

## hints & tips

- Negotiations on fares are between the passenger and the driver, not the forecourt agent.
- Journeys to Zones 1 and 2 are subject to higher rates at weekends and between 20:00hrs and 06:00hrs weekdays.
- If you are unsure about fares or methods of payment please ask the driver before you begin your journey. Not all drivers will accept credit cards or cheques.
- Drivers can legally refuse to accept journeys to Zones 2, 3, 4 or 5. In this event you have the option to ask another driver.
- Please be aware that taxi meters continue to run whilst the vehicle is held up in traffic.
- Tips are discretionary.
- Details on all transport options can be found at the Airport Information Desk.



**All taxis are no smoking**

## accessibility for all

- All licensed taxis are wheelchair accessible.
- Many include other features to make access easier and to assist those with hearing or sight impediments.
- Wheelchairs should be secured at all times.
- Taxis carry assistance dogs at no extra charge.



**Most questions can be answered at the Taxi Information Desk, by a taxi driver or a member of the Taxi Management Team. Any comments on specific incidents should be made to:**

**The Public Carriage Office  
15 Penton Street  
London N1 9PU  
Telephone 0845 602 7000  
E-mail [coms@pco.org.uk](mailto:coms@pco.org.uk)**

**The Public Carriage Office is part of Transport for London and regulates taxis in London. Where possible please quote the driver's badge number, licence plate number, date, time and details of the incident in any correspondence.**



## Taxi Information



**Information on fares and destinations from Heathrow.**

Valid from February 2008

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# About this leaflet

This leaflet is a guide to inform you of the approximate fares for taxi journeys from Heathrow. Please ensure that you and your driver are clear on how the fare will be calculated before you accept the journey.

## Zone 1

If your destination is within Zone 1, the driver **must accept the journey** and charge the amount shown on the meter. A fare from Heathrow to Central London (Marble Arch) is approximately £45 - £55.\*

## Zone 2

If your destination is within Zone 2 the driver does not have to accept the journey but if the journey is accepted the driver must charge the amount shown on the meter.

## Zone 3

If your destination is within Zone 3 you **should** agree the fare with the driver prior to the Journey commencing. If the fare cannot be agreed then the journey can be undertaken on the meter. The driver can legally refuse to accept the journey.

## Zones 4 and 5 - Fare's Fair Scheme

Under the Fare's Fair Scheme journeys to Zone 4 (Borough of Spelthorne, Egham, Poyle and Colnbrook) can be obtained for a fare of £31. Journeys to Zone 5 (Slough and Windsor) can be obtained for £36. The Fare's Fair Scheme is voluntary so check with the rank agent for further details and to find a participating driver.

**Look for the Fare's Fair sticker on the driver's windscreen.**

\*All fares are suggested prices supplied after consultation with the Taxi Trade, the PCO and Heathrow drivers. They are for guidance only. Distances shown are by road. BAA Heathrow does not endorse fares in Zone 3. Information correct at time of publication February 2008.

