

## Special arrangements

There are some special arrangements that apply to coach operations in certain parts of London.

**General** A number of locations including Madame Tussauds, Shakespeare's Globe Theatre, Tate Modern, Natural History Museum and some hotels on Cromwell Road have 20 minute set down/pick up bays outside or nearby. Look for the roadside notice signs.

**Buckingham Palace Summer Opening** When the Palace is open, coaches may set down/pick up in Buckingham Gate and pick up in the special bays in Grosvenor Place behind Buckingham Palace. Due to the high volume of vehicles, you must **ONLY STOP IN ORDER TO SET DOWN AND PICK UP YOUR PASSENGERS** along Buckingham Gate. **NO WAITING IS ALLOWED.** Drivers are asked to show consideration when setting down or picking up groups in this residential area.

**Coach Ban Areas** Some London Boroughs have 'Coach Ban Areas' to protect residents from the impact of coaches on unsuitable streets. These are well signposted. Do not enter these areas unless it is to access premises and the road signs allow it.



**London Eye** There are dedicated coach bays available in Belvedere Road which **MUST** be booked in advance with Merlin Entertainments Group, the operators of the venue. *Tel: 0870 990 8886.*

**The Royal Parks** Coaches are banned unless displaying a 'Drive Through Permit' which may be pre-purchased direct from the Royal Parks. *Tel: 020 7930 1793.*

**Shaftesbury Avenue** (Piccadilly to Charing Cross Road) 2 dedicated coach bays located on the westbound side permit setting down and picking up of passengers.

**Theatres** It is vital that drivers do not arrive to pick up until at least 10 minutes after the show has finished. Because shows finish at various times, drivers who arrive early could prevent other groups from being picked up.

**Tower of London** There are 15 minute free set down or pick up bays in the Coach Park in Lower Thames Street. Limited paid parking in the daytime is available with more spaces overnight.

**Westminster Abbey** Coaches may set down on the Abbey forecourt (The Sanctuary) for a small fee. Additionally, nearby coach parking bays are available in Horseferry Road, Tothill Street and Millbank.

## Interactive Coach Parking Map

The Interactive Coach Parking Map is a unique internet-based traffic management tool that provides up-to-date coach parking information including costs, times of operation and driver facilities. Additionally it gives real time information on planned road works and public events, traffic information, CCTV images and incidents or accidents that may affect your journey.

[www.tfl.gov.uk/coachparking](http://www.tfl.gov.uk/coachparking)

## Coach Drivers Helpline

To further assist drivers Transport for London (TfL) have set up a dedicated helpline that drivers can call for advice on parking, driver facilities and coach specific information about parking regulations in London. Call the helpline during office hours on:



## Useful contacts

### Transport for London

TfL Coaches, 11th floor, Palestra,  
197 Blackfriars Road, London SE1 8NJ  
*Tel: 0845 604 0770 Email: coaches@tfl.gov.uk*

### Confederation of Passenger Transport

Drury House, 34-43 Russell Street, London WC2B 5HA  
*Tel: 020 7240 3131 Email: grahamm@cpt-uk.org*

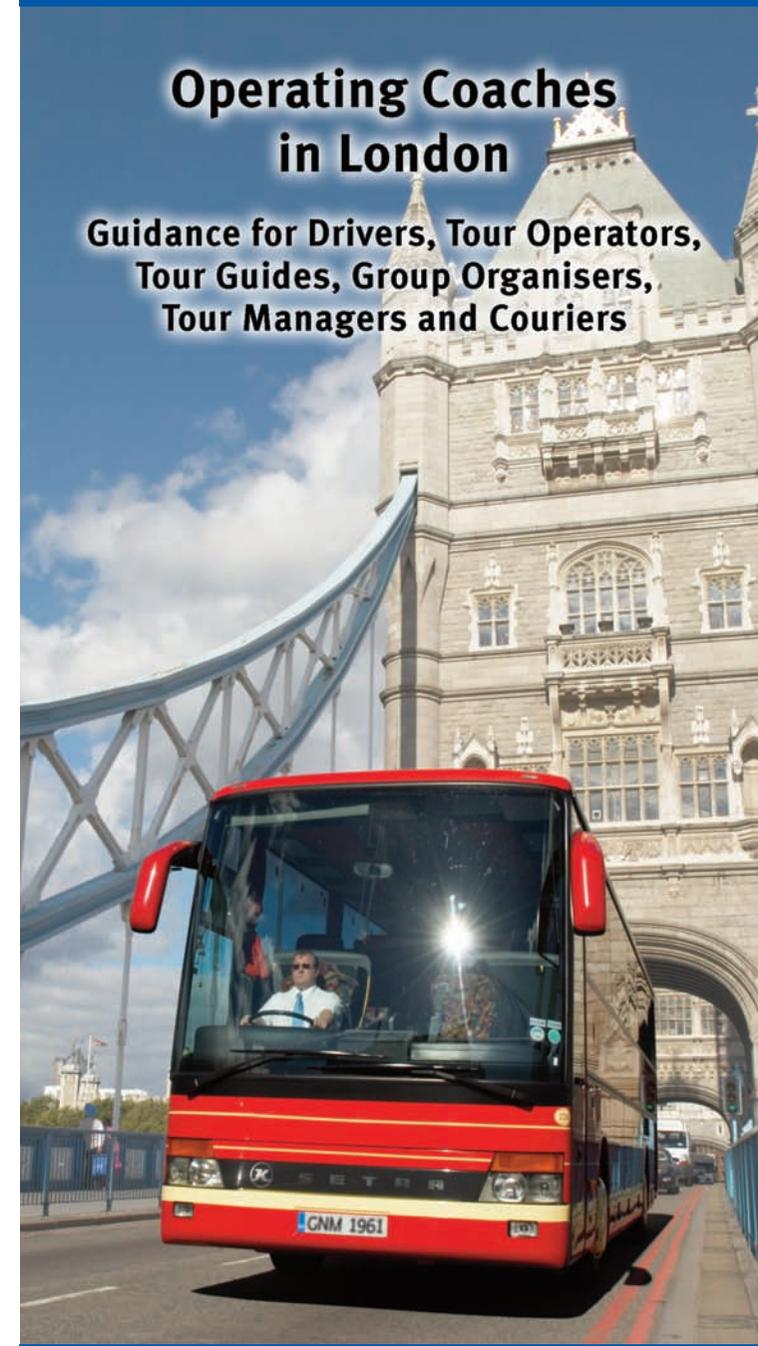
### London Tourist Coach Operators Association

*Email: info@ltcoa.org.uk Web: www.ltcoa.org.uk*

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# Operating Coaches in London

Guidance for Drivers, Tour Operators,  
Tour Guides, Group Organisers,  
Tour Managers and Couriers



Transport  
for London



cpt

## Reasons for advice

This advice is drawn up by Transport for London, The London Tourist Coach Operators Association, The Confederation of Passenger Transport and the London Boroughs. It is intended to assist you when operating a coach in London.

Remember, it is only a guide and you should still use your common sense, skill and judgement as a professional driver or tour leader. To this end, you should be aware of the parking regulations and the restrictions that apply at whatever location you are visiting.

### Remember be considerate to:

- Businesses • Other Road Users •
- Civil Enforcement Officers • Pedestrians • Residents •
- Local bus services •



### Do not leave your engine running when parked

You must not leave your engine running when parked or waiting. Failure to switch off is the largest cause of complaints about coaches in London. It is unlawful, unreasonable, noisy and causes pollution. Offenders will be prosecuted.

### The 10 minute window

You must not arrive early to load or remain after loading.

However, certain local authorities\* have agreed a concession of a maximum of 10 minutes for setting down and picking up passengers.

In the interests of the environment, this activity must take place with the engine switched off. The concession only applies to areas where a loading ban is not in operation.

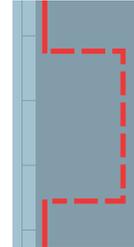
\* Current participating Local Authorities:  
City of Westminster, Corporation of London;  
London Boroughs of Barnet, Camden,  
Greenwich, Richmond, Tower Hamlets and  
Wandsworth. Other local authorities are  
actively being encouraged to participate in  
this initiative.



## Setting down and picking up

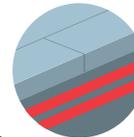
### Red Routes (TLRN)

- Double Red Lines – No stopping at any time
- Single Red line – Restricted operational hours, observe local signage
- Red Route Bus Stops – Set down/ Pick up only



### Yellow Routes (Borough owned routes)

- Double/Single Yellow Lines – Set down and pick up allowed where there are no loading restrictions in force
- Yellow Route Bus Stops – Set down/Pick up prohibited at all times.



- Where loading is prohibited immediate pick up and set down must take place.
- Make use of telephones, radios, etc to ensure groups are ready for pick up.
- Drivers **MUST** stay with their vehicles at all times. Booking passengers into hotels or carrying luggage are not part of your responsibilities.
- If the hotel or attraction has off-street facilities – **USE THEM.**
- Do not obstruct other traffic with your coach.
- Avoid double parking as you could be fined for causing an obstruction.
- Instructions to move on by the Police, Civil Enforcement Officers and Parking Attendants must be obeyed.

## Parking

There are a number of coach meters and 'Pay and Display' areas where you may park for limited periods on payment of the appropriate charge. For longer periods there are a small number of off-street coach parks as shown on the London Coach Parking Map available from CPT or at [www.tfl.gov.uk/coachparking](http://www.tfl.gov.uk/coachparking).

**Do not park on the street other than in appropriate coach parking facilities provided.**

Always pay the appropriate charge. Responsible coach operators will ensure their drivers pay for parking and ensure they are reimbursed promptly. Always keep tickets and receipts.

From 18.30 to 08.00 you may not park your coach in the street in most areas. This regulation is relaxed between 18.30 and midnight if you are parked in a coach bay when parking is free. If your hotel does not have off-street parking, you should take your coach to an off-street coach park.



If you receive a **Penalty Charge Notice (PCN)**, DO NOT ARGUE with the Civil Enforcement Officer. Once the PCN is issued the officer has no authority to cancel it. You may, however, ask the Civil Enforcement Officer to make a note in his/her pocket book of any facts or proof that may mitigate the offence or lead to the PCN being cancelled. The PCN should either be paid or challenged in writing in accordance with the directions on the back of the notice. Penalties for traffic violations can be £120.00 or above.

**Do not ignore the PCN – It will not go away**  
Early payments are usually discounted.

**The use of hand-held mobile phones while driving is prohibited.** Hands-free equipment is allowed, but remember that drivers have an over-riding duty to drive with due care and attention.

**Drivers are not allowed to use microphones** while the vehicle is in motion, except in an emergency, or to deal with safety matters.