

Transport for London – Passenger Fare Guide

Taxi fares from 14 April 2012

The meter calculates the maximum fare based upon time of day, distance travelled and time taken. Drivers must, unless they have good cause, accept any hiring up to 12 miles (20 miles if at Heathrow Airport), or up to one hour duration if the destination is in Greater London. The fare for a journey to a destination outside Greater London may be negotiated between the driver and hirer. If no fare is agreed before the start of the journey, the fare cannot be more than that shown on the meter.

Typical fares: Note that fares and times may be higher than shown if there are delays or heavy traffic.

Tariff code on meter		1	2	3
Distance	Approximate Journey Time	Monday to Friday 06:00-20:00	Monday to Friday 20:00-22:00 Saturday and Sunday 06:00-22:00	Every night 22:00-06:00 Public holidays
1 mile	6 - 13 mins	£5.60 - £8.60	£5.60 - £8.80	£6.60 - £8.80
2 miles	10 - 20 mins	£8.40 - £13.40	£8.80 - £13.60	£10.20 - £14.40
4 miles	16 - 30 mins	£15 - £21	£16 - £22	£17 - £27
6 miles	28 - 40 mins	£23 - £28	£28 - £31	£28 - £32
Between Heathrow and central London	30 - 60 mins	£45 - £83		

- There is a minimum fare of £2.40 at all times.
- There are no extra charges for luggage or additional passengers.
- Additional charges (which must be added on the meter at the start of the journey):
 - Telephone bookings: up to £2;
 - Heathrow Airport: £2.40 for journeys which start from the Airport;
 - Christmas/New Year: £4 for journeys made between 20:00 on 24 December and 06:00 on 27 December or between 20:00 on 31 December and 06:00 on 2 January 2013.
- Some taxis accept credit or debit cards, and there is a maximum charge of £1 or 12.5% of the metered fare, whichever is greater.
- The driver can charge the hirer a soiling charge of up to £40 for soiling that requires the taxi to be taken out of service for cleaning.

Comments or complaints – Call 0845 300 7000, email tph.comms@tfl.gov.uk or visit tfl.gov.uk/contactcabs quoting the vehicle registration, taxi licence number or driver's badge number
Lost Property – call 0845 330 9882 or visit tfl.gov.uk/lpo

For full details of how taxi fares are calculated please visit tfl.gov.uk/taxifares

To download a large print version of this form visit tfl.gov.uk/accessguides

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