SERU journeys: questions and answers

34 practice questions for the TfL SERU assessment, with answers and explanations at the end.

Free from taxiknowledgetest.co.uk. Not an official council or TfL document: check the current official guidance.

Questions

Bookings

1. **As a London PHV driver, which bookings can you carry out?**
   - ☐ A. Any booking a friend passes to you
   - ☐ B. Only bookings from a licensed London operator
   - ☐ C. Any booking from a person on the street
   - ☐ D. Any booking from a hotel's front desk

2. **You must carry out bookings in a London licensed PHV with _____ on display, unless it is exempt.**
   - ☐ A. a roof sign
   - ☐ B. a fare chart
   - ☐ C. a taxi plate
   - ☐ D. PHV licence discs

3. **A person outside your operator's office waves at you and asks for a ride. They have no booking. Can you take them?**
   - ☐ A. Yes, because you are outside your operator's office
   - ☐ B. Yes, if they pay the fare in cash before you set off
   - ☐ C. No, they must first book through a licensed operator
   - ☐ D. Yes, if your operator's office is closed for the night

4. **You must not let a passenger get in your vehicle before you have _____.**
   - ☐ A. checked their ID
   - ☐ B. agreed a cash price
   - ☐ C. received the booking
   - ☐ D. seen their luggage

5. **A person with no booking comes up to you and asks how to get a PHV. What can you give them?**
   - ☐ A. A business card with your operator's number
   - ☐ B. A lift to your operator's office
   - ☐ C. A price for the trip, paid to you in cash
   - ☐ D. A seat in your vehicle while you phone it in

6. **You must not make any sign or say anything that suggests you are _____ without a booking.**
   - ☐ A. available for hire
   - ☐ B. a licensed driver
   - ☐ C. on your way home
   - ☐ D. waiting for someone

7. **A company you have not heard of offers you work. You are not sure it is licensed. What should you do?**
   - ☐ A. Ask a passenger if they have used it before
   - ☐ B. Take one booking and see if any problems come
   - ☐ C. Ask for its licence number and use TfL's checker
   - ☐ D. Ask another driver and accept if they say yes

8. **TfL's online _____ shows the details of all licensed private hire drivers, vehicles and operators.**
   - ☐ A. journey planner
   - ☐ B. licence checker
   - ☐ C. status updates page
   - ☐ D. fare calculator

Booking details and fares

9. **Who must record the details of a booking before the journey starts?**
   - ☐ A. Your operator
   - ☐ B. You, the driver
   - ☐ C. The passenger
   - ☐ D. TfL

10. **The operator's booking record must show the agreed fare or _____.**
    - ☐ A. the size of the tip
    - ☐ B. the driver's earnings
    - ☐ C. the estimated fare
    - ☐ D. the passenger's address

11. **Which of these must your operator record for each booking?**
    - ☐ A. The passenger's date of birth
    - ☐ B. The driver's home address
    - ☐ C. The passenger's card number
    - ☐ D. The vehicle's registration or other ID

12. **TfL has _____ to set or control the fares that PHV operators charge.**
    - ☐ A. full power
    - ☐ B. some power
    - ☐ C. no power
    - ☐ D. shared power

13. **Who must agree a fare with the passenger, or give an accurate estimate, before the journey?**
    - ☐ A. TfL
    - ☐ B. The operator
    - ☐ C. The driver
    - ☐ D. The vehicle owner

14. **During a journey, your passenger asks you to pick up a friend. When should you tell your operator?**
    - ☐ A. As soon as it is safe
    - ☐ B. At the end of the day
    - ☐ C. At your next renewal
    - ☐ D. Only if they complain

15. **Your passenger says the fare is wrong at the end of the journey. How should you be ready for this?**
    - ☐ A. Ask TfL to set a fair price on the phone
    - ☐ B. Lock the doors until you have the money
    - ☐ C. Tell the passenger the trip is now free
    - ☐ D. Check with your operator in advance what to do

Late-night venues, airports and outside London

16. **Your operator is licensed at a nightclub. Where can it take bookings?**
    - ☐ A. Anywhere on the pavement outside
    - ☐ B. Only at the booking location on its licence
    - ☐ C. In any bar in the same street
    - ☐ D. From drivers parked at the door

17. **If you approach people outside a late-night venue to offer them a ride, you may be _____.**
    - ☐ A. committing an offence
    - ☐ B. doing nothing wrong
    - ☐ C. acting within the rules
    - ☐ D. breaking only a venue rule

18. **People leaving a pub come up to your parked PHV and ask for a ride home. What should you do?**
    - ☐ A. Take them if you agree a price first
    - ☐ B. Take them if the pub's owner agrees
    - ☐ C. Tell them to book with a licensed operator
    - ☐ D. Take them if it is a very short trip

19. **While you wait near an operating centre, you should not leave your _____ running.**
    - ☐ A. radio
    - ☐ B. sat nav
    - ☐ C. heater
    - ☐ D. engine

20. **Who is responsible for the parking, noise and behaviour of a driver waiting near a late-night venue?**
    - ☐ A. The venue's owner
    - ☐ B. The driver
    - ☐ C. The door staff
    - ☐ D. The local police

21. **Airports are private property and can make their own rules, called _____.**
    - ☐ A. byelaws
    - ☐ B. statutes
    - ☐ C. licences
    - ☐ D. charters

22. **You have no booking yet and want to wait at Heathrow. Where can you wait?**
    - ☐ A. A local car park near the airport
    - ☐ B. A quiet residential street nearby
    - ☐ C. An official car park or the PHV Authorised Vehicle Area
    - ☐ D. The airport taxi rank if it is empty

23. **When you pick up passengers at Heathrow Airport, you must always use _____.**
    - ☐ A. the taxi rank
    - ☐ B. an official car park
    - ☐ C. a local car park
    - ☐ D. a residential street

24. **Your passenger is at Terminal 5 at Heathrow and asks you to use the taxi rank. What is the rule?**
    - ☐ A. You may use it to drop off only
    - ☐ B. You may use it if it is not busy
    - ☐ C. You may use it with a booking
    - ☐ D. You must not use it at all

25. **A journey that starts or ends outside Greater London is allowed if a licensed London operator has _____.**
    - ☐ A. told the local council
    - ☐ B. accepted the booking
    - ☐ C. paid an extra fee
    - ☐ D. told TfL first

Lost property, suspicious items and refusals

26. **You should check your vehicle for lost property after _____.**
    - ☐ A. every journey
    - ☐ B. every shift
    - ☐ C. every week
    - ☐ D. every night

27. **You find a phone on the back seat after a journey. What should you do?**
    - ☐ A. Keep it safe at home until someone calls
    - ☐ B. Post it to TfL's lost property office
    - ☐ C. Give it to the next passenger to hand in
    - ☐ D. Tell your operator and take it back to them

28. **You feel suspicious about an item left unattended in your vehicle. What should you do?**
    - ☐ A. Call 999 and follow the instructions
    - ☐ B. Open it and see what is inside
    - ☐ C. Take it to your operator straight away
    - ☐ D. Put it on the pavement and drive away

29. **You can report suspicious activity to the confidential police anti-terrorist hotline on _____ .**
    - ☐ A. 0800 555 111
    - ☐ B. 116 123
    - ☐ C. 0800 789 321
    - ☐ D. 101

30. **Something feels wrong about a person's behaviour, but you worry about wasting police time. What does the Handbook say?**
    - ☐ A. Report it, and the police will decide if it matters
    - ☐ B. Wait until you have strong evidence first
    - ☐ C. Ask the person to explain what they are doing
    - ☐ D. Tell only your operator and wait for a reply

31. **Your booked passengers have open cans of alcohol, and you do not feel safe. What can you do?**
    - ☐ A. Take them but charge a higher fare
    - ☐ B. Refuse politely and explain why
    - ☐ C. Drive off and say nothing to them
    - ☐ D. Refuse and report them to the DVLA

32. **If you do not carry out a booking, you must tell your operator _____ .**
    - ☐ A. the full reasons
    - ☐ B. the fare you lost
    - ☐ C. your next location
    - ☐ D. only the passenger's name

33. **You refused a booking. Who must find another driver, or make clear to the passenger that it is cancelled?**
    - ☐ A. You, the driver
    - ☐ B. TfL
    - ☐ C. The passenger
    - ☐ D. The operator

34. **A driver can ask for an exemption from carrying assistance dogs only on _____ grounds.**

- ☐ A. religious
- ☐ B. cost
- ☐ C. medical
- ☐ D. cleaning

Answers

1. **B. Only bookings from a licensed London operator.** You can only carry out bookings you received from a licensed London PHV operator.
2. **D. PHV licence discs.** You must use a London licensed PHV with its licence discs on display, unless it has an exemption.
3. **C. No, they must first book through a licensed operator.** A PHV is not a taxi. Without a booking through a licensed operator you cannot pick someone up, even on the street outside your operator's office.
4. **C. received the booking.** The booking must come from your operator before any passenger gets into your vehicle.
5. **A. A business card with your operator's number.** You may hand out a business card with your operator's number, or other contact details such as a website.
6. **A. available for hire.** Without a booking, you must not suggest to the public that you are available for hire. You must not encourage them to approach you either.
7. **C. Ask for its licence number and use TfL's checker.** Never accept a booking from an unlicensed operator. Ask for the operator's licence number and check it with TfL's online tool.
8. **B. licence checker.** TfL's licence checker is a public register. You and anyone else can use it.
9. **A. Your operator.** Your operator must record them. You are not personally responsible for this, but you should know about it.
10. **C. the estimated fare.** The record must include the agreed fare or the estimated fare.
11. **D. The vehicle's registration or other ID.** The record must identify the vehicle, by its registration number or another way. It must also identify the driver.
12. **C. no power.** TfL cannot set or control PHV fares. But customers must understand the fare they will be charged.
13. **B. The operator.** This is your operator's job, and it must be done before the journey starts.
14. **A. As soon as it is safe.** Tell your operator as soon as it is safe, so it can update the fare or the estimate. The same applies to a new destination or extra luggage.
15. **D. Check with your operator in advance what to do.** Check with your operator what to do if a passenger disagrees with the fare or cannot pay. Also check how receipts work.
16. **B. Only at the booking location on its licence.** An operator at a late-night venue can only take bookings inside the venue, at the location on its licence.
17. **A. committing an offence.** This may be an offence and you could be prosecuted. Passengers must book through a licensed London operator.
18. **C. Tell them to book with a licensed operator.** You can only accept a fare booked through a licensed London operator. Tell them to contact one and make a booking.
19. **D. engine.** Do not leave your engine running. Think about noise and the people who live in the area.

20. **B. The driver.** You are responsible for where you park, for the noise your vehicle makes, and for your own behaviour.
21. **A. byelaws.** Airports can make byelaws about taxis and PHVs. Heathrow has its own, and you should know about them if you get a booking there.
22. **C. An official car park or the PHV Authorised Vehicle Area.** You can enter Heathrow to wait in an official car park or the PHV Authorised Vehicle Area. Do not wait in local car parks or residential streets.
23. **B. an official car park.** When picking up at Heathrow, you must always use an official car park.
24. **D. You must not use it at all.** Only black cabs may use the ranks at Heathrow and London City Airport. A PHV can't stop or wait there, or use them to pick up or set down.
25. **B. accepted the booking.** The journey is allowed in a London licensed PHV if a licensed London operator accepted the booking. If you are not sure, ask your operator.
26. **A. every journey.** Check after every journey, and remember to check the boot if you put luggage there.
27. **D. Tell your operator and take it back to them.** Take lost property to your operator and tell them as soon as you can. The passenger may have already been in touch.
28. **A. Call 999 and follow the instructions.** If you are suspicious of an unattended item, call the police on 999 immediately and do what they tell you.
29. **C. 0800 789 321.** The confidential anti-terrorist hotline is 0800 789 321.
30. **A. Report it, and the police will decide if it matters.** Do not worry about wasting police time. The police decide if the information is important, and they keep it private.
31. **B. Refuse politely and explain why.** You may feel unable to take them in this situation. If you refuse, be polite and explain why, as this could help avoid a complaint.
32. **A. the full reasons.** Your operator needs to know exactly why the booking wasn't done.
33. **D. The operator.** The operator accepted the booking, so it must arrange another driver or tell the passenger it is cancelled.
34. **C. medical.** You must not refuse a passenger because of a disability or an assistance dog. TfL's current page says a driver can ask for an exemption from carrying these dogs only on medical grounds.

Sources

- Private Hire Vehicle Driver's Handbook, version 1.0, Transport for London, published 30 September 2021. Checked 1 November 2026. https://content.tfl.gov.uk/phv-driver-handbook-v1.pdf
- Apply for a private hire driver licence, Transport for London, Undated web page.. Checked 1 November 2026. https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/private-hire-driver-licence