



Staff Guide to Fares and Ticketing

From 15th September 2015



Appendices

For staff use only

Contents

The Staff Guide to Fares and Tickets has been split into three separate booklets plus appendices:

Book 1: Fares and tickets

Book 2: Types of tickets and ways to pay

Book 3: Discount schemes and photocards

Appendices: maps, tables of where to buy each ticket type and a full listing of Out of Station Interchanges

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Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Pay as you go				
Pay as you go credit	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices¹ • Ticket machines at Tube stations • Ticket machines at London Overground stations • Ticket machines at TfL Rail stations • Ticket machines at selected DLR stations • Ticket machines at National Rail stations in London • Oyster online tfl.gov.uk/oyster² • Oyster sales line 0343 222 1234² • Visitor Centres 	<ul style="list-style-type: none"> • Adults and holders of Bus & Tram Discount photocard or a Jobcentre Plus Travel Discount Card need an Oyster card to pay as they go. • Under-18s and Students need an Oyster photocard to pay as they go. <p>¹ see book 2 for list of National Rail ticket offices selling tickets on Oyster</p> <p>² Oyster online and sales line only allow adult, 18+ Student and Apprentices Oyster (photo)cards to be topped up</p>
Tube/DLR/London Overground tickets and National Rail through tickets				
Cash single/return tickets		✓	<ul style="list-style-type: none"> • Ticket machines at Tube stations • London Overground station ticket offices • TfL Rail station ticket offices • Ticket machines at London Overground stations • Ticket machines at TfL Rail stations • Ticket machines at DLR stations 	Not all ticket machines sell the full range
National Rail through tickets - cash single fares		✓	<ul style="list-style-type: none"> • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices • Ticket machines at Tube stations¹ • Ticket machines at London Overground stations¹ • Ticket machines at TfL Rail stations¹ • Ticket machines at DLR stations¹ • Ticket machines at National Rail stations² 	¹ Not all ticket machines sell the full range

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail				
Group Day Travelcard <i>Adults and under-16 only</i>		✓	<ul style="list-style-type: none"> • London Overground ticket offices • TfL Rail station ticket offices • National Rail station ticket offices • Ticket machines at Tube stations 	No photocard required for under-16s.
DLR tickets				
DLR only Group Travel <i>Adults and under-18 only</i>		✓	<ul style="list-style-type: none"> • Canary Wharf or London City Airport stations¹ • DLR Customer Services on 0343 222 1234² 	¹ Purchase on day of travel ² Purchase at least 7 days in advance
Travelcards				
Day Travelcard <i>Adult, National Rail Railcard and under-16 only</i>		✓	<ul style="list-style-type: none"> • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices • Ticket machines at Tube stations¹ • Ticket machines at London Overground stations¹ • Ticket machines at TfL Rail stations • Ticket machines at DLR stations¹ • Ticket machines at National Rail stations¹ • Tram Stops • Visitor Centres 	¹ Not always the full range

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
7 Day or monthly Travelcard	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices¹ • Ticket machines at Tube stations • Ticket machines at London Overground stations • Ticket machines at TfL Rail stations • Ticket machines at National Rail stations • Oyster online tfl.gov.uk/oyster² • Oyster sales line 0343 222 1234² • Visitor Centres 	¹ Only selected stations (see book 2 for current list) sell Travelcards on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and sales line only sell adult rate, 18+ Student and Apprentice
3 monthly Travelcard	✓		<ul style="list-style-type: none"> • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices¹ • Oyster online tfl.gov.uk/oyster² • Oyster salesline 0343 222 1234² • Visitor Centres 	¹ Only selected stations (see book 2 for current list) sell Travelcards on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and sales line only sell adult-rate, 18+ Student and Apprentice
6 monthly Travelcard <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices¹ • Oyster online tfl.gov.uk/oyster² • Oyster salesline 0343 222 1234² • Visitor Centres 	¹ Only selected stations (see book 2 for current list) sell Travelcards on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and sales line only sell adult-rate, 18+ Student and Apprentice
Odd period Travelcard <i>up to 3 months for Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> • London Overground station ticket offices • TfL Rail station ticket offices • National Rail station ticket offices¹ 	¹ Only selected stations (see book 2 for current list) sell Travelcards on Oyster. All National Rail stations sell Travelcards as printed tickets

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
Annual Travelcard <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> London Overground station ticket offices National Rail station ticket offices¹ Oyster online tfl.gov.uk/oyster² Oyster salesline 0343 222 1234² Visitor Centres⁴ 	¹ Only selected stations (see book 2 for current list) sell Travelcards on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and sales line only sell adult-rate, 18+ Student and Apprentice ⁴ Not annual child rate Travelcards,
Bus and tram tickets				
One Day Bus & Tram Pass	✓		<ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres 	Issued on single use Oyster card. Also available as paper tickets (see below)
One Day Bus & Tram Pass		✓	<ul style="list-style-type: none"> National Rail station ticket offices TfL Rail station ticket offices Ticket machines at Tube stations Ticket machines at London Overground stations Ticket machines at selected National Rail stations 	Also available on single use Oyster card (see above)
7 Day Bus & Tram Pass	✓	✓	<ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres Ticket machines at Tube stations¹ Ticket machines at London Overground stations¹ Ticket machines at selected National Rail stations² 	¹ Not all (passenger) types are available at all machines.
Monthly Bus & Tram Pass	✓		<ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres Ticket machines at Tube stations¹ Ticket machines at London Overground stations¹ Ticket machines at selected National Rail stations² 	¹ Ticket offices at Tube stations will start closing from February 2015 ² Not all (passenger) types are available at all machines.

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Bus and tram tickets				
Odd period Bus & Tram Pass <i>up to 3 months for Jobcentre Plus</i> <i>up to 6 months for Bus & Tram Discount</i>	✓		<ul style="list-style-type: none"> • Tube station ticket machines 	
Annual Bus & Tram Pass <i>Adult, 18+ Student and 16+ only</i>	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster2 • Oyster salesline 0343 222 1234¹ • Oyster Ticket Stops • Visitor Centres ² 	¹ Available online/by phone only for adults when getting an Oyster card for the first time ² not available at half adult rate
Tram tickets				
Cash single tickets		✓	<ul style="list-style-type: none"> • Self service machines at tram stops • Tram feeder bus services 	

Discount rates

The tables below show the discount rate applied to each passenger type

London Underground, DLR London Overground and TfL Rail										
	Adult	5-10	11-15	18+	Apprentice	16+	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Free	Child	Adult	Adult	½ adult	½ adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Free	Child	Adult	Adult	½ adult	½ adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Free	Child	Adult	Adult	Adult	Adult [#]	Adult	Adult	Adult [#]
Day Travelcard - off peak	Adult	Free	Child	Adult	Adult	Adult	Adult [#]	Adult	1/3 off adult	1/3 off adult
Daily cap – all day	Adult	Free	Child	Adult	Adult	½ adult	½ adult	Adult	Adult	1/3 off adult
Daily cap – off-peak*	Adult	Free	Child	Adult	Adult	½ adult	½ adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Free	Child	30% off adult	30% off adult	Child	Child	Adult	Adult	Adult
Travelcard - Monthly	Adult	Free	Child	30% off adult	30% off adult	Child	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Free	Child	30% off adult	30% off adult	Child	N/A	N/A	Adult	Adult

* Off peak caps apply as follows:

If all travel is made after 09:30 Mondays to Fridays and all day on Saturdays, Sundays and public holidays

- Adult, 18+, Apprentice, 16+, Jobcentre Plus, Bus & Tram Discount - in Zones 7-9 plus Broxbourne/Grays/Shenfield/Watford Junction. In zones 1-6 the All Day cap applies at all times.
- Under 16s – in Zones 1-9 plus Broxbourne/Grays/Shenfield/Watford Junction
- National Railcard and Gold Card holders - in Zones 1-9 plus Broxbourne/Grays/Shenfield/Watford Junction

[#] Day Travelcards

Available at discounted rates for journeys starting from National Rail stations outside Zones 1-9 (plus Watford Junction) which include travel within the London fare zones (Jobcentre Plus – child rate; Disabled Railcard – 1/3 off adult rate)

Discount rates

5-10 year olds	Need a 5-10 Oyster photocard to travel free on TfL's rail services or be accompanied by an adult (over 16) with a valid ticket (but NOT Group Day Travelcard), Freedom Pass, 60+ London or Veterans photocard or who is using pay as you go (up to four children per adult). Otherwise they pay child rate.
11-15 year olds	Need an 11-15 Oyster photocard to travel at child rate on all rail services in London.
18+ students	Need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount
Apprentice	Need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount
16-18 year olds	Need a 16+ Oyster photocard to travel at child or half adult rate
Jobcentre Plus Travel Discount Card holders	Need to set the Jobcentre Plus discount entitlement on an Oyster card to pay as they go at half adult rate and to buy child-rate Travelcard season tickets
National Railcard holders	Need to set the National Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and off peak daily capping
Disabled Railcard holders	Need to set the Disabled Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and daily capping at all times

Discount rates

Bus & Tram										
	Adult	5-10	11-15	18+	Apprentice	16+ with free bus	16+	JCP	Bus & Tram	National and Disabled Railcard
Cash (trams only)	Adult	Free	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go	Adult	Free	Free	Adult	Adult	Free	½ adult	½ adult	½ adult	Adult
Daily cap	Adult	Free	Free	Adult	Adult	Free	½ adult	½ adult	½ adult	Adult*
Bus & Tram Pass 7 Day	Adult	Free	Free	30% off adult	30% off adult	Free	½ adult	½ adult	½ adult	Adult
Bus & Tram Pass - Monthly	Adult	Free	Free	30% off adult	30% off adult	Free	½ adult	½ adult	½ adult	Adult
Bus & Tram Pass - Annual	Adult	Free	Free	30% off adult	30% off adult	Free	½ adult	N/A	N/A	Adult

Notes:

5-10 year olds

They do not need a 5-10 Oyster photocard to travel free on buses

11-15 year olds

Need an 11-15 Oyster photocard to travel free on buses and at Child rate on all rail services in London. If they have had their free travel concession withdrawn they pay half adult rate on buses and trams

18+ students

Need an 18+ Student Oyster photocard to buy Bus & Tram Pass season tickets at 30% discount

Apprentice

Need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount

16-18 year olds

Need a 16+ Oyster photocard to travel free or at Half adult rate

Jobcentre Plus Travel Discount Card holders

Need to add the Jobcentre Plus discount entitlement to an Oyster card to travel at half adult rate

Bus & Tram Discount card holders

Need to add the Bus & Tram discount entitlement to an Oyster card to travel at half adult rate

* cap for all travel after 9.30 Monday to Friday and all Day Saturday, Sunday and public holidays reverts to the Zones 1-2 all modes cap for Disabled Railcard holders

Discount rates

National Rail										
	Adult	5-10	11-15	18+	Apprentice	16+	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Child	Child	Adult	Adult	½ adult	½ adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Child	Child	Adult	Adult	½ adult	½ adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Child	Child	Adult	Adult	Adult	Adult [#]	Adult	Adult	Adult [#]
Day Travelcard - Off peak	Adult	Child	Child	Adult	Adult	Adult	Adult [#]	Adult	1/3 off adult	1/3 off adult
Daily cap - peak	Adult	Child	Child	Adult	Adult	½ adult	½ adult	Adult	Adult	1/3 off adult
Daily cap – off peak*	Adult	Child	Child	Adult	Adult	½ adult	½ adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Child	Child	30% off adult	30% off adult	Child	Child	Adult	Adult	Adult
Travelcard - Monthly	Adult	Child	Child	30% off adult	30% off adult	Child	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Child	Child	30% off adult	30% off adult	Child	N/A	N/A	Adult	Adult

Notes

- * Off peak caps apply as follows: If all travel is made after 09:30 Mondays to Fridays and all day on Saturdays, Sundays and public holidays
- Adult, 18+, Apprentice, 16+, Jobcentre Plus, Bus & Tram Discount - in Zones 7-9 plus Broxbourne/Grays/Shenfield/Watford Junction. In zones 1-6 the All Day cap applies at all times.
 - Under 16s – in Zones 1-9 plus Broxbourne/Grays/Shenfield/Watford Junction
 - National Railcard and Gold Card holders - in Zones 1-9 plus Broxbourne/Grays/Shenfield/Watford Junction
- # Day Travelcards Available at discounted rates for journeys starting from National Rail stations outside Zones 1-9 (plus Watford Junction) which include travel within the London fare zones (Jobcentre Plus – child rate; Disabled Railcard – 1/3 off adult rate)

Discount rates

5-10 year olds	need a 5-10 Oyster photocard to travel at child rate on National Rail services
11-15 year olds	need an 11-15 Oyster photocard to travel at Child rate on all rail services in London.
18+ students	need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount
Apprentice	need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount
16-18 year olds	need a 16+ Oyster photocard to travel at Child or Half adult rate
Jobcentre Plus Travel Discount Card holders	need to add the Jobcentre Plus discount entitlement to an Oyster card to pay as they go at half adult rate and to buy child-rate Travelcard season tickets
National Railcard holders	need to add the National Railcard discount entitlement to an Oyster card to get 1/3 discount on off-peak pay as you go fares and off-peak daily capping
Disabled Railcard holders	Need to set the Disabled Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and daily capping at all times

Out of station Interchanges

The following pairs of stations are recognised out of station interchanges

Blue stations are London Underground, Teal stations are DLR, Orange stations are London Overground and Black stations are National Rail.

Aldgate	Fenchurch St
Archway	Upper Holloway
Baker Street	Marylebone
Balham	Balham
Bank	Cannon Street
Bank	Monument
Bank	Liverpool St
Bank	Fenchurch St
Blackfriars	Blackfriars
Bounds Green	Bowes Park
Bow Road	Bow Church
Bromley South	Bromley North
Brixton	Brixton NR
Catford Bridge	Catford
Camden Town	Camden Road
Canary Wharf	Canary Wharf
Canary Wharf	Heron Quays
Cannon Street	Cannon Street
Charing Cross	Charing Cross
Clock House	Kent House

Dalston Kingsland	Dalston Junction
Embankment	Charing Cross
Embankment	Waterloo
Clapham North	Clapham High Street
Edgware Road (H&C)	Marylebone
Edgware Road (Bakerloo)	Edgware Road (H&C)
Elephant & Castle	Elephant & Castle
Euston	Euston Square
Euston	St Pancras International
Euston R	Kings Cross
Euston Square	Euston
Finchley Road	Finchley Road & Frognal
Forest Gate	Wanstead Park
Hammersmith (D&P)	Hammersmith (H&C)
Hanger Lane	Park Royal
Harringay	Harringay Green Lanes
Hackney Downs	Hackney Central
Ickenham	West Ruislip
Kings Cross	St Pancras International
Kentish Town	Kentish Town West

Out of station Interchanges

Kenton	Northwick Park
Kilburn	Brondesbury
Lancaster Gate	Paddington
Lewisham	Lewisham
Leytonstone	Leytonstone H Rd
Limehouse	Limehouse
Liverpool Street	Liverpool Street
Liverpool Street	Fenchurch Street
London Bridge	London Bridge
Manor Park	Woodgrange Park
Mansion House	Cannon St NR
Marylebone	Paddington
Monument	Fenchurch Street
New Cross	New Cross Gate
Paddington	Paddington
St Pancras International	Kings Cross
Penge East	Penge West
Putney	East Putney
Seven Sisters	South Tottenham
Shadwell	Shadwell

Shepherd's Bush	Shepherds Bush
Southwark	Waterloo East
Southwark	Blackfriars
Sudbury Hill	Sudbury Hill Harrow
Tottenham Hale	Tottenham Hale
Tower Gateway	Fenchurch Street
Tower Gateway	Aldgate
Tower Hill	Tower Gateway
Tower Hill	Fenchurch Street
Vauxhall	Vauxhall
Upper Warlingham	Whyteleafe
Walthamstow Central	Walthamstow Central
Walthamstow Central	Walthamstow Queen's Road
Waterloo	Waterloo East
Waterloo East	Waterloo
West Hampstead	West Hampstead
West Hampstead	West Hampstead Tramlink
West Hampstead	West Hampstead Tramlink
Wood Lane	White City

Out of station Interchanges also apply between different gatelines within the same station, such as Waterloo, Victoria and Kings Cross.

Contactless payment cards not approved for travel – gate and validator error codes

On buses

The driver and passenger display will give a brief description of the problem and the driver can print out guidance about how to deal with it to give to the customer.

Error code	Reason	Causes	Resolution
74	The card is currently not approved for travel	The card is not approved for travel, usually as a result of failed revenue inspections or suspicious travel history (such as regular incomplete journeys).	Advise the customer to contact TfL Customer Services on 0343 222 1234
80	The card is currently not approved for travel by the card issuer	The card issuer has refused authorisation for payment.	Advise the customer to sign in/up to their TfL online account to resolve the issue. They may also need to contact their card issuer.
86	The card is from a card issuer whose Bank Identification Number (BIN) is blocked	In rare cases, we may block a card issuer; therefore any cards held by their customers won't be approved.	Advise the customer that the card is not accepted on our services and that they will need to use another way to pay
92 93	The card is damaged	The card is corrupted and can't be read.	Advise the customer to contact their card issuer.

On Tube, tram, DLR, London Overground and National Rail

Gate error code	Reason	Causes	Resolution
40 67 69 79 95	Card not accepted for travel.	Card not accepted for travel on our services.	Advise the customer to contact their card issuer.
42	The card has been touched on a reader at the same station within last 30 minutes (passback).	Customers can only pay for one person per journey, per contactless payment card. If the card is passed back after being touched on a reader, it will be rejected when touched for a second time	Advise the customer that only one person can travel on a contactless payment card and to use another way to pay. Note: Passback errors will only occur if the previous touch on the card reader was successful

Contactless payment cards not approved for travel – gate and validator error codes

Gate error code	Reason	Causes	Resolution
78 89	The card is not accepted by TfL.	We only accept contactless payment cards showing the contactless payment symbol.	Visual inspection of the card should highlight whether it is accepted. If it's not, advise the customer to use another way to pay.
85	The card has expired.	The card is out of date and can't be used.	Advise the customer to use a another way to pay and contact their card issuer if a replacement card hasn't been issued.
91	The card is being used before the 'Valid From' date is live.	Card isn't yet valid for use.	Advise customer to use another way to pay.
99	The reader takes too long to read the card	Even though they contain contactless technology, some older cards may be too slow and the time threshold will be exceeded on the reader.	Advise customer to touch the card on the reader again. If the problem persists they will need to contact their card issuer.

When an issue has been resolved and the card is re-approved, it can take up to 30 minutes for all readers across the network to be updated. If the customer wants to travel immediately they should be advised to use another way to pay.

Glossary of contactless payment card terms

BIN: Bank Identification Number - The first four to six digits of a credit, debit, charge or pre pay card. The bank identification number identifies the institution issuing the card.

Card issuer: A card issuer is a bank or financial institution that provide “card association” branded payment (credit, debit, prepaid or charge) cards. Card association brands include Visa, MasterCard and American Express.

Charge card: A credit card for use with an account which must be paid in full when a statement is issued.

Chip and PIN: The word "chip" refers to a computer chip embedded in most European issued credit and debit cards; the word PIN refers to a personal identification number supplied by the card holder.

CVV: The Card Verification Value (CVV) is a 3 digit number on the signature strip of Visa, MasterCard and Discover Credit and Debit cards. On American Express cards it's a 4 digit number that is shown on the front of the card.

Joint account: Is a bank account held by more than one person, each individual having the right to deposit and withdraw funds.

PAN: Primary Account Number (PAN) is the long card number on the front of credit, debit and charge cards.

Prepaid card: A prepaid card is a payment card that is loaded with money. A prepaid card looks just like any normal credit or debit card, with a card number, signature strip and company branding. Prepaid cards don't provide credit, just the value up to the amount pre-loaded.

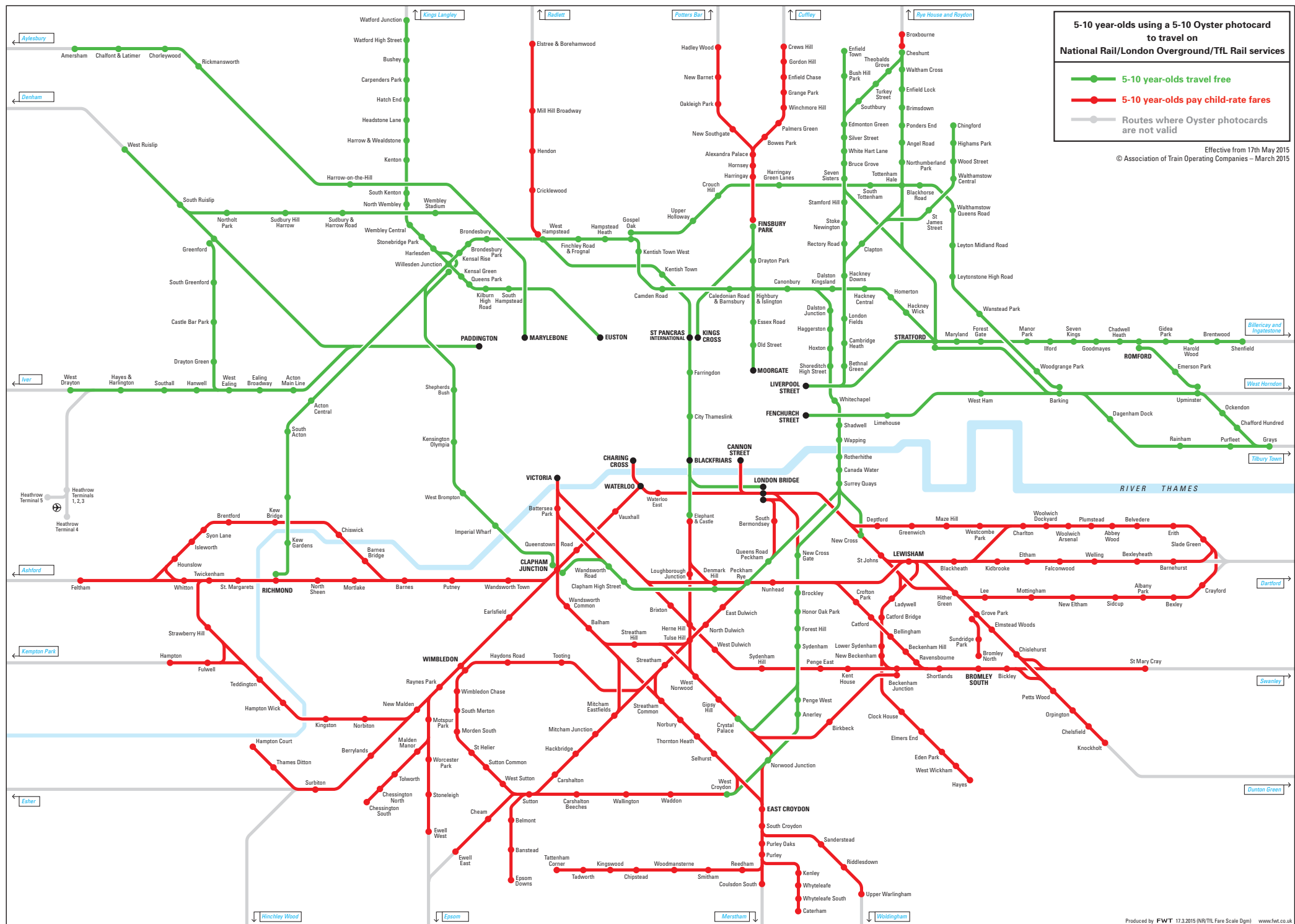
RID: A Revenue Inspection Device (RID) is carried by Revenue Inspectors to check that contactless payment and Oyster cards being used for travel are valid.

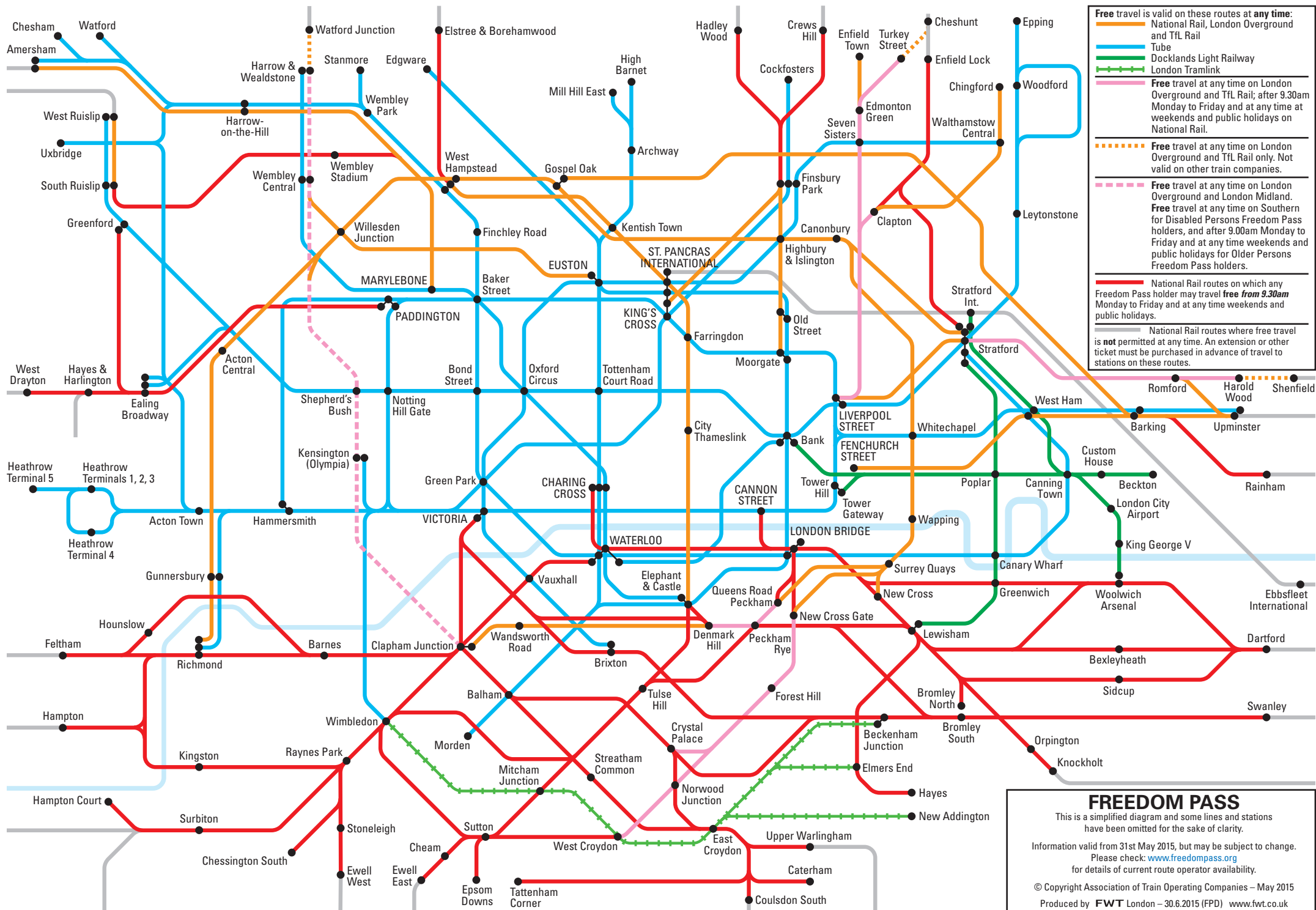
V Pay: V PAY is a chip-only, PIN based, European debit product offered by some European banks.

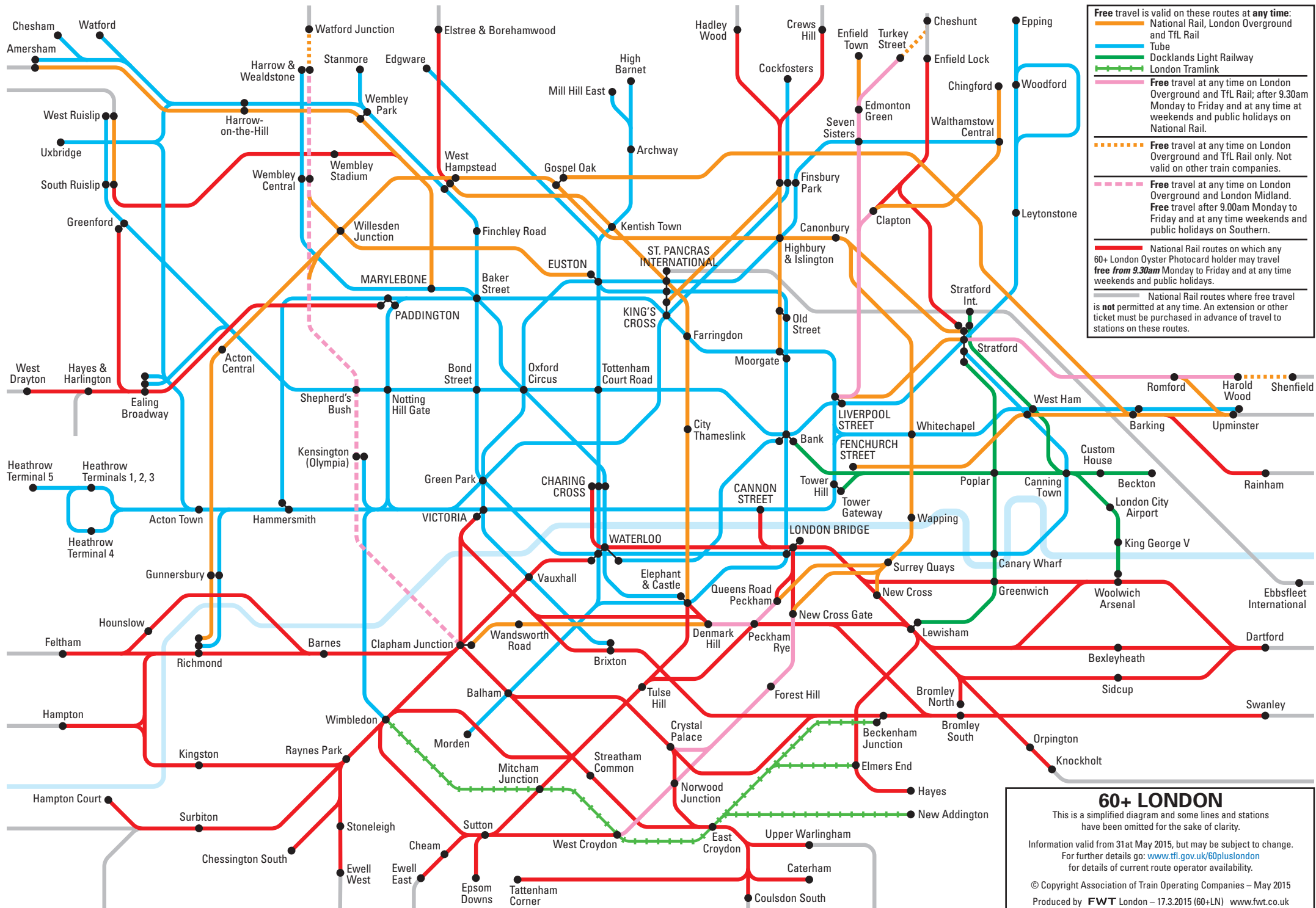
Contactless payment cards compared to Oyster

Although similar to Oyster, there are some important differences:

Contactless payment cards	Oyster
TICKET TYPES	
Adult-rate pay as you go only	Adult rate and discount pay as you go
Daily and Monday to Sunday capping	Daily capping only
Discounts can't be added	Discounts can be added
No season tickets	Season tickets can be added
Not valid on Heritage buses	Valid on Heritage buses
Can only be used to buy full rate tickets on river services, not pay as you go	Can use Oyster for pay as you go on some river services
USING	
Pay after travel	Pay before travel
No need to add credit before travel	Needs Topping Up/set up Auto top-up before travel
No deposit	£5 deposit payable
Fares charged not shown on reader	Fares charged shown on passenger displays on buses and station gates and validators
Can be temporarily 'not approved for travel' but card is not disabled	Card disabled after it has been hotlisted
Journey history only available online	Can get journey history at station ticket machines on system
Problems can only be resolved off system	Staff can help resolve problems on system
ONLINE ACCOUNTS	
12 months journey and payment history	8 weeks journey history and transaction data
Retrospective journey history	Can only access data from the date account was opened
Customers who don't have an online account can access 7 days journey history	Customers who don't have an online account can't access journey history
REVENUE INSPECTION	
Revenue inspectors cannot see if a card was touched in at the start of a journey	Card can be interrogated to ensure it was touched in at the start of the journey (irrespective of mode)
Penalty Fares Notice can be issued on the spot for cards that have been on the Deny List for more than 4 hours	Penalty fares notice can be issued on the spot for cards that have not been touched in







Valid ONLY on London Overground between Harrow & Wealdstone and Watford Junction.

VETERANS CONCESSIONARY TRAVEL SCHEME

National Rail/London Overground and TfL Rail

Tube

Docklands Light Railway

London Tramlink

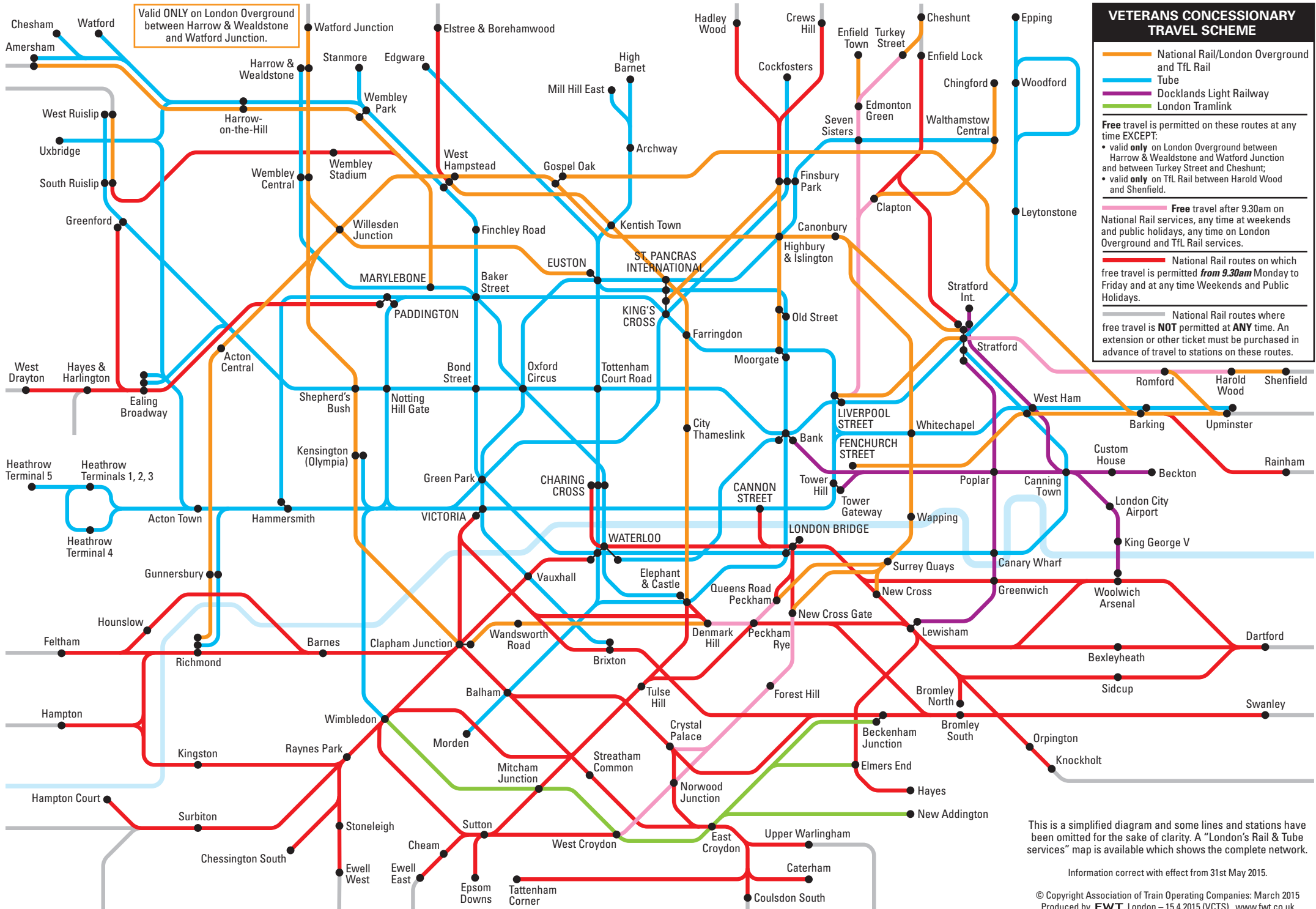
Free travel is permitted on these routes at any time EXCEPT:

- valid **only** on London Overground between Harrow & Wealdstone and Watford Junction and between Turkey Street and Cheshunt;
- valid **only** on TfL Rail between Harold Wood and Shenfield.

Free travel after 9.30am on National Rail services, any time at weekends and public holidays, any time on London Overground and TfL Rail services.

Free travel is permitted **from 9.30am** Monday to Friday and at any time Weekends and Public Holidays.

National Rail routes where free travel is **NOT** permitted at **ANY** time. An extension or other ticket must be purchased in advance of travel to stations on these routes.

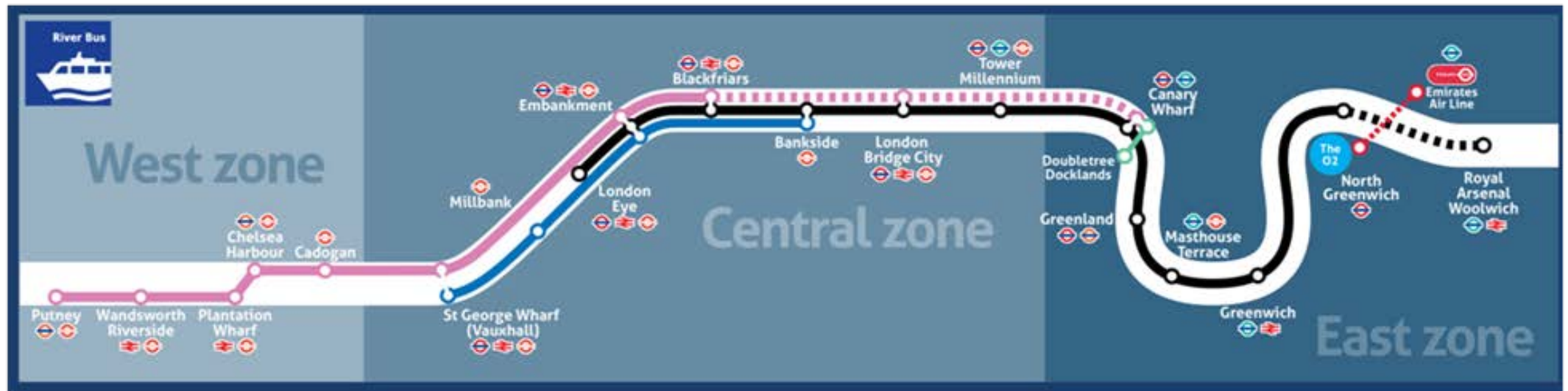


This is a simplified diagram and some lines and stations have been omitted for the sake of clarity. A "London's Rail & Tube services" map is available which shows the complete network.

Information correct with effect from 31st May 2015.

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Produced by **FWT** London – 15.4.2015 (VCTS) www.fwt.co.uk

River Bus Route Map



Route map key

●—● RB1 - Commuter Service

●—●—● RB5 - Woolwich Shuttle, limited service, please see timetable

●—● RB2 - Tate to Tate and St George Wharf, daytime and weekends

●—● RB6 - Putney to Blackfriars, peak hours service Monday to Friday only, please see timetable

●—●—● RB6 - Limited direct service, please see timetable, connections apply at other times

●—● RB4 - Doubletree Docklands Ferry Service

●—●—● Emirates Air Line

♿ All our boats are wheelchair accessible

All our piers are wheelchair accessible except for London Bridge, Wandsworth Riverside Quarter and Cadogan Piers

🚲 Bikes are permitted

🚇 Underground

🚆 Overground

🚊 Docklands Light Railway

🚉 National Rail

🚲 Santander Cycle Hire