



## Staff Guide to Fares and Ticketing

### From 2nd January 2016





## 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 photocard

**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
Get an Oyster card				
Get an Oyster card	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines               <ul style="list-style-type: none"> <li>○ at Tube stations</li> </ul> </li> <li>• Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>• Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>• Customer services 0343 222 1234<sup>2</sup></li> <li>• Visitor Centres</li> <li>• The Tramlink Shop (in Croydon)</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that issue Oyster cards <sup>2</sup> for customers living in the UK <sup>3</sup> To apply for 5-10, 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
Set discount on an Oyster card				
National Rail Card and Annual Gold Cards	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines               <ul style="list-style-type: none"> <li>○ at Tube stations (with staff assistance)</li> </ul> </li> <li>• Visitor Centres</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that issue Oyster cards
Jobcentre Plus Travel Discount card, Bus & Tram Discount photocard	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines at Tube stations (with staff assistance)</li> <li>• Visitor Centres</li> </ul>	
Privilege Ticket Authority Card (PTAC)	✓		<ul style="list-style-type: none"> <li>• Ticket machines at Tube stations (with staff assistance)</li> </ul>	

## 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"> <li>• Oyster Ticket Stops</li> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines               <ul style="list-style-type: none"> <li>○ at Tube stations</li> <li>○ at London Overground stations</li> <li>○ at TfL Rail stations</li> <li>○ at selected DLR stations</li> <li>○ at National Rail stations in London</li> </ul> </li> <li>• Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>• Customer services 0343 222 1234</li> <li>• Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>• Visitor Centres</li> <li>• Emirates Air Line terminals</li> <li>• The Tramlink Shop (in Croydon)</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell pay as you go top ups on Oyster  <sup>2</sup> Oyster online and customer services for adult Oyster cards  <sup>3</sup> To top up 5-10, 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets				
Paper single/return tickets for Tube/DLR/London Overground journeys		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> </ul> </li> <li>• Ticket machines<sup>1</sup> <ul style="list-style-type: none"> <li>○ at Tube stations</li> <li>○ at London Overground stations</li> <li>○ at TfL Rail stations</li> <li>○ at selected DLR stations</li> </ul> </li> </ul>	<sup>1</sup> Not all ticket machines sell the full range

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets				
<b>Paper single and return tickets</b> for National Rail through journeys		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations</li> </ul> </li> <li>• Ticket machines<sup>1</sup> <ul style="list-style-type: none"> <li>○ at Tube stations</li> <li>○ at London Overground stations</li> <li>○ at TfL Rail stations</li> <li>○ at DLR stations</li> <li>○ at National Rail stations in London</li> </ul> </li> </ul>	<sup>1</sup> Not all ticket machines sell the full range
Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail				
<b>Group Day Travelcard</b> <i>Adults and under-16 only</i>		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations</li> </ul> </li> <li>• Ticket machines at Tube stations</li> <li>• Visitor Centres</li> </ul>	No photocard required for under-16s.
DLR tickets				
<b>DLR only Group Travel</b> <i>Adults and under-18 only</i>		✓	<ul style="list-style-type: none"> <li>• Canary Wharf or London City Airport stations<sup>1</sup></li> <li>• DLR Customer Services on <a href="tel:0343 222 1234">0343 222 1234</a><sup>2</sup></li> </ul>	<sup>1</sup> Purchase on day of travel <sup>2</sup> Purchase at least 7 days in advance

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
<b>Day Travelcard</b> <i>Adult, National Rail Railcard and under-16 only</i>		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>○ Tube stations</li> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ selected DLR stations</li> <li>○ National Rail stations in London</li> <li>○ Tram Stops</li> </ul> </li> <li>• Visitor Centres</li> </ul>	<sup>1</sup> Not always the full range
<b>7 Day or monthly Travelcard</b>		✓	<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>○ Tube stations</li> <li>○ London Overground stations</li> <li>○ TfL Rail stations</li> <li>○ National Rail stations in London</li> </ul> </li> <li>• Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>• Oyster photocards online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>• Customer services 0343 222 1234<sup>2</sup></li> <li>• Visitor Centres</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets <sup>2</sup> Oyster online and customer services only sell adult rate <sup>3</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
<b>3 monthly Travelcard</b>	✓		<ul style="list-style-type: none"> <li>Ticket offices at <ul style="list-style-type: none"> <li>London Overground stations</li> <li>TfL Rail stations</li> <li>National Rail stations<sup>1</sup></li> </ul> </li> <li>Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>Customer services 0343 222 1234<sup>2</sup></li> <li>Visitor Centres</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets <sup>2</sup> Oyster online and customer services only sell adult rate <sup>3</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
<b>6 monthly Travelcard</b> <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> <li>Ticket offices at <ul style="list-style-type: none"> <li>London Overground stations</li> <li>TfL Rail stations</li> <li>National Rail stations<sup>1</sup></li> </ul> </li> <li>Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>Customer services 0343 222 1234<sup>2</sup></li> <li>Visitor Centres</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets <sup>2</sup> Oyster online and customer services only sell adult rate <sup>3</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
<b>Odd period Travelcard</b> <i>up to 3 months for Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> <li>Ticket offices at <ul style="list-style-type: none"> <li>London Overground stations</li> <li>TfL Rail stations</li> <li>National Rail stations<sup>1</sup></li> </ul> </li> <li>Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>Customer services 0343 222 1234<sup>2</sup></li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets <sup>2</sup> Oyster online and customer services only sell adult rate <sup>3</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard



## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
<b>Annual Travelcard</b> <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> <li>Ticket offices at                             <ul style="list-style-type: none"> <li>London Overground stations</li> <li>TfL Rail stations</li> </ul> </li> <li>National Rail stations<sup>1</sup> Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>2</sup></li> <li>Oyster photocard online at <a href="https://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>3</sup></li> <li>Customer services 0343 222 1234<sup>2</sup></li> <li>Visitor Centres</li> </ul>	<sup>1</sup> see pages 7-13 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets <sup>2</sup> Oyster online and customer services only sell adult rate <sup>3</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
Bus and tram tickets				
<b>One Day Bus &amp; Tram Pass</b>	✓		<ul style="list-style-type: none"> <li>Oyster Ticket Stops</li> <li>Visitor Centres</li> </ul>	Issued on single use Oyster card. Also available as paper tickets (see below)
<b>One Day Bus &amp; Tram Pass</b>		✓	<ul style="list-style-type: none"> <li>Ticket offices at                             <ul style="list-style-type: none"> <li>London Overground stations</li> <li>TfL Rail stations</li> <li>National Rail stations</li> </ul> </li> <li>Ticket machines at                             <ul style="list-style-type: none"> <li>Tube stations</li> <li>London Overground stations</li> <li>National Rail stations</li> </ul> </li> </ul>	Also available on single use Oyster card (see above)
<b>7 Day Bus &amp; Tram Pass</b>	✓	✓	<ul style="list-style-type: none"> <li>Oyster Ticket Stops</li> <li>Visitor Centres</li> <li>Ticket machines at                             <ul style="list-style-type: none"> <li>Tube stations<sup>1</sup></li> <li>London Overground stations<sup>1</sup></li> <li>National Rail stations<sup>2</sup></li> </ul> </li> </ul>	<sup>1</sup> Not all (passenger) types are available at all machines. <sup>2</sup> see pages 7-13 for list of National Rail stations that sell tickets on Oyster

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Bus and tram tickets				
Monthly Bus & Tram Pass	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Visitor Centres</li> <li>• Ticket machines at                             <ul style="list-style-type: none"> <li>○ Tube stations<sup>1</sup></li> <li>○ London Overground stations<sup>1</sup></li> </ul> </li> <li>• National Rail stations<sup>2</sup></li> </ul>	<sup>1</sup> Not all (passenger) types are available at all machines. <sup>2</sup> see pages 7-13 for list of National Rail stations that sell tickets on Oyster
Annual Bus & Tram Pass <i>Adult, 18+ Student and 16+</i>	✓		<ul style="list-style-type: none"> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1234<sup>1</sup></li> <li>• Oyster Ticket Stops</li> <li>• Visitor Centres<sup>2</sup></li> </ul>	<sup>1</sup> Only available online/by phone for adults when getting an Oyster card for the first time <sup>2</sup> not available at half adult rate
Tram tickets				
Paper single tickets		✓	<ul style="list-style-type: none"> <li>• Self service machines at tram stops</li> </ul>	

## Where to buy tickets

### Oyster retailing at National Rail stations

#### TfL rail operators: London Overground

All stations have Oyster enabled ticket machines. Most issue Oyster cards and sell Travelcard season tickets and pay as you go top ups on Oyster at ticket offices. The following London Overground stations do not have Oyster retail capability at ticket offices:

Bethnal Green	Cambridge Heath	Clapham High Street	Crouch Hill	Emerson Park
Harringay Green Lanes	Leyton Midland Rd	Leytonstone High Rd	London Fields	South Tottenham
Upper Holloway	Walthamstow Queens Rd	Wandsworth Road	Wanstead Park	Woodgrange Park

#### TfL rail operators: TfL Rail

All stations issue Oyster cards, sell Travelcard season tickets and pay as you go top ups on Oyster at ticket offices and have Oyster enabled ticket machines.

#### National Rail operators: c2c

Station	Issue Oyster cards	Travelcard seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Barking	Yes	Yes	No
Chafford Hundred	Yes*	No	Yes
Dagenham Dock	Yes*	No	Yes
Fenchurch St	Yes	Yes	Yes
Grays	Yes*	No	Yes
Limehouse	Yes	Yes	Yes
Ockendon	Yes*	No	Yes
Purfleet	Yes*	No	Yes
Rainham	Yes*	No	Yes
Upminster	Yes	Yes	Yes
West Ham	No	No	Yes

#### National Rail operators: Chiltern Railways

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Marylebone	Yes	Yes	Yes
Northolt Park	Yes	Yes	Yes
Sudbury & Harrow Road	No	No	No
Sudbury Hill Harrow	No	No	No
Wembley Stadium	No	No	Yes

\* Stations where Oyster cards with a pre-loaded deposit are available.

## Where to buy tickets

### National Rail operators: Greater Anglia

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Angel Road	No	No	No
Brimsdown	Yes	Yes	Yes
Broxbourne	Yes	Yes	Yes
Cheshunt	Yes	Yes	Yes
Enfield Lock	Yes	Yes	Yes
Hertford East	Yes	Yes	Yes
Liverpool Street	Yes	Yes	Yes
Northumberland Park	Yes	Yes	Yes
Ponders End	Yes	Yes	Yes
Rye House	Yes	Yes	Yes
Shenfield	Yes	Yes	Yes
St Margarets Herts	Yes	Yes	Yes
Waltham Cross	Yes	Yes	Yes
Ware	Yes	Yes	Yes

### National Rail operators: Govia Thameslink Railway

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Alexandra Palace	No	No	Yes
Beckenham Hill	Yes*	No	Yes
Bellingham	Yes*	No	Yes
Blackfriars	Yes	Yes	Yes
Bowes Park	No	No	Yes
Catford	Yes*	No	Yes
City Thameslink	Yes	Yes	Yes
Crews Hill	No	No	No
Cricklewood	No	No	Yes
Crofton Park	Yes*	No	Yes
Denmark Hill	Yes*	No	Yes
Drayton Park	Yes	Yes	Yes
Elephant & Castle	No	No	Yes
Elstree & Borehamwood	No	No	Yes
Enfield Chase	No	No	Yes
Essex Road	Yes	Yes	No
Finsbury Park	Yes	Yes	Yes
Gordon Hill	No	No	Yes
Grange Park	No	No	Yes
Hadley Wood	No	No	Yes
Harringay	No	No	Yes
Haydons Road	No	No	Yes

## Where to buy tickets

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Hendon	No	No	Yes
Hornsey	No	No	Yes
Kings Cross	No	No	Yes
Loughborough Junction	No	No	Yes
Mill Hill Broadway	No	No	Yes
Morden South	No	No	Yes
New Barnet	No	No	Yes
New Southgate	No	No	Yes
Nunhead	Yes*	No	Yes
Oakleigh Park	No	No	Yes
Palmers Green	No	No	Yes
Ravensbourne	Yes*	No	Yes
South Merton	No	No	Yes
St Helier	No	No	Yes
St Pancras International	Yes	Yes	Yes
Sutton Common	No	No	Yes
Tooting	No	No	Yes
West Hampstead Thameslink	No	No	Yes
West Sutton	No	No	Yes
Wimbledon Chase	No	No	Yes
Winchmore Hill	No	No	Yes

\* Stations where Oyster cards with a pre-loaded deposit are available.

### National Rail operators: Great Western Railway

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Acton Mainline	No	No	Yes
Castle Bar Park	No	No	No
Drayton Green	No	No	No
Ealing Broadway	Yes	Yes	Yes
Hanwell	No	No	Yes
Hayes & Harlington	No	No	Yes
Paddington	No	No	Yes
South Greenford	No	No	No
Southall	No	No	Yes
West Drayton	No	No	Yes
West Ealing	No	No	Yes

### National Rail operators: London Midland

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Euston	No	No	Yes
Watford Junction	No	No	Yes

## Where to buy tickets

### National Rail operators: Southern

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Balham	Yes	Yes	Yes
Banstead	No	No	No
Battersea Park	No	No	Yes
Belmont	No	No	Yes
Birkbeck	No	No	No
Carshalton	No	No	Yes
Carshalton Beeches	No	No	Yes
Caterham	No	No	Yes
Cheam	No	No	Yes
Chipstead	No	No	Yes
Coulsdon South	No	No	Yes
Coulsdon Town	No	No	Yes
Earlswood	No	No	Yes
East Croydon	Yes	Yes	Yes
East Dulwich	No	No	Yes
Epsom Downs	No	No	Yes
Ewell East	No	No	Yes
Gatwick Airport	Yes*	No	Yes
Gipsy Hill	No	No	Yes
Hackbridge	No	No	Yes

\* Oyster cards with a pre-loaded deposit are available from the kiosk in the South terminal at Gatwick Airport.

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Horley	No	No	Yes
Kenley	No	No	Yes
Kingswood	No	No	Yes
London Bridge 8-16	No	No	No
Merstham	No	No	Yes
Mitcham Eastfields	No	No	Yes
Mitcham Junction	No	No	Yes
Norbury	No	No	Yes
North Dulwich	No	No	Yes
Peckham Rye	No	No	Yes
Purley	No	No	Yes
Purley Oaks	No	No	Yes
Queens Rd Peckham	No	No	Yes
Redhill	No	No	Yes
Reedham	No	No	Yes
Riddlesdown	No	No	Yes
Salfords	No	No	Yes
Sanderstead	No	No	Yes
Selhurst	No	No	Yes
South Bermondsey	No	No	No
South Croydon	No	No	Yes
Streatham	No	No	Yes
Streatham Common	No	No	Yes

## Where to buy tickets

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Streatham Hill	No	No	Yes
Sutton	No	No	Yes
Tadworth	No	No	Yes
Tattenham Corner	No	No	Yes
Thornton Heath	No	No	Yes
Tulse Hill	No	No	Yes
Upper Warlingham	No	No	Yes
Victoria 9-19	Yes	Yes	Yes
Waddon	No	No	Yes
Wallington	No	No	Yes
Wandsworth Common	No	No	Yes
West Norwood	No	No	Yes
Whyteleafe	No	No	Yes
Whyteleafe South	No	No	Yes
Woodmansterne	No	No	Yes

### National Rail operators: Southeastern

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Abbey Wood	Yes*	No	Yes
Albany Park	Yes*	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Barnehurst	Yes*	No	Yes
Beckenham Junction	Yes*	No	Yes
Belvedere	Yes*	No	Yes
Bexley	Yes*	No	Yes
Bexleyheath	Yes*	No	Yes
Bickley	Yes*	No	Yes
Blackheath	Yes*	No	Yes
Brixton	Yes*	No	Yes
Bromley North	Yes*	No	Yes
Bromley South	Yes*	No	Yes
Cannon Street	Yes*	No	Yes
Catford Bridge	Yes*	No	Yes
Charing Cross	Yes*	No	Yes
Charlton	Yes*	No	Yes
Chelsfield	Yes*	No	Yes
Chislehurst	Yes*	No	Yes
Clock House	Yes*	No	Yes
Crayford	Yes*	No	Yes
Dartford	Yes*	No	Yes
Deptford	Yes*	No	Yes
Eden Park	Yes*	No	Yes
Elmers End	Yes*	No	Yes
Elmstead Woods	Yes*	No	Yes

## Where to buy tickets

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Eltham	Yes*	No	Yes
Erith	Yes*	No	Yes
Falconwood	Yes*	No	Yes
Greenwich	Yes*	No	Yes
Grove Park	Yes*	No	Yes
Hayes	Yes*	No	Yes
Herne Hill	Yes*	No	Yes
Hither Green	Yes*	No	Yes
Kent House	Yes*	No	Yes
Kidbrooke	Yes*	No	Yes
Knockholt	Yes*	No	Yes
Ladywell	Yes*	No	Yes
Lee	Yes*	No	Yes
Lewisham	Yes*	No	Yes
London Bridge 1-6	Yes*	No	Yes
Lower Sydenham	Yes*	No	Yes
Maze Hill	Yes*	No	Yes
Mottingham	Yes*	No	Yes
New Beckenham	Yes*	No	Yes
New Cross	Yes*	No	Yes
New Eltham	Yes*	No	Yes
Orpington	Yes*	No	Yes
Penge East	Yes*	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Petts Wood	Yes*	No	Yes
Plumstead	Yes*	No	Yes
Shortlands	Yes*	No	Yes
Sidcup	Yes*	No	Yes
Slade Green	Yes*	No	Yes
St Johns	Yes*	No	Yes
St Mary Cray	Yes*	No	Yes
St Pancras International	No	No	Yes
Stratford International (HS1)	No	No	Yes
Sundridge Park	Yes*	No	Yes
Sydenham Hill	Yes*	No	Yes
Victoria 1-8	Yes*	No	Yes
Welling	Yes*	No	Yes
West Dulwich	Yes*	No	Yes
West Wickham	Yes*	No	Yes
Westcombe Park	Yes*	No	Yes
Woolwich Arsenal	Yes*	No	Yes
Woolwich Dockyard	Yes*	No	Yes
Waterloo East	Yes	No	Yes

\* Stations where Oyster cards with a pre-loaded deposit are available.



## Where to buy tickets

### National Rail operators: South West Trains

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Barnes	No	No	Yes
Barnes Bridge	No	No	Yes
Berrylands	No	No	Yes
Brentford	No	No	Yes
Chessington North	No	No	Yes
Chessington South	No	No	Yes
Chiswick	No	No	Yes
Clapham Junction	No	No	Yes
Earlsfield	No	No	Yes
Ewell West	No	No	Yes
Feltham	No	No	Yes
Fulwell	No	No	No
Hampton	No	No	Yes
Hampton Court	No	No	Yes
Hampton Wick	No	No	Yes
Hounslow	No	No	Yes
Isleworth	No	No	Yes
Kew Bridge	No	No	Yes
Kingston	No	No	Yes
Malden Manor	No	No	Yes
Mortlake	No	No	Yes
Motspur Park	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
New Malden	No	No	Yes
Norbiton	No	No	Yes
North Sheen	No	No	Yes
Putney	No	No	Yes
Queenstown Road	No	No	Yes
Raynes Park	No	No	Yes
Richmond	No	No	Yes
St Margarets London	No	No	Yes
Stoneleigh	No	No	Yes
Strawberry Hill	No	No	Yes
Surbiton	No	No	Yes
Syon Lane	No	No	Yes
Teddington	No	No	Yes
Thames Ditton	No	No	Yes
Tolworth	No	No	Yes
Twickenham	No	No	Yes
Vauxhall	No	No	Yes
Wandsworth Town	No	No	Yes
Waterloo	No	No	Yes
Whitton	No	No	Yes
Wimbledon	No	No	Yes
Worcester Park	No	No	Yes

## 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	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult <sup>#</sup>	Adult	Adult	Adult <sup>#</sup>
Day Travelcard - off peak	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult <sup>#</sup>	Adult	1/3 off adult	1/3 off adult
Daily cap – all day	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Daily cap – off-peak*	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Monthly	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	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 Gatwick Airport/Grays/ Hertford East/Shenfield/Watford Junction. In zones 1-6 the All Day cap applies at all times.
- Under 16s – in Zones 1-9 plus Gatwick Airport/Grays/ Hertford East/Shenfield/Watford Junction
- National Railcard and Gold Card holders - in Zones 1-9 plus Gatwick Airport/Grays/ Hertford East/Shenfield/Watford Junction

## Discount rates

# 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
<b>5-10 year olds</b>	Need a 5-10 Zip 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 Oyster photocard or who is using pay as you go (up to four children per adult). Otherwise they pay child rate.
<b>11-15 year olds</b>	Need an 11-15 Zip Oyster photocard to buy tickets and to travel at child rate on all rail services in London.
<b>18+ students</b>	Need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount
<b>Apprentice</b>	Need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount
<b>16-18 year olds</b>	Need a 16+ Zip Oyster photocard to buy tickets and to travel at child or half adult rate
<b>Jobcentre Plus Travel Discount Card holders</b>	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
<b>National Railcard holders</b>	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
<b>Disabled Railcard holders</b>	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	16+ with free bus	16+- non London residents	18+	Appren- tice	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	Free	½ adult	Adult	Adult	½ adult	½ adult	Adult
Daily cap	Adult	Free	Free	Free	½ adult	Adult	Adult	½ adult	½ adult	Adult*
Bus & Tram Pass 7 Day	Adult	Free	Free	Free	½ adult	30% off adult	30% off adult	½ adult	½ adult	Adult
Bus & Tram Pass - Monthly	Adult	Free	Free	Free	½ adult	30% off adult	30% off adult	½ adult	½ adult	Adult
Bus & Tram Pass - Annual	Adult	Free	Free	Free	½ adult	30% off adult	30% off adult	N/A	N/A	Adult

### Notes:

#### 5-10 year olds

They do not need a 5-10 Zip Oyster photocard to travel free on buses unless they look older than 10.

#### 11-15 year olds

Need an 11-15 Zip 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+ Zip Oyster photocard to travel free or at Half adult rate. If they have had their free travel concession withdrawn they pay half adult rate on buses and trams

#### Jobcentre Plus Travel Discount Card holders

Need to set the Jobcentre Plus discount on an Oyster card to travel at half adult rate

#### Bus & Tram Discount card holders

Need to set the Bus & Tram discount on 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	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult <sup>#</sup>	Adult	Adult	Adult <sup>#</sup>
Day Travelcard - Off peak	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult <sup>#</sup>	Adult	1/3 off adult	1/3 off adult
Daily cap - peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Daily cap – off peak*	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Monthly	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	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 Gatwick Airport/Grays/ Hertford East/Shenfield/Watford Junction. In zones 1-6 the All Day cap applies at all times.
  - Under 16s – in Zones 1-9 plus Gatwick Airport/Grays/ Hertford East/Shenfield/Watford Junction
  - National Railcard and Gold Card holders - in Zones 1-9 plus Gatwick Airport/Grays/ Hertford East/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

<b>5-10 year olds</b>	need a 5-10 Zip Oyster photocard to travel at free on most National Rail services. If they do not have a 5-10 Oyster photocard they need to buy a child-rate paper single or return ticket or a paper Travelcard.
<b>11-15 year olds</b>	need an 11-15 Zip Oyster photocard to travel at Child rate on all rail services in London.
<b>18+ students</b>	need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount
<b>Apprentice</b>	need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount
<b>16-18 year olds</b>	need a 16+ Zip Oyster photocard to travel at Child or Half adult rate
<b>Jobcentre Plus Travel Discount Card holders</b>	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
<b>National Railcard holders</b>	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
<b>Disabled Railcard holders</b>	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

Emirates Airline											
	Adult	5-10	11-15	16+	Young Visitor	18+	Appren-tice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - off peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult

Travelcards and Bus & Tram Passes cannot be used to travel on the Emirates Air Line. However, discounted Boarding Pass fares are available to customers who show an Oyster card or paper Travelcard.

Pay as you go fares on Emirates Airline do not count towards caps

Thames Clipper River Bus services											
	Adult	5-10	11-15	16+	Young Visitor	18+	Appren-tice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Railcard
Cash	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - off peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult

Travelcards and Bus & Tram Passes cannot be used to travel on River Bus services. However, customers who show an Oyster card or paper Travelcard at the pier kiosk or on the boat can get 1/3 off most standardised adult and child fares.

Pay as you go fares on River Bus services do not count towards caps

## 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 bus, Tube, tram, DLR, London Overground and National Rail

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
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. <b>Note:</b> Passback errors will only occur if the previous touch on the card reader was successful
74	The card is <b>currently</b> 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
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.
80	The card is <b>currently</b> 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.
85	The card has expired.	The card is out of date and can't be used.	Advise the customer to use another way to pay and contact their card issuer if a replacement card hasn't been issued.

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

Error code	Reason	Causes	Resolution
<b>86</b>	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
<b>91</b>	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.
<b>92 93</b>	The card is damaged	The card is corrupted and can't be read.	Advise the customer to contact their card issuer.
<b>99</b>	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

**Apple Pay:** Customers with an iPhone 6, iPhone 6 plus or Apple Watch can add some payment cards to Apple Pay and then use their iPhone or Apple Watch to make contactless payments.

**Barclaycard Contactless Mobile:** customers with an eligible Barclaycard Visa account and an android phone can use Barclaycard Contactless Mobile for pay as you go where contactless payment cards are accepted.

**bPay:** is a Barclaycard prepaid account with an associated contactless device which works in the same way as a contactless payment card. The range of bPay devices are a wristband, a key fob and a sticker that can be applied to different items, including mobile phone cases. bPay devices can be used for pay as you go travel where contactless is accepted

**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.

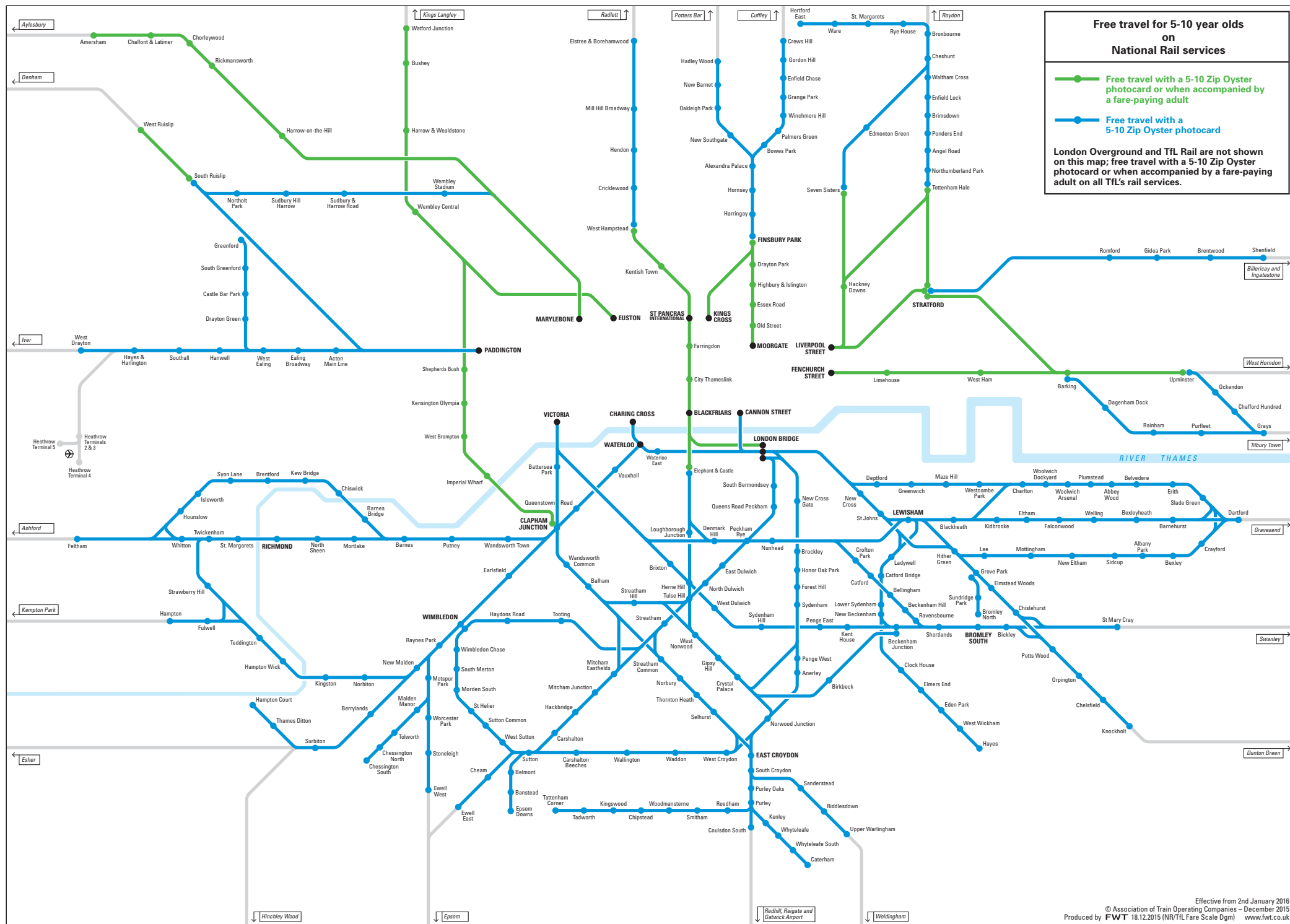
**V Pay:** V PAY is a chip-only, PIN based, European debit product offered by some European banks.

## 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 or Thames Clipper River Bus services	Valid on Heritage buses and Thames Clipper River Bus services
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 Crown 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, 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 limited journey history at station ticket machines on system
Problems can only be resolved off system	Staff can help resolve some problems on system
ONLINE ACCOUNTS	
12 months journey and payment history	8 weeks journey history and transaction data
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 check 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 can be issued on the spot for cards that have not been touched in



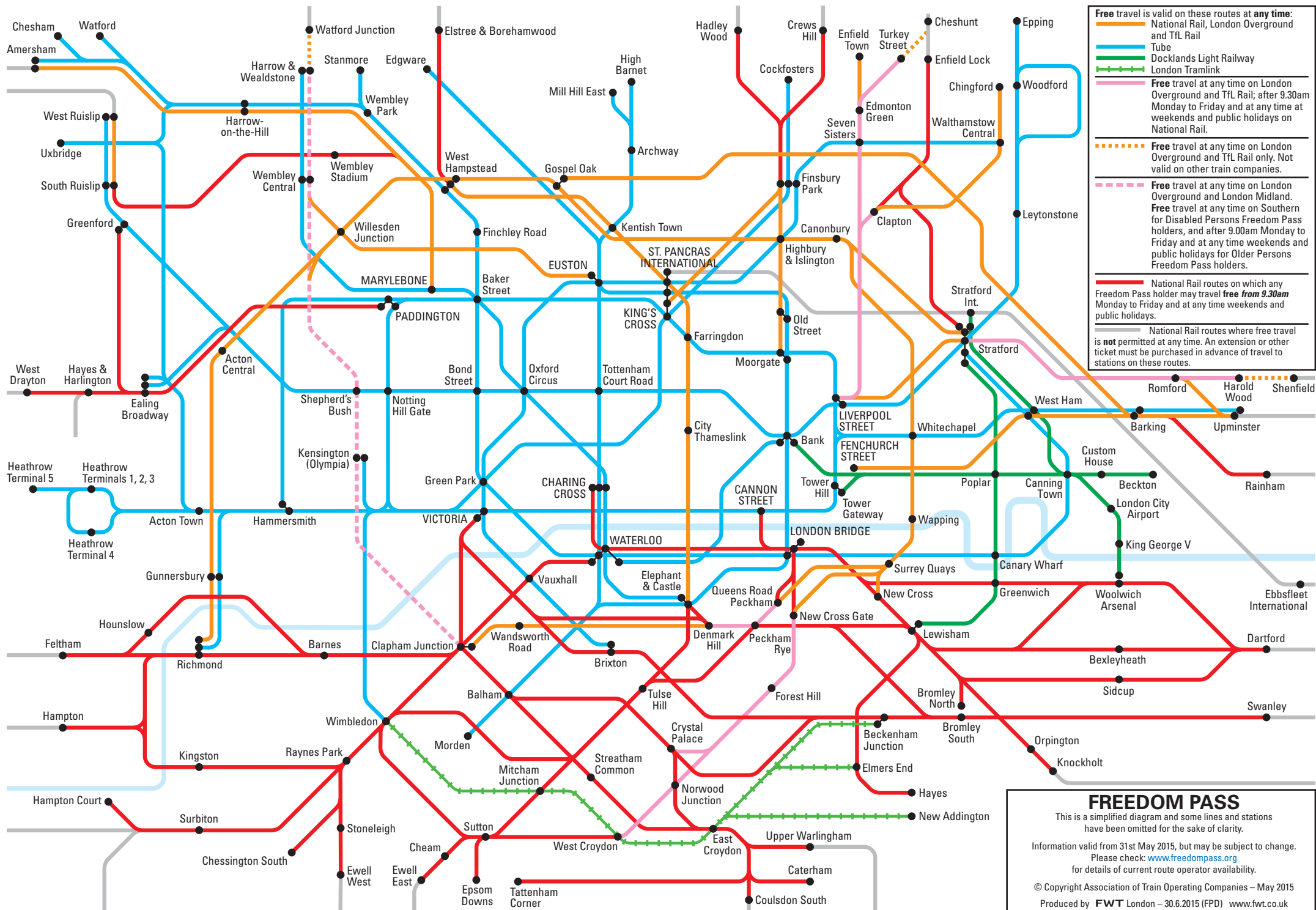


**Free travel for 5-10 year olds  
on  
National Rail services**

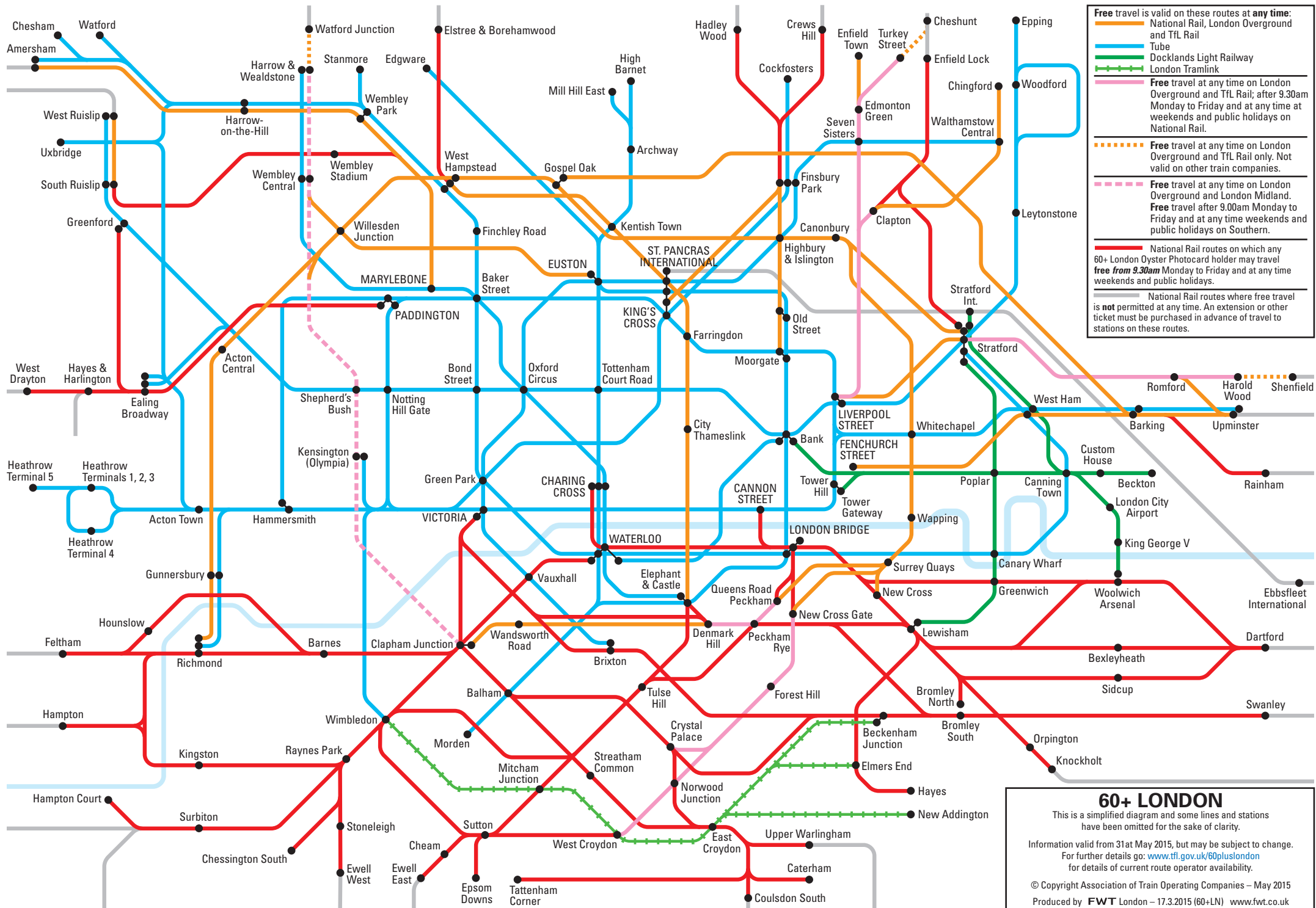
**Free travel with a 5-10 Zip Oyster photocard or when accompanied by a fare-paying adult**

**Free travel with a 5-10 Zip Oyster photocard**

**London Overground and TfL Rail are not shown on this map; free travel with a 5-10 Zip Oyster photocard or when accompanied by a fare-paying adult on all TfL's rail services.**







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

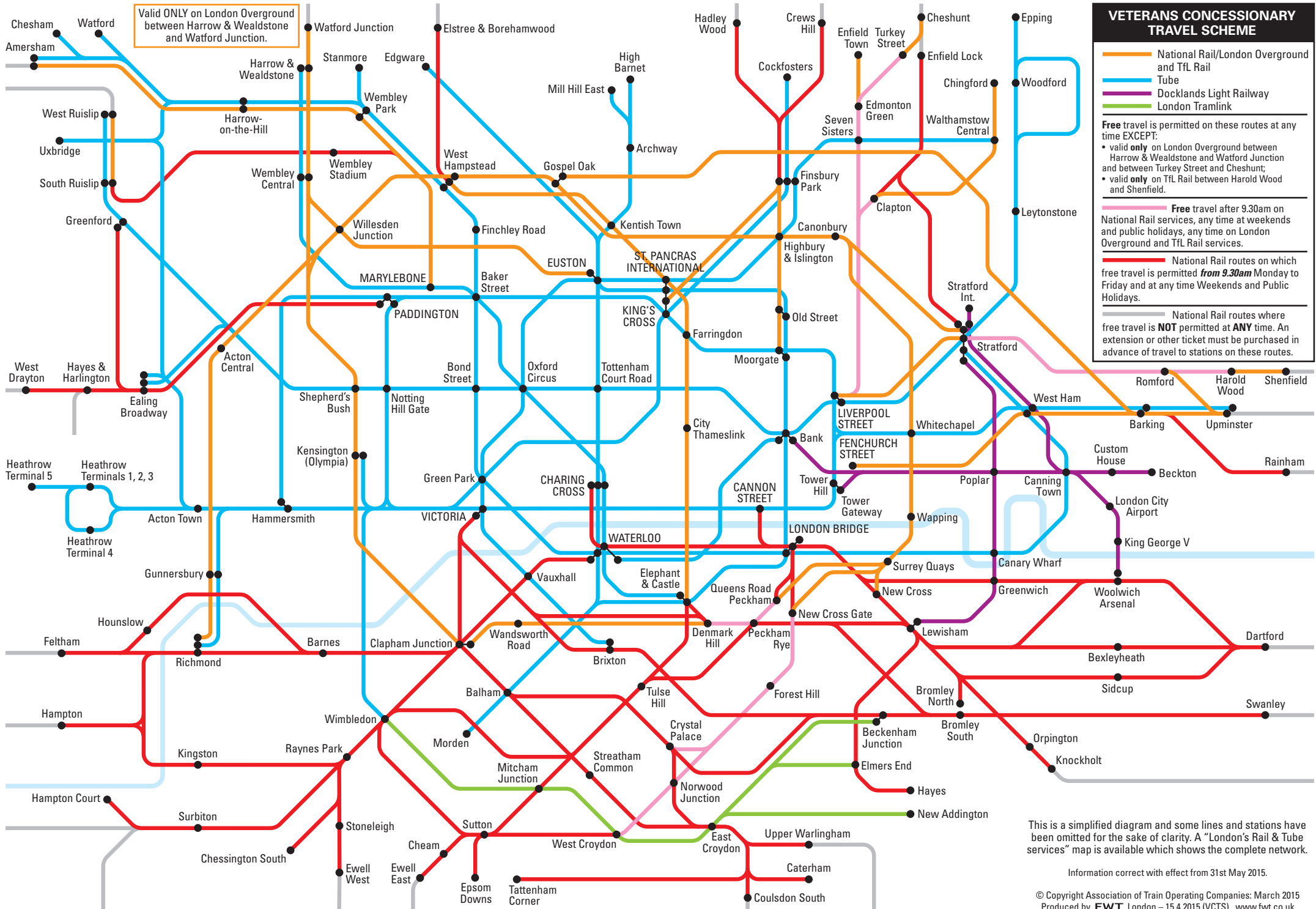
**Free** travel is permitted on these routes at any time EXCEPT:

- 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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# 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