London PHV Prep

10 PHV handbook rules to know

These ten rules are easy to mix up with common sense, but the handbook says something more exact. Each line below gives the rule in our own words, a point to watch, and the page to check. Handbook version 1.0, 2021: rules can change, so check the PDF.

1 Bus lanes: no driving, even empty

A PHV may not drive in a bus lane. You may stop in most to set down or collect, but avoid it if you can.

Watch out: they mix up driving with stopping.

Handbook p.26, para 2 · p.27, para 4

2 Badge on while waiting

Wear your badge, clearly visible, whenever you work, including while you wait for a booking.

Watch out: waiting feels like a break.

Handbook p.7, para 8

3 Red routes: set down, never wait

The only exception is up to 5 minutes at a cashpoint between 22:00 and 06:00.

Watch out: arriving early or a late passenger does not give permission.

Handbook p.29, para 6-7

4 Back seat: not with passengers on board

Only an emergency is a reason to get into the back.

Watch out: a friendly chat can feel harmless, but it may be misread.

Handbook p.24, para 1

5 Passenger's number: booked journey only

Never use it to contact them for any social or personal reason.

Watch out: it is personal information, not a contact list.

Handbook p.23, para 9

6 Under 14: the belt is your job

You are responsible for every child under 14 wearing a belt or using an approved child seat.

Watch out: it is easy to assume the parent handles it.

Handbook p.32, para 7

7 New address: tell TfL within 21 days

Watch out: the DVLA must be told too, but that is a separate step.

Handbook p.9, para 4-5

8 Points on your licence: tell TfL at once

A fixed penalty or road offence that adds points must be reported. A parking ticket with no points does not, though a pattern of them can bring action.

Watch out: it is up to you to report it, not the police.

Handbook p.10, para 2-5

9 Assistance dogs: always, in the footwell, no extra charge

Only a medical exemption from TfL lets you refuse.

Watch out: only a medical reason counts, such as an allergy or a phobia, and you need TfL's certificate first.

Handbook p.40, para 5 · p.41, para 3 · p.42, para 1

10 Phones: not even at the lights

Hand-held use is illegal while driving, and that includes waiting in a queue. To make a call, stop safely, park and switch off the engine.

Watch out: a red light feels like stopped time.

Handbook p.31, para 12 · p.32, para 1

Free practice: londonphvprep.co.uk · Source: TfL PHV Driver's Handbook v1.0 (30 September 2021), official PDF on the TfL website (not re-hosted). Checked 17 November 2026.

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