:
 - Report it to the police and obtain a crime reference number; and then
 - provide TfL with the details so that a replacement can be issued

Note: Frequent loss of or damage to licence document may result in you being charged for replacements in the future.

The licence document remains the property of Transport for London (TfL) and must be surrendered should you no longer wish to carry out private hire bookings or if your licence is suspended or revoked. It must be produced on demand to the police or a TfL Compliance Officer.

Reporting Changes in Circumstances

Please remember that you are required to inform us in advance of any material changes to the operating model that may affect your compliance with private hire vehicle legislation and regulations or with the conditions of your licence. Please inform us of such differences from what was stated in your application. This will help ensure that the changes are compliant with private hire legislation, in the interests of passenger safety and customer care.

Operating your business with more than the permitted maximum number of private hire vehicles available to accept bookings is a breach of a licence condition and may lead to licensing action. This may include suspension and/or revocation of your licence.

We strongly recommend you inform TfL well in advance if you anticipate operating your business with more than the permitted maximum number of private hire vehicles available to accept bookings. TfL will be able to consider and assist with an application for a new licence with an appropriate permitted maximum number of vehicles.

You must submit a PHV/106 application form if you wish to add or remove an operating centre to your licence. This will need to be approved before you change your address.

You are required to immediately (i.e. within 14 days) notify us of any other material changes to the following:

- If you, or anyone associated with the licence, makes any changes to their personal details e.g. name change, change of home address. If the person who has changed address is also a PHV driver or owns a PHV, then they must return their driver and vehicle licences to us for amendment
- If you, or anyone associated with the licence, has any changes to their personal details e.g. if you are made bankrupt
- If you, or anyone associated with the licence, are charged with, convicted of, or receive a police caution for any criminal offence, including any road traffic offences
- If there is any change that affects your company e.g. name change, the liquidation, dissolution etc. of the company, any appointments to, or resignations from, the company
- If there are any changes that affect your business e.g. the adoption of a new trading name

Failure to immediately notify us about any of the above changes could result in a review of your suitability to remain licensed.

There are limitations to the wording that you can use as part of your signage or advertisements that invites bookings at a particular address or using a particular telephone number registered to that address. You are not permitted to use any of the following words: 'taxi', 'taxis', 'cab' or 'cabs', or any word so closely resembling any of those words as to be likely to be mistaken for it (whether alone or as part of another word), unless the vehicles offered for hire are London taxis (black cabs). The words 'minicab', 'mini-cab' or 'mini cab' (whether in the singular or plural), are acceptable.

Please note the following:-

- You must not have **more than** [REDACTED] private hire vehicles available to you to carry out bookings accepted by you
- If you are eligible and have chosen to pay the fee for the grant of your licence by annual instalments, you must pay the annual instalment each year or you may be subject to licensing action.
- A record of all bookings must be retained.
- You must only use TfL licensed private hire drivers to undertake private hire bookings.
- You must only use a TfL licensed private vehicle to undertake private hire bookings, which must be covered by hire and reward insurance at all times while the private hire vehicle is in use as such.
- Change of address of any of your operating centre(s). You **must** submit a PHV/106 variation form if you wish to change any address on your licence
- Your drivers are not entitled to 'ply for hire' – pick up passengers from the side of the road – or 'tout' – approach passengers directly. All bookings **must** be made through a licensed London private hire operator. **Please note:** Should a licensed

operator, or an individual associated with an operator's licence, be convicted for illegally plying for hire or touting, the operator licence could be revoked.

- If any of an operator's drivers or other employees are convicted or cautioned for illegally plying for hire or touting and they were found to be acting under the operator's instructions at the time, the fitness of an operator to remain licensed may be considered.
- Unlike licensed taxis, private hire vehicles are not entitled to drive in bus lanes,.
- Private hire vehicles are not allowed to park, wait, drop off or collect passengers on a taxi rank.
- Your drivers cannot automatically drop off and pick up on Red Routes – this requires an application and exemption for the vehicle.
- Your drivers cannot drive within the Congestion Charging area without paying the charge. Their exemption only relates to when their vehicle is being used to carry out a booking.
- If you have yet to return your old licence to us, you should return all copies of that licence within seven days of the expiry of your existing licence.

Equality Obligations

- Your drivers are legally required to carry disabled passengers where they have an assistance dog, or are a wheelchair user and to do so at no extra cost.
- If your drivers are found to have refused a journey, or charged a passenger more, because they have an assistance dog or are a wheelchair user, you (and your driver) may be prosecuted and may lose your private hire licence.

Important Changes to Private Hire Regulation

On 18 March 2016, we issued TPH [Notice 07/16](#), notifying you that the TfL Board had approved new regulatory changes to raise standards in London's private hire industry, improving safety and convenience for customers. TPH [Notice 10/16](#) was issued on 17 June 2016 providing further detail of the approved changes. All TPH Notices are available on the taxi and private hire pages of the TfL website.

New Requirements for Private Hire Operators
Operators must provide a booking confirmation to a passenger before their journey starts. This must include the first name of the driver, their licence number, vehicle registration mark and – where the passenger can receive it - a photo of the driver.
Operators must inform TfL of any material changes to the operating model of their business that may affect their compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000, or the operator's licence conditions before they are made. This will help ensure that the changes are compliant with private hire legislation, in the interest of passenger safety and customer care.
Operators must ensure that all staff who have face-to-face contact with the public (for example, in a minicab office that is open to the public) have, or have proof they have applied for, a basic disclosure check – available through Disclosure Scotland. This is in addition to the requirement for private hire drivers to have an enhanced Disclosure and Barring Service check.
All Operators are required to email TfL on a weekly basis the details of the drivers and vehicles they have used to fulfil bookings, or have had available to them to fulfil bookings. Email TPHOperatorDataShare@tfl.gov.uk with any questions
Operators must provide their customer with an accurate fare estimate before the journey starts (unless the fare has been pre-agreed).
Operators must keep records for a minimum of 12 months. This includes records for bookings, complaints and lost property, as well as driver and vehicle records.
Operators must record the main destination of the customer's journey, before the journey starts.
Operators are limited to having no more than five business names attached to their operator's licence.
Operators are required to provide TfL with relevant National Insurance details when applying for or renewing their licence.

What TfL will do next:-

A TfL Compliance Officer will attend your operating centre(s) at frequent intervals to conduct a compliance inspection for this licence. The licence holder will be required to demonstrate that the respective private hire business is being run in a safe and compliant manner. This is achieved through the production of accurate and up to date records, which show that all bookings are being properly discharged and in accordance with the licence terms and conditions.

What you should do next:-

- Ensure that the appropriate procedures and/or systems are put in place to ensure that you can fully demonstrate that you can meet all of the new requirements.
- Ensure that all of your records are maintained and are made available for inspection when requested.
- If you have not already done so, you will need to apply for a basic disclosure check, Once submitted, the details of the applicant will be checked against the Police National Computer for details of all current convictions the applicant has. You will need to submit a basic disclosure check application for all employees that will have face to face contact with the public. For further guidance please go to tfl.gov.uk/ph-regulations and www.disclosurescotland.co.uk
- As an organisation that processes personal data you are legally obliged to register with the Information Commissioner's Office (ICO). The ICO is the independent regulator for information rights and maintains a national register of data controllers. Please go to <https://ico.org.uk/for-organisations/register/> to register. **Please note:** It is a criminal offence if you don't.
- More information on your obligations are available at www.tfl.gov.uk/privacy. We also recommend that you read 'Privacy and data protection – A guide for private hire operators' which is available at www.tfl.gov.uk/tph


General information:-

You can contact us on 0343 222 4444 between the hours of 8.00am to 6.00pm Monday to Friday (excluding bank holidays). You can write to us at the address above or e-mail to tph.enquiries@tfl.gov.uk.

Please quote your licence number in any correspondence.

TfL reserves the right to share your data with organisations such as the National Fraud Initiative to confirm the accuracy of the data provided; for the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors applicants to identify possible fraudulent use.

Yours sincerely,



Helen Chapman

General Manager, London Taxi & Private Hire | Transport for London (TfL)

Enc:

1. Copy of the licence
2. Summary of the conditions attached to every operator's licence;
3. Handbook for licensed operators

Summary of the conditions attached to every London PHV Operator's licence

A London licensed PHV Operator:

- 1) shall maintain public liability insurance cover, which has a minimum indemnity of £5m in respect of any one event, for any of the operating centres specified in his licence that is accessible to members of the public;
- 2) shall agree the fare for the journey booked or provide an accurate estimate of that fare;
- 3) who is convicted of an offence must, within 14 days, inform TfL of the details of the conviction. This applies to all persons associated with the licence (e.g. all of the directors of a limited liability company);
- 4) shall notify TfL of any material change to its operating model that may affect the operator's compliance with the Private Hire Vehicles (London) Act 1998, the Private Hire Vehicles (London) (Operators' Licences) Regulations 2000 or its licensing conditions;
- 5) shall notify TfL of any material changes to the information provided in the application for his licence, or any application to vary that licence, within 14 days of the change;
- 6) who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of the driver and the circumstances of the case, within 14 days of the driver's dismissal;
- 7) shall not use CB apparatus in connection with his private hire business;
- 8) must have and maintain effectively, a procedure for dealing with complaints. As part of this obligation, the operator must record and retain the prescribed particulars of any complaints he receives;
- 9) must have and maintain effectively, a procedure for dealing with property left behind by customers in his cars or operating centres. As part of this obligation, the operator must record and retain the prescribed particulars of any property that is found or reported missing to him;
- 10) must charge a fare in accordance with his fare structure for PHVs when using a London licensed taxi to carry out a booking, unless the fare shown on the taxi's meter is less;
- 11) must provide TfL with such particulars of drivers and vehicles as may be required by TfL from time to time;
- 12) must not have more than the maximum number of vehicles available to them to carry out bookings accepted by him at all the operating centres specified in the licence. The maximum condition will not apply to operators who hold a licence for

██████ or more vehicles; and

- 13) if eligible and have opted to pay the grant of licence fee by annual instalments, the annual licence fee must be paid not later than 14 days before the end of the one-year period from when the licence was granted.

Operator Upload Information Sheet

Following amendments to the Private Hire Regulations, as a licensed private hire operator you are now required to email us details of the drivers and vehicles you have used to fulfil private hire bookings, or have had available to you to fulfil bookings on a weekly basis. We will use the information provided for data analysis, including assessing whether you are operating within the appropriate operator tier.

More detailed information regarding all of the new requirements can be found on our website at tfl.gov.uk/ph-regulations

PROCESS

For your convenience we have provided short guide on how to generate the required information.

Where?

- ✓ Please provide your licence number and operator name in the subject line of the email
- ✓ Please attach both reports to the same email and send to the following email address:

TPHOperatorDataShare@tfl.gov.uk

- ✓ Please provide your operator licence number and operator name in the subject line of the email

When?

- ✓ On the **Monday of every week** we require you to provide two separate reports

What information to declare?

1. Driver information report

- ✓ Drivers, you have used to fulfil private hire bookings **AND**
- ✓ Drivers, you have had available to you to fulfil bookings in the previous week

2. Vehicle information report

- ✓ Vehicles, you have used to fulfil private hire bookings **AND**
- ✓ Vehicles, you have had available to you to fulfil bookings in the previous week

If you have any enquiries please do not hesitate to contact Operator Upload team on 0343 222 4444

Please read the following information to check which specific condition(s) relates to your licence:

No	Condition	What this means	What happens next
1	Restricted to work in term-time (20 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (20 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
2	Restricted to work in term-time (10 hours per week) only and Self-employment prohibited	Your licence was issued with the condition that it was <i>restricted work in term-time (10 hours per week)</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
3	Subject to continued leave to work and reside in the UK	Your licence was issued with the condition that it was <i>subject to continued leave to work and reside in the UK</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation of your current leave status and right to take employment in the UK in support of your renewal application. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until your right to work and reside in the UK has been confirmed.
4	Subject to planning permission being approved	Your licence was issued with the condition that it was <i>subject to planning permission being approved</i> for an operating centre specified on your licence.	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that (a) planning permission has been granted or (b) an application for planning remains ongoing for the relevant centre. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required proof of planning permission has been confirmed.
5	Subject to the restrictions of the approved planning permission	Your licence was issued with the condition that it was <i>subject to the restrictions of the approved planning permission</i>	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.
6	Subject to installation of a fixed, landline telephone number for bookings	Your licence was issued with the condition that it was <i>subject to installation of a fixed, landline telephone number for bookings</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you must submit confirmation that a fixed, landline telephone number for bookings has been installed. Failure to do so could lead to delays and may lead to your licence expiring, as we are unlikely to issue a further licence until the required landline number has been confirmed.
7	Subject to No Public Access	Your licence was issued with the condition that it was <i>subject to no public access</i> .	In order to give us every opportunity to ensure we keep you continually licensed, you are required to notify us of any changes in your circumstances which may affect this condition being renewed.