

BOOKINGS

How do I make a booking?

Use the relevant booking form for the service you require and once confirmed we will send you a confirmation of booking

Can I Pay with PayPal?

Not yet, this service will be implemented soon. You can pay by: Cash, Credit/Debit Card or Bank Transfer

How can I change my booking?

Email or call us to change your booking

How can I cancel my booking?

Email or call us to cancel your booking. A full refund will be given up to 48 hours prior to your booking

GENERAL

Why are your Wedding fares higher than standard Taxi fares?

Each Taxi is taken off the road up to 12 hours prior to your booking for full cleaning and polishing which takes approximately 2 hours. Your Wedding Taxi is exclusively yours until the end of your booking

I've lost something in one of your taxis. How do I get it back?

If you think you've lost an item in one of our taxis, contact us if and if found we will arrange to get your item back to you as soon as we can (Charges may apply).

How can I submit a question?

You can ask us any question online via [General Enquiry](#) on our contact page

DRIVERS

How are London Corporate Cabs drivers licensed?

Each driver is licensed by Transport for London after completing the Knowledge of London exam. Each driver also has to pass a medical and enhanced CRB check. All of our Taxis display the drivers badge number on the front and rear windscreen. Each Cab number is displayed inside the passenger compartment and on the boot of the vehicle.

SERVICES

Can I carry animals in one of your vehicles?

We're happy to take animals, but they need be properly restrained or in an appropriate carrier. Please let us know when you book if you wish transport animals.

Do your Taxis have child seats?

In a licensed taxi:

- children under 3 years of age can travel without a child's car seat or seat belt, but only on the back seat
- children aged 3 years or older can travel without a child's car seat if they wear an adult seat belt

Please see www.gov.uk/child-car-seats-the-rules/when-a-child-can-travel-without-a-car-seat for more information

Are your Taxis wheelchair accessible?

All London Taxis are wheelchair accessible and fitted with wheelchair ramps as standard.

Are you able to collect me from a public event?

During large events or concerts, some roads may be closed. If this happens, we will call you or send you an SMS with our location or you can call the driver to organise an alternate meeting point.

What should I do if my flight is late landing?

We always request a flight number at the time of booking so we can track your flight to ensure a prompt departure.

Do you charge for waiting time at the airport?

We give you 30 minutes of free waiting time for all flights, any time after this will be charged at our standard rates

To see our full Terms and Conditions for full details please [read here](#)