

Transport for London



Congestion Charge reimbursement scheme for NHS patients

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For more information on the central London Congestion Charge, exemptions and discounts, please visit www.cclondon.com or call **0845 900 1234**. Use Textphone **020 7649 9123** if you are hearing impaired.



Are you eligible?

www.cclondon.com

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MAYOR
OF LONDON

Transport for London



About the charge

The Congestion Charge is an £8 daily charge for driving or parking a vehicle on public roads within the central London Congestion Charging zone between 7.00am and 6.30pm, Monday to Friday. Evenings, weekends and public holidays are free, and the days between Christmas Day and New Years Day inclusive.

Where is the zone?

The boundary of the Congestion Charging zone is the 'Inner Ring Road' linking Euston Road, Pentonville Road, Tower Bridge, Elephant and Castle, Vauxhall Bridge Road, Park Lane and Marylebone Road.

There are no tollbooths or barriers when you enter the zone. Instead, cameras read your number plate as you enter or drive within the zone. There is no charge for driving on the boundary roads.

Failure to pay the charge will incur a £100 Penalty Charge Notice.



Ways to pay

- The quickest way to pay is by mobile phone text message. Initially you have to register online at www.cclondon.com or by phoning **0845 900 1234**. After that, simply text the last four digits of your registered credit/debit card to **81099** on the day of travel.
- Online – at www.cclondon.com
- At retail outlets and petrol stations
- At self-service machines
- By phone – call 0845 900 1234
- By post – to: Congestion Charging, PO Box 2985, Coventry CV7 8ZR.

Payment of the charge allows you to drive into the zone, leave and re-enter as many times as you wish on that day.

Does everyone have to

pay the charge?

No – exemptions and discounts apply to certain vehicles and individuals. Vehicles used by disabled persons that are exempt from vehicle excise duty are automatically exempt. Other vehicles such as those used by Blue Badge holders, London licensed taxis, London licensed minicabs, and vehicles with 9 or more seats need to register with Transport for London to be eligible for 100% discount from the charge. In addition, certain NHS patients meeting specific criteria are eligible for a reimbursement of the Congestion Charge when travelling to an NHS appointment inside the Congestion Charging zone.

Will I be eligible for a reimbursement of the Congestion Charge?

Patients that meet the criteria below will need to pay the £8 daily charge when driving to an NHS appointment in the Congestion Charging zone, but can then claim the charge back from the relevant NHS organisation. Transport for London (TfL) will then refund the charge to the NHS organisation. This leaflet and the eligibility criteria below are specific to TfL's scheme for reimbursement of NHS patients and do not cover any schemes that may otherwise be operated by the NHS or other bodies.

The NHS organisation where you have your appointment will assess whether you are eligible for the TfL reimbursement scheme, using the following criteria. To be eligible, a patient must:

1. have a compromised immune system, require regular therapy or assessment, or require recurrent surgical intervention
- AND
2. be clinically assessed as too ill, weak or disabled to travel to an appointment on public transport

The Congestion Charge is an £8 daily charge. Therefore if you make several eligible journeys in one day, you only need to make one reimbursement claim for that day.

I am a resident in the Congestion Charging zone – can I get reimbursed for NHS appointments?

Residents in the charging zone are eligible to register one private vehicle each for a 90% discount from the Congestion Charge (the minimum charge payable is for a period of one week, i.e. £4). You can claim a reimbursement of the Congestion Charge at 80p per day if you meet the reimbursement eligibility criteria.

Other discounts and exemptions

Blue Badge holders are eligible for a 100% discount from the Congestion Charge provided they have registered with TfL.

Vehicles used by disabled persons that are exempt from Vehicle Excise Duty (VED), and disabled passenger carrying vehicles that are exempt from VED are exempt from Congestion Charging.

Users of these vehicles do not need to pay the charge and do not need to register with TfL.

For more information about other discounts and exemptions, call 0845 900 1234.

How to claim

- 1 Pay the Congestion Charge for the day that you drive in the Congestion Charging zone. You can pay in advance or on the day of travel. You will need to keep your Congestion Charge receipt.

If you pay the Congestion Charge online or by phone you will need to make a note of the receipt number.

- 2 When you apply for reimbursement, remember to provide your Congestion Charging receipt or receipt number, and the vehicle registration number of the vehicle that you travelled to the appointment in.

You need to ask for the correct form, complete it, and make sure it is signed by an authorised person at the NHS organisation.

You can only be reimbursed through the NHS organisation responsible for your care or the organisation that you are attending.

- 3 The NHS organisation will reimburse you for the Congestion Charge provided that you are eligible. Transport for London (TfL) cannot reimburse you directly and you should not contact TfL to arrange your reimbursement. Remember to have your receipt for paying the charge during your visit.
- 4 It is best to make your claim on the day of your appointment, although claims are accepted afterwards provided the form has been completed correctly and a receipt number provided.

Frequently asked questions

Is the scheme for NHS hospital appointments only?

No, you may claim for any NHS appointment (including GP appointments) relating to diagnosis or treatment, as long as you meet the eligibility criteria. The reimbursement scheme is not available for travel to or from private appointments or treatment paid for by medical insurance.

Do I have to pay the charge before I enter the zone?

No, you can pay in advance or on the day of travel before 10.00pm at the standard £8 rate. You can still pay the charge between 10.00pm and midnight on the day of travel at a cost of £10 (the £2 surcharge is to encourage early payment). If you do not pay by midnight on the day of travel you will receive a Penalty Charge Notice.

You may be reimbursed the £10 charge if you paid between 10.00pm and midnight. However you will not be reimbursed anything by the NHS if you incur a Penalty Charge Notice.

Will I get my charge refunded on the day I travelled?

Usually, yes. You will need your receipt or receipt number with you during your visit to be reimbursed on the day.

We recommend that you pay the charge on the day of travel, in case of appointment cancellation, as you cannot be reimbursed unless you made the journey. Please check with the clinical hospital you are attending before you travel.

I am a passenger in a vehicle – can I still be reimbursed?

Yes. The reimbursement scheme applies to a vehicle used by an eligible patient to travel to an appointment – whether they are the driver or passenger. One person per vehicle only can apply for reimbursement.

NB. London licensed taxis and minicabs are exempt from the Congestion Charge.

I have a discount with Transport for London (TfL), can I get reimbursed for NHS appointments?

Those eligible for a 100% discount for the Congestion Charge, e.g. Blue Badge holders and alternative fuel vehicles, will not need to claim the reimbursement. Blue Badge holders registered with TfL can nominate up to two vehicles per day that they travel in to receive the discount. Also, residents in the charging zone are eligible to register one private vehicle each for a 90% discount from the Congestion Charge (the minimum charge payable is for a period of one week i.e. £4). You can claim a reimbursement of the Congestion Charge at 80p per day if you meet the eligibility criteria.

Why do I need to provide my receipt or receipt number and my vehicle registration number?

You must have this proof of payment to be able to receive your reimbursement of the Congestion Charge. The NHS organisation will use this proof to reclaim the money from TfL. If you travel to your appointment as a passenger in somebody else's vehicle, you will need to either pay the charge on their behalf or obtain the receipt and provide the relevant vehicle registration number.

I don't have a receipt because I haven't paid the Congestion Charge yet – what should I do?

You can pay the charge online, by phone, at selected retail outlets or Self Service Machines in some hospital car parks.

The NHS organisation where I had my appointment would not approve my reimbursement claim – can I still be reimbursed?

The NHS will assess whether you can be reimbursed under this scheme using the eligibility criteria. The criteria were developed by TfL working closely with NHS organisations. If your claim is not approved by the NHS then you cannot receive a reimbursement of the Congestion Charge.

My appointment is at a location outside the Congestion Charging zone – can I still be reimbursed if I drive through the zone?

No (unless you had to drive in the Congestion Charging zone because you are a resident there). Reimbursement does not apply if you did not have to drive in the charging zone.

I have paid a weekly/monthly/annual charge that covers the date of my appointment. Can I make a claim?

Yes. You can claim reimbursement for the value of the charge for the day of the appointment.

If you purchased a discounted monthly or annual charge, you will only be refunded the equivalent pro-rata rate for the daily charge.

Hospitals within the charging zone

