



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: 11610

Renewal/Issue number: 01/01

Licence holder's name: Chauffeur De Luxe Ltd

Operator type: Tier 0-10

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 arrested and released, charged, cautioned or convicted during the currency of the licence shall, within 48 hours of such an event, notify TfL of the details of the arrest and release, charge, caution or conviction.
- 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;
 - 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.
- 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.
- 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.
- If eligible and 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.
- Before the commencement of each journey, shall provide to the passenger for whom the booking was made particulars of the driver and the private hire vehicle carrying out that booking.
- At all times during the operator's hours of business and at all times during a journey, shall ensure that the passenger for whom the booking was made is able to speak to a person at the operating centre or other premises with a fixed address in London or elsewhere;
 - Shall provide to the licensing authority such particulars of drivers and private hire vehicles as may be specified by the licensing authority from time to time;
 - Shall notify the licensing authority of any material changes to its operating model before those changes are made;
 - Shall enter into a contractual obligation as principal with the person making the private hire booking to provide the journey which is the subject of the booking.
- During the currency of the licence, must, within 28 days of the first anniversary of the start of the licence, and each subsequent anniversary of the licence, undertake a Basic DBS check and obtain a DBS certificate; and
- Shall keep at the specified operating centre or, where more than one operating centre specified, at one of the operating centres, a register of all members of staff that will take bookings or dispatch vehicles.

For the full details of the above, refer to the letter that was issued when the licence was granted

Licence Start Date: 23 July 2025

Licence Expiry Date: 22 July 2030

**On behalf of Transport for London
the Licensing Authority**

Any complaints or queries in respect of the licensee should be directed to
Transport for London, PO Box 7632, Billston, WVI4 4DN

