



Private hire operators' contracts with passengers – next steps

This Notice follows and supplements the information provided in [TPH 19-21](#), which concerned the [Divisional Court judgment](#), issued on 6 December 2021, which confirmed that in order to operate lawfully under the Private Hire Vehicles (London) Act 1998 a licensed operator who accepts a booking from a passenger is required to enter into a contractual obligation with the passenger to provide the journey which is the subject of the booking.

All London PHV operators must ensure they are compliant with this requirement including considering whether any changes are required to written terms and conditions, the booking process and considering any other changes that may be required to their operations to ensure regulatory compliance.

TfL has begun its review of PHV operator terms and conditions and is writing to several PHV operators as a first tranche, including those with an imminent licence renewal date.

Once you receive a letter from TfL or a request through routine compliance inspections it is important that you comply with the instructions contained within that letter and provide evidence to TfL, including any written terms and conditions and confirmation of whether you have implemented any changes to customer and/or driver terms and conditions, booking processes, information to customers and drivers, standard operating procedures or otherwise. Please do **not** send this evidence to TfL, until such time as it has been requested. However, PHV operators should **not** wait to be contacted before satisfying themselves that they are acting within the regulatory regime and being prepared to demonstrate this compliance to TfL, upon request, at any time.

It is recognised that not all operators have written terms and conditions. All operators will need to demonstrate to TfL through their operating procedures, booking processes or otherwise that they enter into a contractual obligation with passengers to provide the journey which is the subject of the booking.

Graham Robinson

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