

# University College London Hospitals (UCLH)

## Reclaiming the Ultra Low Emission Zone (ULEZ) charge

Information for patients attending  
appointments at UCLH

If you need a large print, audio, braille, easy read, age-friendly or translated copy of this document, please contact us on 020 3447 4735.

We will try our best to meet your needs.

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## 1. What is the ULEZ charge?

To help improve air quality, an Ultra Low Emission Zone (ULEZ) will be in place in central London from 8 April 2019. This will be in the same area as the Congestion Charge. Most vehicles including cars and vans will need to meet new, tighter exhaust emission standards (ULEZ standards) or be liable for a daily charge to drive within the ULEZ area.

## 2. How do I pay the ULEZ charge?

If you are subject to the ULEZ charge, details of how to pay can be found by contacting Transport for London (TfL) on 0343 222 2222 or at <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>

## 3. Reimbursement criteria

### **If I have an NHS appointment at UCLH, can I reclaim the ULEZ Charge?**

If you match the criteria, you can reclaim the daily charge from UCLH. You will need to pay the charge first and then claim it back at the hospital.

### **What are the reimbursement criteria?**

You must:

- Have a compromised immune system **or**
- Require regular therapy or assessment **or**
- Require recurrent surgical intervention **and**
- Be clinically assessed as too ill, weak or disabled to travel to an appointment on public transport.

## **Who checks that I match the criteria?**

Your hospital doctor uses these criteria to check if you are able to reclaim the charge.

## **4. Reclaiming the ULEZ charge**

### **How do I reclaim the charge?**

1. First you will need to pay the charge. TfL recommend paying on the day you travel, not in advance, in case your appointment is cancelled.
2. Keep your ULEZ Charging receipt or make a note of the receipt number.
3. Ask for a 'ULEZ charge patient claim form' when you arrive in the department for your appointment
4. Ask the doctor or healthcare professional who is seeing you to complete the form.
5. Take the form, your ULEZ Charging receipt (or receipt number) and vehicle registration number to the Cashiers Office (details below).

**Please note:**

**In Section B of the claim form ('Category of Claim') your hospital doctor must sign both box one and box two for you to receive your payment.**

**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?**

Yes, you can claim for multiple visits on one claim form. Complete the details, as before, for up to five appointment visits on the same patient claim form.

In Section A 'Patient Details', list all the appointment dates.

You must be able to provide details of the charge receipt number and vehicle registration number for every appointment listed.

**Can I reclaim the charge after I attend my appointment?**

You can claim back the charge for up to three months after the date of your appointment. You will need a completed patient claim form to support your claim

**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 the receipt number for the charge. Only one person per vehicle can apply for reimbursement.

## 5. Where to collect your payment

### Where do I go to collect my payment?

Please make sure that you take your form and details to your appointment. You can collect your payment on the day you visit from the Cashiers Office at the hospital you are attending:

- **University College Hospital - Ground floor**

Opening times: Monday to Friday 09:00 to 13:00 and 14:00 to 16:30

- **The National Hospital for Neurology and Neurosurgery - Ground floor**

Opening times: Monday to Friday 09:00 to 13:00 and 14:00 to 16:30

- **The Royal London Hospital for Integrated Medicine - Ground floor**

Opening times: Monday to Friday 09:00 to 13:00 and 14:00 to 16:30

- **UCH at Westmoreland Street - Ground floor**

Opening times: Monday to Friday 09:00 to 16:30

- **Eastman Dental Hospital – Ground floor**

Opening times: 09:00 to 16:30

- **Royal National Throat, Nose and Ear Hospital – Lower ground**

Opening times: 09:00 to 16:30

Where offices close at lunch, please note that times can vary depending on how busy they are.





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