



## Taxi licensees urged to prepare for mandatory card and contactless acceptance in all London taxis

On 23 March this year, we issued [Notice 09/16](#), notifying you that the Transport for London (TfL) Board had agreed that all taxi drivers must accept credit and debit card payments, including contactless, with effect from 3 October 2016. A letter regarding this change was sent to all licensed taxi drivers at the end of March.

Accepting credit, debit and contactless payment is an important step in protecting the status of our taxis, making travelling by taxi and paying the metered fare much easier and a more attractive, convenient option for passengers. In the consultation we conducted in 2015 regarding this change, 86 per cent of over 1,000 respondents were in favour of making it mandatory that all taxis accept card payments.

However, in response to concerns raised by the trade that card payment system providers need more time to install systems, we have made some changes to the dates by which vehicles owners and drivers will be required to comply:

By **31 October**, drivers must demonstrate that they have the ability to accept card and contactless payments, and provide printed receipts for those payments upon request. This could be a handheld device, mobile solution or device fitted in the passenger compartment of the taxi. As long as the driver can demonstrate the following, they will be permitted to continue working:

- The driver must have the ability to accept card and contactless payments;
- The taxi must be displaying [TfL's card and contactless payment signage stickers](#) in the correct position
- The driver can provide written evidence from a card payment system provider that the taxi is booked in to have a device (or cradle for a handheld device) fitted in the passenger compartment of the taxi

TfL radio adverts promoting the acceptance of card and contactless acceptance in taxis will launch on 31 October; it is important to comply with the above points by that date so passengers aren't inconvenienced.

By **1 January 2017**, all taxis must have an approved card payment device fitted within the passenger compartment. Any taxi found not to meet the requirement by this date will be issued with an unfit notice, which will remain in place until the requirement is fulfilled and the vehicle is presented for inspection.

### **TfL approved card payment systems**

To date we have 12 card payment providers with approved systems that meet the new card payment requirements. TfL is working with suppliers to ensure they are prepared. The list of TfL approved card payment devices and systems is as follows:

<b>Card Payment Provider</b>	<b>System(s)</b>
Cab:app Ltd	Miura M010
Cabvision Network Ltd	Ingenico IPP 220, Ingenico IPP 350
CMT UK Ltd	CMT FREEdom Solution
Farepay Ltd	Miura M010
Ingenico	Ingenico ICT220, Ingenico IPP 350
iZettle	Miura M010
Payleven	Miura M010
PayPal	Miura M010
Sherbet	MT Data Ingenico IPP350
Taxiworld Ltd	Taxiworld FREEdom Solution
The Payment House	Miura M010
Verifone	VeriFone Vx670, VeriFone Vx510, VeriFone Vx810, VeriFone Vx820

Next steps:

- If you have one of the above card payment devices securely fitted within the passenger compartment, the taxi will remain compliant. If you have an approved device that is not fixed in the passenger compartment, it will need to be by no later than 1 January 2017.

- If you have one of the above (handheld) payment devices, please contact your payment provider to arrange to have a cradle solution fitted within the passenger compartment before 1 January 2017, in order for your taxi to remain compliant. Note that their cradle systems will allow the driver to remove the handheld payment device when they are not working, should they want to do so.
- If you do not currently have a card payment system fitted within the passenger compartment, please research which of the approved providers offers the best solution for you, and ensure you have evidence, by 31 October, that you have a booking for one to be fitted by no later than 1 January 2017
- If you know of a card payment device that has not been approved by TfL, but which you would like to use, please encourage your provider to contact TfL as it may be possible for us to approve their device.

### **Receipt printers**

We have reviewed the existing requirement that taxis must have the facility to offer printed receipts on demand. However, due to the scheme rules of card providers such as Visa and MasterCard, your taxi will be required to have a card payment receipt printer. Research has also shown that 69 per cent of all taxi passengers said they ask for a receipt for at least some of their journeys and many people do not feel comfortable providing personal details in order to receive an electronic receipt.

Taxi drivers who currently accept card payments must have the facility to offer a printed receipt on demand, in accordance with our [Electronic Payment Guidance](#).

### **Exemptions**

We have received some requests for exemptions from various aspects of the card mandate, including the requirement that a card payment terminal must be fitted within the passenger compartment. No such exemptions will be granted.

## **Signage**

Taxis will be required to display TfL card and contactless acceptance signage stickers by no later than 31 October and in the positions indicated in the [Taxi Card Acceptance and Contactless Signage Guidance](#); this will form part of the on-street and NSL vehicle inspection process.

The stickers will be sent out to taxi vehicle licence holders in the coming weeks, along with instructions on where they need to be positioned in order to be compliant. We will contact taxi proprietors separately to ensure they have their required number of signage stickers. In addition, the stickers will be available from our Chancel Street Counter Service and the six NSL test centres from late September.

## **Promotion to customers**

In addition to the signage you will be required to display, the introduction of acceptance of card and contactless payment in all London taxis will be supported by a TfL marketing campaign, which will launch with radio advertising.

Further information on this important change is available at [tfl.gov.uk/cards-in-taxis](http://tfl.gov.uk/cards-in-taxis). If you need further guidance having looked at the information on our website, please email us at [tph.enquiries@tfl.gov.uk](mailto:tph.enquiries@tfl.gov.uk) or call our licensing team on 0343 222 4444 (Monday to Friday, 8am to 6pm).

With best wishes



**Helen Chapman**  
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**London Taxi and Private Hire**

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For previous Notices visit [tfl.gov.uk/tph](http://tfl.gov.uk/tph)