



**Transport for London
LICENCE**
to operate private hire vehicles
in London



Issued by Transport for London, the Licensing Authority. This licence entitles the holder to accept bookings for Private Hire Vehicles (PHV) only from the addresses shown in part B of this licence and in accordance with the regulations and conditions pertaining to the Private Hire Vehicles (London) Act 1998.

PART A

Licence number: 16050601
Licence holder's name: Addison Lee Limited
Operator type: Tier 1,001-10,000

A licensed London Private Hire Vehicles Operator:

- 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;
- Shall, if asked by a customer, agree the fare for the journey booked, or provide an accurate estimate of that fare to the person making the private hire booking;
- 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);
- 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
- Who dismisses a driver for unsatisfactory conduct in connection with the driving of a private hire vehicle must inform TfL of the name of driver and the circumstances of the case, within 14 days of the driver's dismissal;
 - Shall not use CB apparatus in connection with his private hire business;
- 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;
 - Shall preserve records of private hire bookings and vehicle and drivers available to carry out bookings;
- 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 found or reported missing to him;
- 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; and
- Must not have more than the maximum number of private hire vehicles specified above, available to you to carry out bookings accepted by you at all the operating centres specified in his licence.

Licence Start Date: 01 March 2023
Licence Expiry Date: 29 February 2028

On behalf of Transport for London the Licensing Authority

Any complaints or queries in respect of the licensee should be directed to
TFL London Taxi & Private Hire, PO Box 177, Sheffield, S98 1JY

