

Your guide to assistance dogs



For private hire drivers
and operators



Welcome

People working in the private hire industry have an important role to play in helping people with assistance dogs travel around the Capital. Here, we provide you with information about the different types of assistance dogs and outline your responsibilities to passengers who need to travel with them.

Assistance dogs in the UK

More than 7,000 people in the UK rely on a highly trained assistance dog to help them get around and to complete every-day tasks. Assistance Dogs UK helps ensure that all accredited assistance dogs meet high standards of training and that the dogs are well cared for.



“ Assistance dogs provide disabled people with the support and confidence to live an independent life, and are allowed unlimited access to all services. ”
- Michele Jennings, Assistance Dogs UK

Did you know?

- Under British law, passengers with accredited assistance dogs have the same right to private hire services as everyone else
- Taxi and private hire drivers cannot refuse a passenger because they have an accredited assistance dog
- Passengers cannot be charged more for a private hire journey because they have an accredited assistance dog
- Assistance dogs must be seated with their owners at all times
- It is illegal to refuse to carry a passenger with an accredited assistance dog. Drivers doing so could risk losing their licence or face a fine





Assistance dogs help their owners navigate the world

Some drivers may feel they have reasons for refusing an assistance dog or charging more for a journey. However, the page opposite outlines some myths and the truth behind them.

Myth busters

'Dogs are a safety risk' - All assistance dogs must pass several tests and are trained to lie quietly by their owners' feet. Assistance dogs are trained by experts

'Dogs are a health hazard' - Assistance dogs have regular health tests, which means they are unlikely to be a risk to hygiene

'Dogs are against my religion' - UK law says that there are no religious grounds which would allow a driver to refuse or overcharge a passenger with an assistance dog

'Dogs might bite me' - All assistance dogs are specially chosen for their calm and caring nature. They undergo two years of intensive training and are regularly assessed

'I will need to assist the dog' - The owner of the assistance dog will know how to guide their dog into a vehicle



Assistance dogs are your passengers too

In this section, you can find out about the different types of assistance dogs and what they are mainly used for.

What different types of assistance dogs are there?

There are a number of different types of assistance dogs recognised in the UK. The seven charities accredited by Assistance Dogs UK are:

- Guide Dogs
- Hearing Dogs for Deaf People
- Dogs for the Disabled
- Canine Partners
- Dog AID
- Support Dogs
- Medical Detection Dogs

Did you know?

You can find out more about private hire policies and licensing on our website [tfl.gov.uk/tph](https://www.tfl.gov.uk/tph)



How to spot the different types of assistance dogs

You can work out the type of assistance a dog provides by looking at the colour of the jacket it is wearing.

Please note these dogs are not always the same breed and the illustrations are for guidance only.

Hearing Dogs for Deaf People

'We wear **burgundy** jackets.'

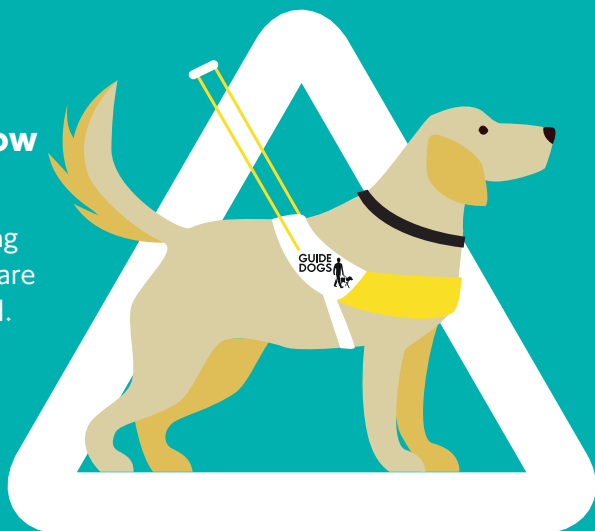
Hearing dogs are for adults and children with hearing impairments.



Guide Dogs

'We wear **white** harnesses with **yellow** fluorescent stripes.'

Guide dogs are for young people and adults who are blind or partially sighted.



Dog AID (Assistance in disability)

'We wear **red** jackets.'

Dog AID dogs are for physically disabled adults.



Canine Partners

'We wear **purple** jackets.'

Canine Partners' assistance dogs are for physically disabled adults.



Support Dogs

'We wear **blue** jackets.'

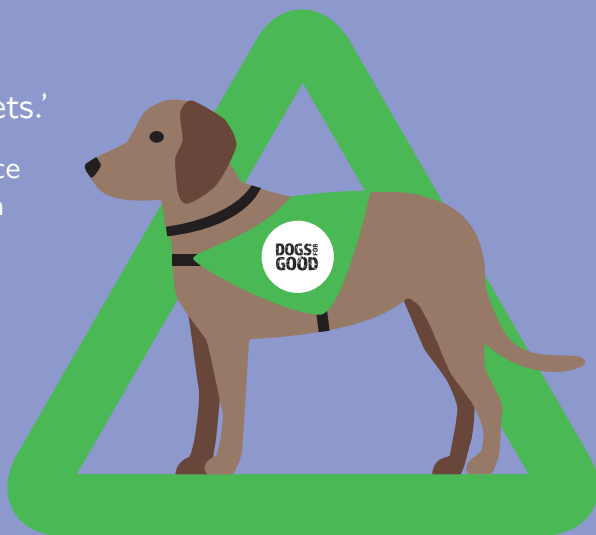
Assistance dogs for physically disabled adults, seizure alert dogs for people with epilepsy, and autism assistance dogs for children with autism.



Dogs for Good

'We wear **green** jackets.'

Dogs for Good assistance dogs are for people with physical disabilities, or children with autism.



Medical Detection Dogs

'We wear **red** jackets.'

Medical alert assistance dogs are for adults and children with complex health conditions.





If you have an accredited assistance dog and have experienced any problems when trying to use private hire services in London, please let us know using the details below.

If you are a private hire driver or operator and would like to report a problem, you can also contact us in the same way.



Printed on recycled paper



Online:
tfl.gov.uk/tph-comments



Phone:
0343 222 1234*



Post:
**London Taxi and Private Hire, TfL Customer Services,
4th Floor, 14 Pier Walk, London SE10 0ES**