

Reclaiming the Ultra Low Emission Zone (ULEZ) charge

Information for patients, relatives, and carers

Introduction

To help clear London's air and improve health, the Ultra Low Emission Zone (ULEZ) is expanding across all London boroughs from 29 August 2023. An Ultra Low Emission Zone operates 24 hours a day, 7 days a week.

Although the Mount Vernon Cancer Centre (MVCC) is outside the ULEZ, depending on where you live, you may travel within the zone to reach the Cancer Centre. If that is the case, if you choose to drive to your appointment, or are driven by a family member or friend, your car will need to meet the ULEZ emissions standards or you will have to pay a £12.50 daily charge. To find out if you meet the standards please visit: <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>

How do I pay the ULEZ charge?

You can call Transport for London (TfL) on 0343 222 2222 or pay online: <https://tfl.gov.uk/modes/driving/pay-to-drive-in-london>

Reimbursement for NHS patients

Patients attending the MVCC for treatment may be entitled to reclaim the daily charge via the hospital. You will need to pay the charge to TfL first and then claim it back at the hospital. The hospital then claims the money back from TfL.

What are the reimbursement criteria?

If you are an NHS patient and you meet the following criteria, you may be eligible for reimbursement of the Congestion Charge and/or the ULEZ.

1. You have been clinically assessed as too ill, weak, or disabled to travel to an appointment on public transport, and:
 - Have a compromised immune system (problems with your immune system)
 - Require regular therapy or assessment
 - Require recurrent surgical intervention

OR

2. During an epidemic or pandemic prevalent in Greater London, you are clinically assessed as being too vulnerable to infection to travel to an appointment on public transport.

How to reclaim the ULEZ charge

First you will need to pay the charge. You cannot claim reimbursement after your appointment date. Requests for reimbursement retrospectively will not be approved.

- Keep your ULEZ charge receipt as you will need to give this to the hospital cashier at MVCC and where possible your appointment letter. The receipt must start with either the letter W or I only.
- If you are travelling to MVCC frequently, you can setup an account with TfL to arrange an auto payment, you will receive a refund directly from TfL. Please ensure you bring the account number and vehicle registration number to the cashier along with appointment dates, as this will be used as proof to reclaim money from TfL directly.
- You will need to complete the ULEZ charge patient claim form at the hospital cashier desk, which is located at the main entrance to MVCC via Gate 1. The cashier desk is open from 8.30am-3.30pm, Monday-Friday.
- When you complete the claim form, we'll also need to see a copy of your ULEZ charge receipt. Unfortunately, without the receipt we'll be unable to process your claim. We are only able to give refunds in cash.

Please note:

You will need to pay the ULEZ charge first, so you do not incur a penalty charge (PCN). Please note that there is no reimbursement for penalty charges.

Can I claim for more than one appointment visit at a time?

No, you can only claim for the day of travel.

If I travelled to my appointment as a passenger in a vehicle, can I still make a claim?

Yes, as long as you match the criteria for reimbursement. The scheme applies to the vehicle used by an eligible patient. Complete the claim form as usual, with the details of the vehicle you travelled in and keep your charge receipt. Only one person per vehicle can apply for reimbursement.

Please note: Black cabs and designated wheelchair-accessible private hire vehicles are exempt from the daily charge; however, other private hire vehicles are not.