

University College London Hospitals (UCLH)

Reclaiming the congestion charge

Information for patients attending
appointments at UCLH

If you need a large print, audio, braille, easy read 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 How do I pay the Congestion Charge?

For details of how to pay, contact Congestion Charging at Transport for London (TfL) on the low call rate number 0343 222 2222 or at www.cclondon.com

2 Information for Blue Badge holders

If you hold a valid Blue Badge parking permit you are eligible for a 100 per cent discount from the charge, once you have registered with Congestion Charging.

How do I register with Congestion Charging?

To register for the discount you must complete an application form, provide supporting documents and pay a fee (£10 at time of print). You cannot claim back this registration fee. The £10 fee also applies if your previous discount expired more than 90 days ago.

TfL remind you to continue paying the full daily charge until you receive your full registration approval letter.

Full details of the application process including the form, are available at www.cclondon.com or by calling the low call rate number 0343 222 2222.

3 Information for patients without a Blue Badge

If I have an NHS appointment at UCLH can I reclaim the Congestion 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 assesses if I match the criteria?

Your clinician e.g. your hospital doctor uses this criteria to check if you are able to reclaim the charge.

How do I reclaim the charge?

1. Pay the charge. TfL recommend paying on the day you travel, not in advance, in case your appointment is cancelled.
2. Keep your Congestion Charging receipt or make a note of the receipt number.
3. Ask for a **Congestion Charging patient claim form** when you arrive in the department for your appointment if one vehicle you travel to your appointment in is registered for Congestion Charging Auto Pay, etc.
4. Ask the doctor or healthcare professional who is seeing you to complete the form.
5. Take the form, your Congestion 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') both box one **and** box two must be signed by your clinician for you to receive your payment.

If you do not pay the Congestion Charge you will be charged. You will not be reimbursed for your Penalty Charge (PCN).

Where do I go to collect my payment?

Take your form and details along with you to your appointment. Payments can be collected from the Cashiers Office at the hospital you are attending:

University College Hospital (UCH) (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

You will usually be able to collect your payment on the day you visit.

Eastman Dental Hospital

Address: Ground Floor, 256 Gray's Inn Road
London WC1X 8LD

Opening times: 09:00 to 16:30

Royal National Throat, Nose and Ear Hospital

Address: Lower Ground, 330 Gray's Inn Road
London WC1X 8DA

Opening times: 09:00 to 16:30

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

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 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.

Where can I get full details of this Congestion Charging reimbursement scheme?

Contact Congestion Charging for a copy of their leaflet, 'Am I eligible for the Congestion Charging NHS reimbursement scheme?'

Call the low call rate number 0343 222 2222 or visit www.cclondon.com

Space for notes and questions