



# Conditions of Carriage



**2 January 2010 until further notice**

**MAYOR OF LONDON**

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## 1. Introduction

**1.1.** These Conditions of Carriage set out your rights and duties as a customer of Transport for London (TfL), London Bus Services Limited and London Underground Limited. In addition, the documents listed below set out your rights and duties in other particular circumstances.

Your rights and duties set out in these Conditions of Carriage do not affect your rights and duties contained in the following documents:

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### **London Regional Transport Railways Byelaws**

- These control behaviour on London Underground trains and stations.
- You can get a free copy at [tfl.gov.uk](http://tfl.gov.uk) or from the Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD.

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### **Road Transport Premises Byelaws**

- These control behaviour at bus stations.
- You can see a copy at bus station enquiry offices.
- You can get a free copy from the Customer Service Centre, London Buses, 4<sup>th</sup> floor, Zone G7, Palestra, 197 Blackfriars Road, London, SE1 8NJ.

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### **Greater London Authority Act 1999**

- This shows when, where and why we can charge Penalty fares on London Underground and London Bus Services.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0870 600 5522.

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### **Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 (as amended in 2002) ('the Conduct Regulations')**

- These control the behaviour of passengers and staff on the London bus network.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0870 600 5522.

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### **London Transport Act 1982**

- This shows how we look after lost property.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0870 600 5522.

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### **London Buses Complaints Policy**

- This document can be found on [tfl.gov.uk/buses](http://tfl.gov.uk/buses) or you can get a free copy from the Customer Service Centre, London Buses, 4<sup>th</sup> floor, Zone G7, Palestra, 197 Blackfriars Road, London, SE1 8NJ.

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### **London Underground's Customer Charter**

- Information is available at [tfl.gov.uk/tube](http://tfl.gov.uk/tube) or on the application form, which is available at any Underground station or from the Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD.

Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.

**1.2.** These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by Transport for London and its predecessors.

They come into force from the date shown on the front cover and will remain in force, with any amendments that we may make from time to time, until we republish them. Go to [tfl.gov.uk](http://tfl.gov.uk) for the most up-to-date version and any amendments.

Our staff and agents have no authority to make individual exceptions to these Conditions of Carriage.

**1.3.** Separate Conditions of Carriage (or Travel) apply on other Transport for London services.

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### **London Tramlink Conditions of Travel**

- You can obtain a free copy of this at [tfl.gov.uk/trams](http://tfl.gov.uk/trams) or from London Tramlink at Unit 5, Suffolk House, George Street, Croydon CR0 1PE.

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### **Docklands Light Railway (DLR) Conditions of Carriage**

- You can obtain a free copy of this at [tfl.gov.uk/dlr](http://tfl.gov.uk/dlr) or from DLR at PO Box 154, Castor Lane, London E14 0DX.

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### **National Rail Conditions of Carriage**

- You can obtain a free copy of this, which applies on London Overground, at [tfl.gov.uk](http://tfl.gov.uk) or at [nationalrail.co.uk/times\\_fares/nrcc](http://nationalrail.co.uk/times_fares/nrcc)
- Further information is included in the **London Overground Ticketing and travel guide** which is available at [tfl.gov.uk](http://tfl.gov.uk) or from the London Overground Customer Services Team at 125 Finchley Road, London NW3 6HY.

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### **National Rail Oyster Conditions of Use**

- You can obtain a free copy of this, which applies on National Rail services (excluding London Overground), at [tfl.gov.uk](http://tfl.gov.uk) or at [nationalrail.co.uk/times\\_fares/nrcc](http://nationalrail.co.uk/times_fares/nrcc)

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**1.4.** Information about the tickets we sell and the fares we charge can be found on [tfl.gov.uk](http://tfl.gov.uk) and in publicity available at London Underground stations, Oyster Ticket Stops and London Travel Information Centres.

## 2. Useful contacts

2.1. Addresses and telephone numbers of the offices mentioned in this book are shown below.

<b>Oyster helpline</b>	London Underground 55 Broadway London SW1H 0BD	telephone: 0845 330 9876 fax: 0845 600 6245
<b>Oyster Ticketing &amp; Refunds Office</b>		
<b>Customer Service Centre, London Buses</b>	London Bus Services 4 <sup>th</sup> floor, Zone G7, Palestra, 197 Blackfriars Road, London, SE1 8NJ. (customerservices.buses@tfl.gov.uk)	telephone: 0845 300 7000
<b>Customer Service Centre, London Underground</b>	London Underground 55 Broadway London SW1H 0BD	telephone: 0845 330 9880 textphone: 020 7918 3500
<b>Customer Services Team, London Overground</b>	London Overground 125 Finchley Road London NW3 6HY (info@lorol.co.uk)	telephone: 0845 601 4867
<b>Transport for London, Customer Relations</b>	4 <sup>th</sup> Floor, Zone Y4 14 Pier Walk North Greenwich London SE10 0ES (enquire@tfl.gov.uk)	telephone: 020 3283 6515 fax: 020 3054 5307
<b>Penalty fare Appeals (Buses)</b>	IRCAS PO Box 212 Petersfield GU32 9BQ (ircas.co.uk)	Appeals in writing only.
<b>Penalty fare Appeals (Underground)</b>	London Underground 63/81 Pelham Street London SW7 2NJ	Appeals in writing only.
<b>Travel Information Contact Centre</b>	Transport for London (travinfo@tfl.gov.uk)	telephone: 020 7222 1234 textphone/ minicom: 020 3054 3900
<b>Lost Property Office</b>	Transport for London 200 Baker Street London NW1 5RT	telephone: 0845 330 9882 fax: 020 7918 1028
<b>London TravelWatch</b>	6 Middle Street London EC1A 7JA (enquiries@londontravelwatch.org.uk)	telephone: 020 7505 9000 fax: 020 7505 9003

2.2. We try to be fair and helpful in all dealings with our customers. We always welcome comments or suggestions.

2.3. If you have a problem with your journey and our staff cannot solve it on the spot, or if you have any comments about the day-to-day running of our services, you can contact the appropriate Customer Service Centre from the list above.


2.4. If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog set up by Parliament.

### 3. Special meanings

#### 3.1. In these conditions:

- 'we' and 'us' mean Transport for London (TfL), London Bus Services Limited and London Underground Limited.
- 'you' means any customer holding a ticket or tickets, holding an Oyster card with a season ticket and/or pay as you go credit on it, or who is using our buses and London Underground trains and bus and London Underground stations.

We have tried to make the wording of these conditions as clear as possible, but we have given certain words and phrases the special meanings shown below.

<b>Authorised</b>	Permission given by one of our staff or by an official notice or sign.
<b>Auto top-up</b>	A facility available to customers who have an account which enables them to automatically have pay as you go credit added to their Oyster card. Go to <a href="http://tfl.gov.uk">tfl.gov.uk</a> for full information and the Terms and Conditions.
<b>Available / availability</b>	Where a ticket or Oyster card with pay as you go credit on it can be used.
<b>Child-rate tickets</b>	Tickets which can be used only by: <ul style="list-style-type: none"><li>• anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed for child-rate Travelcard season tickets and pay as you go and are valid until the photocard expiry date; even where the holder has turned 16 years old</li><li>• holders of 16+ Oyster photocards (applies to season tickets only)</li><li>• holders of New Deal photocards (applies to season tickets on Oyster and printed Underground single and return tickets).</li></ul>
<b>Compulsory ticket area</b>	Generally, parts of London Underground stations within the ticket gates, and all London Underground trains. Where there are no ticket gates, there are warning signs at entrances to the compulsory ticket area.
<b>Concession</b>	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion.
<b>Concessionary fare</b>	A cheaper fare that can be obtained by some customers, such as holders of National Rail Railcards or Oyster photocards.
<b>Contractors</b>	The bus companies that run bus services on behalf of London Bus Services Limited.
<b>Deposit</b>	A returnable sum (as advertised) that must be paid to obtain an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by organisations other than us.
<b>Discount concession scheme</b>	A scheme operated by Transport for London under which certain categories of customers may, on application and according to the conditions of the scheme, be issued with a photocard or Oyster photocard that allows them to travel at a reduced rate.
<b>DLR</b>	Abbreviation for Docklands Light Railway.
<b>London bus network</b>	Buses, run by our contractors, displaying this sign: 



London Overground	Trains and stations branded as London Overground but run by Rail for London Limited, a subsidiary of Transport for London (TfL), on the following routes: <ul style="list-style-type: none"><li>• London Euston to Watford Junction (local services only)</li><li>• Richmond to Stratford via Willesden Junction</li><li>• Willesden Junction to Clapham Junction</li><li>• Gospel Oak to Barking.</li></ul>												
London Underground	Trains and stations run by London Underground Limited. The following stations are operated by London Underground Limited but the National Rail Conditions of Carriage and the London Overground Ticketing and travel guide apply to tickets bought at these stations: <table><tr><td>Gunnelsbury</td><td>Kenton</td><td>South Kenton</td></tr><tr><td>Harlesden</td><td>Kew Gardens</td><td>Stonebridge Park</td></tr><tr><td>Harrow &amp; Wealdstone</td><td>North Wembley</td><td>Wembley Central</td></tr><tr><td>Kensal Green</td><td>Queens Park</td><td></td></tr></table>	Gunnelsbury	Kenton	South Kenton	Harlesden	Kew Gardens	Stonebridge Park	Harrow & Wealdstone	North Wembley	Wembley Central	Kensal Green	Queens Park	
Gunnelsbury	Kenton	South Kenton											
Harlesden	Kew Gardens	Stonebridge Park											
Harrow & Wealdstone	North Wembley	Wembley Central											
Kensal Green	Queens Park												
National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.												
National Rail pay as you go area	Pay as you go can be used on all National Rail services within Zones 1-9 and can also be used at Chafford Hundred, Grays, Ockendon, Purfleet and Watford Junction stations.  It cannot be used on southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.												
Oyster online and telesales	Our shop that you can contact by going to <a href="http://tfl.gov.uk">tfl.gov.uk</a> or by calling 0845 330 9876 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, add pay as you go credit to your Oyster card and set up Auto top-up.												
Oyster card	A smartcard on which up to three season tickets and/or pay as you go credit can be held.  The term Oyster card also includes Oyster photocards and smartcards, issued by other organisations that can be used as Oyster cards except where we say that it does not. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions. See clause 6.11 for information.												
Oyster Extension Permit	An authority to travel indicator which you must set on your Oyster card when using it for a journey as set out in clause 6.6.4.												
Oyster photocard	A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. Only issued to customers who qualify for concessionary travel.  The term Oyster card also refers to Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards, except where we say that it does not.												
Child Oyster photocard	See 5-10 or 11-15 Oyster photocard.												
5-10 or 11-15 Oyster photocard	An Oyster photocard that may include a free travel concession as set out in clauses 7.3.3. and 7.3.4. and allows you to buy and use child-rate season tickets and to pay as you go at child-rate. The term 5-10 or 11-15 Oyster photocard also includes Under-14, 14-15 and Child Oyster photocards except where we say that it does not.												

<b>Under-14 or 14-15 Oyster photocard</b>	See 5-10 or 11-15 Oyster photocard.
<b>16+ Oyster photocard</b>	An Oyster photocard that may include a free bus and London Tramlink travel concession as set out in clause 7.3.6. and allows you to buy and use child-rate season tickets and to pay Oyster single fares at adult-rate (half the adult-rate where advertised as available on <a href="http://tfl.gov.uk">tfl.gov.uk</a> ).
<b>18+ Student Oyster photocard</b>	An Oyster photocard that includes the 18+ Student discount concession in accordance with that concession scheme. Where the Oyster photocard no longer includes the 18+ Student discount concession, you can use it as an Oyster card.
<b>Oyster route validator</b>	See clause 6.9. for information.
<b>Oyster single fare</b>	The fare charged when you pay as you go on London Bus Services, London Underground, London Tramlink, Docklands Light Railway and London Overground. It is also the fare charged when you pay as you go on National Rail services within the National Rail pay as you go area.
<b>Oyster Ticket Stops</b>	Places that issue Oyster cards and sell a range of tickets and at which you can add season tickets and pay as you go credit to your Oyster card.
<b>Pay as you go</b>	Credit held on an Oyster card, which you can use to pay an Oyster single fare at the time you travel. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services.
<b>Pay Before You Board</b>	An area in which (or route on which) you cannot buy a ticket on board a bus, unless it has a conductor.
<b>Penalty fare</b>	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the Transport for London Act 2008.
<b>Pink card reader</b>	A device on an Oyster route validator that, when an Oyster card is touched on it, ensures that you pay the appropriate Oyster single fare for the route you are taking.
<b>Point-to-point season ticket</b>	A season ticket available between two named stations.
<b>Printed ticket</b>	A ticket that is not on an Oyster card.
<b>Protected Oyster card</b>	An Oyster card that has been protected online with Transport for London. See clause 6.2.2. for information.
<b>Registered Oyster card</b>	An Oyster card that has been registered with Transport for London. See clause 6.2.1. for information.
<b>Season ticket</b>	Any ticket valid for 7 days, one month or longer.
<b>Smartcard</b>	A card that is able to contain one or more electronic tickets and/or electronic funds.
<b>Special services</b>	Services run on a particular occasion or for a particular purpose that are advertised as 'special services'.
<b>Staff</b>	People who work for us or our contractors.
<b>Student-rate season tickets</b>	7 Day, one month and longer period season tickets that holders of 18+ Student Oyster photocards encoded with the 18+ Student discount concession can buy at a reduced rate.
<b>Ticket</b>	Any of the types of ticket listed in these conditions.



<b>Ticket selling outlets</b>	London Underground and London Overground stations, London Travel Information Centres and Oyster Ticket Stops that sell tickets available on TfL services.
<b>Train Operating Company</b>	Companies running train services and managing some stations on the National Rail network.
<b>TfL</b>	Abbreviation for Transport for London.
<b>Underground</b>	See London Underground.
<b>Unregistered /Unprotected Oyster card</b>	An Oyster card that has not been registered/protected with Transport for London. See clause 6.3. for information.
<b>Valid/validity</b>	When a ticket (or photocard or Oyster photocard) can be used.
<b>Validate</b>	Touching an Oyster card on a yellow card reader at the start of a bus, Underground, London Tramlink, DLR, London Overground or National Rail journey and, when using Underground, DLR, London Overground or National Rail services by touching out at the end of a journey. See clause 6.8. for information.
<b>Yellow card reader</b>	A device that, when an Oyster card is touched on it, checks the card to see what season tickets and/or pay as you go credit are on it and, where appropriate, charges the Oyster single fare for the journey being made.  Other than on buses and on self-service ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online and telesales. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or via telesales. On a self-service ticket machine, it can be used to add a season ticket or pay as you go credit to your Oyster card.
<b>Zones</b>	The ticket zones shown on the London Connections maps.

## 4. Services and safety

**4.1.** We always try to run reliable services. Sometimes buses and Underground trains cannot be run at the times or frequencies advertised for reasons beyond our control or that of our contractors. We reserve the right to change timetables and bus routes and to stop Underground trains from running to a particular station without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

**4.2.** You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making or if you have a permit to travel, free travel concession or other travel authority. You can also do so if you have sufficient pay as you go credit on your Oyster card and have validated your card.

Our services are often heavily used so neither we, nor our contractors, can guarantee to carry you or provide a seat on a particular bus or Underground train.

**4.3.** We want to make sure that all your journeys are safe. You must follow instructions given by our staff. We and our contractors reserve the right to close bus and Underground stations (or parts of them) and to require you to leave a bus or Underground train at any time. This will usually be for your safety.

**4.4.** You must not do anything forbidden by our Byelaws or by the Conduct Regulations. The introduction to these Conditions of Carriage tells you where you can see them or obtain a copy.

**4.5.** For safety reasons, on our buses and Underground trains and in our bus and Underground stations you must not:

- **smoke**
- **use cycles, roller skates, roller blades, scooters, skateboards or similar equipment**
- **take flash photographs and/or use a tripod or other camera support equipment**
- **use emergency exits except in an emergency or when instructed to do so by our staff.**

You may be prosecuted for disobeying these requirements.

**Additionally:**

- on our bus services, you must board or alight from the vehicle only at official bus stops except in places where we advertise the bus service as being operated as 'hail and ride'
- on Underground trains you must not use the interior doors between the carriages except in an emergency or when instructed to do so by our staff
- on our buses and Underground trains and in our bus and Underground stations, you must not consume alcohol or be in possession of an open container of alcohol.

For your personal security, our buses and most bus stations are monitored by CCTV cameras. Most Underground trains and stations are monitored by CCTV cameras.

CCTV images are recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.

## **5. Photocards and Oyster photocards**

**5.1.** All photocards and Oyster photocards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel your photocard or Oyster photocard at any time and it may not be returned for further use. We will only do this for a good reason and if we do, we will give you a receipt. If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard with you. This also applies to Oyster photocards when used with a printed ticket.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else to use. If you have an Oyster card with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Rail Railcard with you.

**5.2.** General information about when you need an Adult or New Deal photocard, Bus & Tram discount photocard, Veterans Concessionary Travel Oyster photocard or a 5-10, 11-15, 16+ or 18+ Student Oyster photocard, where you can obtain one and the concessions available with them, are on [tfl.gov.uk](http://tfl.gov.uk) and in publicity available at ticket selling outlets.

You can use your 5-10, 11-15 or 16+ Oyster photocard (where eligible) to travel free on bus and London Tramlink services (and on London Underground, DLR, London Overground and some National Rail services if you hold a 5-10 Oyster photocard) as soon as you receive it, except where the travel concession has been given up or revoked.

Child photocard issued by National Rail can be used to buy National Rail point-to-point season tickets at Underground stations served by National Rail trains.

If a ticket issued by National Rail for use with a National Rail Child photocard is valid and available for use on our services, the National Rail Child photocard is valid as proof of entitlement to use the ticket.

**5.3. 5-10 Oyster photocards** can be used by anyone aged 5 and under 11 years old. Application forms are available at Post Office® branches in Greater London.

You can apply for a 5-10 Oyster photocard for your child up to one month before their 5<sup>th</sup> birthday.

For information about the travel concessions allowed with a 5-10 Oyster photocard, see clause 7.3.3.

**5.4. 11-15 Oyster photocards** can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year). Application forms are available at Post Office® branches in Greater London.

You can apply for an 11-15 Oyster photocard up to one month before your 11<sup>th</sup> birthday.

For information about the travel concessions allowed with an 11-15 Oyster photocard, see clause 7.3.4.

**5.5. 16+ Oyster photocards** can be used by anyone aged 16 or 17 years.

Different travel concessions apply to:

- anyone aged 16 or 17, or who was 17 or 18 on 31 August prior to the current academic year and who is a resident of London and in qualifying full-time education
- anyone aged 16 or 17 who is not a resident of London and/is not in qualifying full-time education.

Qualifying full-time education is defined as a minimum of 12 hours of guided learning per week for a minimum of ten weeks, on further education courses at level 3 or below, in a school sixth form, sixth form college or Further Education college, or in Learning and Skills Council funded Entry to Employment (E2E) or Programme Led Apprenticeships work based learning. The hours of guided learning must take place between 0900 and 1800 Monday to Friday.

For information about the travel concessions allowed with the 16+ Oyster photocard, see clause 7.3.5.

Application forms are available at Post Office® branches in Greater London.

**5.6. Behaviour Code compliance** - If you do not comply with the Behaviour Code (set out on page 12) when on London's public transport network or premises, we may withdraw your free bus travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and we withdraw your free bus travel concession, providing you hold an 11-15 Oyster photocard without the free travel concession loaded, where available, you can pay half the adult fare (where not available, you will have to pay the adult fare) for your future journeys.

If you are a 16+ Oyster photocard holder and we withdraw your entire 16+ travel concession, you will have to pay adult fares for all your future journeys.

## Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders

When on London's public transport network or premises, always:

**Act sensibly and treat others as you would like to be treated.**

**Your:**

**free (11-15 Oyster photocard)**

**entire (16+ Oyster photocard)**

**travel concession may be withdrawn if we believe that you have behaved in an antisocial way.**

**Antisocial behaviour includes, but is not limited to:**

- Putting your safety or the safety of others at risk
- Use of offensive or threatening language
- Behaving offensively, bullying or threatening others
- Smoking
- Playing music out loud
- Damaging or defacing an Oyster photocard
- Letting anyone else use your Oyster photocard
- Not touching in or out as required
- **Committing any crime on, or in connection with, London's public transport network, in particular, but not limited to:**
  - ◆ Physical or verbal assault
  - ◆ Unlawfully carrying a weapon
  - ◆ Criminal Damage or Trespass on London's public transport network or premises
  - ◆ Theft, robbery or burglary
  - ◆ Misusing controlled drugs
- **Breaching:**
  - ◆ London Regional Transport Railways, DLR, London Tramlink or National Railways Byelaws
  - ◆ Any provision of regulation 6 or 7 of the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990
  - ◆ Transport for London's Conditions of Carriage.

**If you breach any part of this Behaviour Code** your travel concession may be withdrawn and you will have to pay the relevant fare for your future travel.

If your child has a **5-10 Oyster photocard**, as the parent/guardian you have given consent to the following:

In certain circumstances, TfL may share your personal information and that of your child for this travel concession with the police services for the purposes of the prevention or detection of crime.

If you have an **11-15 Oyster photocard** valid for free travel, you and your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with information of criminal convictions, warnings, reprimands or other sanctions issued in relation to offences committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the photocard and/or the free travel concession.

TfL will share the applicant's personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **16+ Oyster photocard** valid for free travel, you and your parent/guardian if you are under 18 at the time of application, have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with information of criminal convictions, warnings, reprimands, cautions, or other sanctions issued in relation to offences committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the concession.

TfL will share the applicant's personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **14-15 Oyster photocard** valid for free travel, you and/or your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police, and other police forces in areas where TfL services operate may transfer to TfL information of any criminal convictions, warnings or reprimands, and the circumstances relating thereto, issued in relation to the offences committed by you on the TfL public transport network. We will use this data for the purpose of ticket administration, including the possible withdrawal of the photocard and/or the free travel concession.

If your parent/guardian has not given consent to the above, you will not be eligible for free travel.

**5.7. 18+ Student Oyster photocards** can be used by students in accordance with the Terms and Conditions set out on [tfl.gov.uk](https://tfl.gov.uk) and on the paper 18+ Student Oyster photocard application form. Most students can apply online at [tfl.gov.uk](https://tfl.gov.uk) for their 18+ Student Oyster photocard. Where this cannot be done, you can apply by obtaining a paper application form from your participating university, college or school.

You will only remain eligible for the 18+ Student discount concession as long as you meet the criteria set out on [tfl.gov.uk](http://tfl.gov.uk) and on the paper application form. If you cease to be eligible for the 18+ Student discount concession, the concession will no longer be valid and you must let us know by returning your 18+ Student Oyster photocard to us for cancellation.

If you continue to use your 18+ Student Oyster photocard to obtain Student-rate season tickets when you are no longer eligible to do so, we will stop the discount concession or stop your Oyster photocard without notice and you may be prosecuted.

For information about the travel concessions available with the 18+ Student Oyster photocard, see clause 7.3.6.

**5.8. New Deal photocards** are issued by the Employment Service and information about these is contained in a leaflet distributed by them.

New Deal photocards are valid for a maximum period of 3 months from the date of issue.

For information about the travel concessions available with the New Deal photocard, see clause 7.3.7. An Oyster card with the discount concession loaded on it may be needed.

**5.9. Bus & Tram discount photocards.** Information about these and how to apply can be found on [tfl.gov.uk](http://tfl.gov.uk) or in a leaflet available at Oyster Ticket Stops and London Travel Information Centres.

Bus & Tram discount photocards are valid for a maximum period of 6 months from the date of issue.

For information about the travel concessions available with the Bus & Tram discount photocard and accompanying Oyster card with the discount concession loaded on it, see clause 7.3.8.

**5.10. Veterans Concessionary Travel Oyster photocards** are available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. War widows, war widowers and dependants in receipt of the same payments will also be eligible.

You can apply for a Veterans Concessionary Travel Oyster photocard by calling 0845 331 9872. You will be sent an application form with information about how to apply.

For information about the travel concessions available with the Veterans Concessionary Travel Oyster photocard, see clause 7.3.9.

**5.11. Changed appearance.** The photograph on your photocard or Oyster photocard must be full-face and must be a true likeness of you. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card will not be valid and one of our staff may withdraw it and it may not be returned for further use. We may also withdraw your photocard and that may also not be returned for further use. If we do this, we will give you a receipt.

If you hold a printed season ticket with an Adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance. You can replace your Adult photocard at any Underground station ticket office. You must also have your season ticket replaced at the same time, to show your new photocard number.



If you have a **5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard** and your appearance has changed significantly, you must apply for a new photocard by calling the Oyster photocard helpline on 0845 330 9876. A fee is charged for each application.

You must also replace your 5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard if it becomes damaged or illegible. A fee is generally charged for each application.

If you have an **18+ Student Oyster photocard** and your appearance has changed significantly, special arrangements apply. You can find information about these on [tfl.gov.uk](http://tfl.gov.uk) and by calling the 18+ Student Oyster photocard helpline.

If you have a **New Deal photocard** and your appearance has changed significantly you must contact your New Deal Personal Advisor to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. If you have an Oyster card, you will then need to go to an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre where the details on your Oyster card can be updated.

If you have a **Bus & Tram discount photocard** and your appearance has changed significantly you must apply for a new photocard at the Post Office® to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. You will then need to go to an Oyster Ticket Stop, Underground station ticket office, or London Travel Information Centre where the details on your Oyster card can be updated.

**5.12. National Rail Railcards** are issued under the National Rail Conditions of Carriage by Train Operating Companies and other authorised issuers. Information can be obtained at [nationalrail.co.uk](http://nationalrail.co.uk) or from National Rail stations. For information about the travel concessions offered if you have a National Rail Railcard and accompanying Oyster card with the discount loaded on it, see clause 7.3.10.

## 6. Oyster card

### General information

**6.1.1.** Oyster cards may be issued by Transport for London, London Underground Limited, London Overground, National Rail or other organisations and they will generally show the Oyster logo as follows:



Oyster cards are available at Oyster online and telesales, Underground and London Overground station ticket offices, vending machines at some Underground stations, Oyster Ticket Stops, London Travel Information Centres, some National Rail station ticket offices and other authorised outlets. We will not accept responsibility for an Oyster card obtained from anywhere else. If you have any doubts about whether a seller is an authorised outlet, go to [tfl.gov.uk](http://tfl.gov.uk) or contact the Oyster helpline.

Transport for London, London Underground Limited, London Overground and National Rail will not generally issue an Oyster card to you unless, at the same time, you are buying a season ticket and/or adding pay as you go credit to the card. This does not apply where Transport for London issues Oyster cards as part of a discount concession scheme, at Oyster card vending machines at

some London Underground stations, or where another organisation issues smartcards that can be used as an Oyster card.

Where a smartcard is issued by another organisation and can be used as an Oyster card, special Terms and Conditions, as shown on [tfl.gov.uk](http://tfl.gov.uk) may apply.

**6.1.2.** If you are using an Oyster card, it must have a valid season ticket (or tickets) on it that is available for the whole of the journey you are making or sufficient pay as you go credit for your full journey or that part of your journey not covered by your season ticket.

**6.1.3.** Unless it has a valid season ticket on it, you can transfer your Oyster card to another person for them to pay as they go. If you have a season ticket on your Oyster card, you cannot transfer it to anyone else to pay as they go. If the Oyster card is registered/protected, it will remain in your name and we will only be able to deal with any enquiries about the Oyster card if made by you. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else.

**6.1.4.** We reserve the right to prevent the use of or to withdraw your Oyster card and it may not be returned for further use, if it is improperly used or if it is used in a way that is not permitted by these Conditions of Carriage. All Oyster cards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time and it may not be returned for further use. We will not do this without good reason and we will give you a receipt should it be withdrawn. Where, for whatever reason, we cancel your Oyster card without telling you and you find it no longer works, you will need to call the Oyster helpline to find out why we have done so.

If you no longer need your Oyster card, you must hand it in at any London Underground station or send it to the Oyster Ticketing and Refunds Office.

## **6.2. Registered and Protected Oyster cards**

**6.2.1. Registered Oyster cards.** If you wish to register your Oyster card or must do so because you are buying a season ticket valid for one month or longer, you must complete an Oyster card registration form. This is not necessary if you order your Oyster card through Oyster online and telesales (where there are special arrangements). If you already have an unregistered/unprotected Oyster card (see clause 6.3.), you can register it at any time at an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre by handing in your completed Oyster card registration form together with your existing Oyster card for updating. Alternatively, you can protect your Oyster card online (see clause 6.2.2.).

If any of your personal details change after you register your Oyster card, you must call the Oyster helpline so that we can update the information we have about you. You must also register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

All Oyster photocards are registered. This is part of the application process (see Section 5).

**6.2.2. Protected Oyster cards.** If you do not need to register your Oyster card because you only intend to use an adult-rate 7 Day season ticket and/or pay as you go credit, you can protect your Oyster card online at [tfl.gov.uk/oyster](http://tfl.gov.uk/oyster) If you subsequently need to register your Oyster card because you are buying a season ticket valid for one month or longer, see clause 6.2.1.

If any of your personal details change after you protect your Oyster card, you must call the Oyster helpline so that we can update the information we have about you.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

**6.3. Unregistered/Unprotected Oyster cards.** If you only intend to use an adult-rate 7 Day season ticket and/or add pay as you go credit, you do not need to register/protect your Oyster card but you can do so if you wish. If you already have an unregistered/unprotected Oyster card, you can register or protect it at any time in accordance with clause 6.2.1. or clause 6.2.2. If you have an unregistered/unprotected Oyster card, we are unable to provide any information to you by telephone with regard to that Oyster card. All Oyster photocard are registered. This is part of the application process (see Section 5).

**6.4. Card deposit.** You have to pay a deposit (as advertised) to obtain an Oyster card. We will refund this if you return the original card to us when you no longer need it.

We will not charge a deposit if we issue an Oyster photocard or if your first season ticket and/or pay as you go credit is on a smartcard issued by another organisation.

**6.5. Duty to show your Oyster card.** You must be prepared to show your Oyster card (and photocard, if needed) on each journey, whether or not we have asked you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

## **6.6. Using a season ticket on your Oyster card**

**6.6.1.** When you use Underground, London Overground and National Rail services, you must touch your Oyster card on the yellow card reader (see clause 6.8.) at both the start and the end of your journey. If the ticket gates at stations are open you must still touch your Oyster card on the yellow card reader.

You can use the Travelcard season ticket on your Oyster card provided it is available and valid at the time you travel and, where using a station with ticket gates, any pay as you go balance on your Oyster card is not in debit. Should any pay as you go balance on your Oyster card be in debit, you will need to clear the debit before you can use your Travelcard through the ticket gates.

Provided that the season ticket on your Oyster card is available and valid at the time you travel, you can still use your Oyster card at stations where there is no yellow card reader or if it is not working. You may be asked instead to show your Oyster card (and photocard where needed).

**6.6.2.** If you have on your Oyster card a valid season ticket which only covers the start or end of your London Underground, London Tramlink, DLR and London Overground journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket.

**6.6.3.** If you are using an Oyster card with a Travelcard season ticket on it and you wish to make a journey that starts at a National Rail station where your Travelcard season ticket is not available, but is within the National Rail pay as you go area and your journey ends at a station within your Travelcard season ticket availability, you can use your pay as you go credit to pay the additional fare due for that part of your journey not covered by your Travelcard season ticket.

**6.6.4.** If you are using an Oyster card with a Travelcard season ticket on it and you wish to make a journey that starts at a station within your Travelcard season ticket availability and ends at a National Rail station where your Travelcard season ticket is not available, but is within the National Rail pay as you go area, you can use your pay as you go credit to pay the additional fare due for that part of your journey not covered by your Travelcard season ticket.

If you are making such a journey beyond your Travelcard season ticket availability on a Train Operating Company train (excluding London Overground trains) you must set an Oyster Extension Permit on your Oyster card before you start your journey. You should also set an Oyster Extension permit on your Oyster card if there is a possibility that your journey beyond your Travelcard season ticket availability may involve travel on a Train Operating Company train between the stations listed in Note A1 (Page 35).

There is no charge for an Oyster Extension Permit but there must be a minimum pay as you go balance on your card (see [tfl.gov.uk](http://tfl.gov.uk) for details).

If you fail to set an Oyster Extension Permit when required, you may be issued with a Penalty Fare or you may be prosecuted by the relevant Train Operating Company.

If, having set an Oyster Extension Permit, you do not use it, you can have it cleared from your Oyster card.

**6.6.5.** Oyster Extension Permits can be set and cleared at:

- Touchscreen self-service ticket machines at all London Underground/London Overground stations, some DLR stations and most National Rail stations
- London Underground station ticket offices
- London Overground station ticket offices
- Oyster Ticket Stops
- London Travel Information Centres
- Some National Rail station ticket offices.

**6.6.6.** If you are using National Rail services outside the National Rail pay as you go area and you do not have a valid season ticket for the whole of the journey you are making, you must buy a printed ticket for that part of your journey not covered by your season ticket.

**6.6.7.** When you use a bus, you must touch your Oyster card on the yellow card reader (see clause 6.8.) as you board the bus. If you board the bus without having touched your Oyster card on the yellow card reader or having paid a cash single fare, you may be liable to a Penalty fare or you may be prosecuted. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.2.1.) and to users of double buggies (see clause 13.2.5.). If the bus has a conductor, when asked, you must touch your Oyster card on the yellow card reader on his/her ticket machine. If the yellow card reader on a bus or a conductor's ticket machine is not working, you must show your Oyster card to the driver or conductor.

**6.6.8.** If your Oyster card has more than one Travelcard season ticket on it and they are valid on the same date or dates, the zonal availability of any such Travelcard season tickets must cover adjacent zones at all times.

**6.6.9.** We will issue a Record Card, Customer Reminder or receipt to you when you buy a season ticket on your Oyster card which is valid for one month or longer, unless you buy your season ticket (excluding an annual season ticket) through Oyster online and telesales. The Record Card, Customer Reminder or receipt provides details of the season ticket that you have bought and is not valid for travel.

If you buy an annual Travelcard, we will issue you with a Gold Record Card. You must show the Gold Record Card and your Oyster card when you wish to buy a concessionary fare ticket under the terms of the Gold Card scheme. The Gold Record Card is not valid for travel.

**6.6.10.** If you hold an 18+ Student Oyster photocard issued as a result of an application for 18+ Student discount concession scheme travel, your Oyster photocard will include your 18+ Student discount concession. Once your discount concession has expired and providing your Oyster photocard has not been stopped by Transport for London, you can use your Oyster photocard in the same way as an Oyster card.

## **6.7. Paying as you go with your Oyster card**

**6.7.1. Where you can pay as you go** - On all London buses (including those other bus services shown in Note A3 – see page 36), Underground, London Tramlink, Docklands Light Railway and London Overground services. You can also pay as you go on National Rail services within the National Rail pay as you go area.

**6.7.2. How to pay as you go – General.** Only one person at a time can travel using the pay as you go credit on an Oyster card.

### **6.7.3. Paying as you go on the Underground, DLR, London Overground and National Rail within the National Rail pay as you go area**

To record the start of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8.) at the station as you enter the compulsory ticket area. A charge, as set by TfL, will be deducted from the balance on your Oyster card. You will not be allowed to start your journey unless you have sufficient pay as you go credit on your Oyster card.

To record the end of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8.) at the station as you exit the compulsory ticket area. The deduction made at the start of your journey will be adjusted so that you only pay the advertised Oyster single fare for the journey made.

If you do not touch in at the start and touch out at the end of your journey, you may be charged more than the advertised Oyster single fare and our daily price capping promise will not apply. You may also be liable to a Penalty fare or you may be prosecuted.

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 4 hours for a longer distance



journey on a Sunday or public holiday – go to [tfl.gov.uk](http://tfl.gov.uk) for full information. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit, you will be charged more than the Oyster single fare for your journey. If this happens, you will need to call the Oyster helpline so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

You must touch in and out with your Oyster card in the same way for journeys from and/or to DLR, London Overground or National Rail stations within the National Rail pay as you go area.

If you have on your Oyster card a valid season ticket which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket. See clauses 6.6.2. to 6.6.6.

#### **6.7.4. Paying as you go on buses**

When you use a bus, you must touch your Oyster card on the yellow card reader (see clause 6.8.) as you board the bus. If you board the bus without having correctly validated your Oyster card on the yellow card reader, having bought a printed ticket or having paid a cash single fare, you may be liable to a Penalty fare or you may be prosecuted. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.2.1.) and to users of double buggies (see clause 13.2.5.). Where the bus has a conductor, when asked, you must touch your Oyster card on his/her ticket machine. If there is a problem with your Oyster card, you must advise the driver/conductor.

You are not allowed to start your journey if the balance on your Oyster card is less than the Oyster single fare for your journey. If you do so you may be liable to a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

#### **6.8. Yellow card reader**

When you touch your Oyster card flat on the yellow card reader:



a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means that it has been accepted for travel. A red light, accompanied by two beeps, means your Oyster card has been rejected. You must not go further until either your Oyster card has been accepted for travel or you have paid separately for your journey.

If a yellow card reader displays a red light or no light at all, it is not working. If this is the case, at an Underground station you must use another yellow card reader that is working, and if you are boarding a bus you must speak to the driver (on a bus where entry is allowed through all doors, as advertised, you can use another yellow card reader that is working. If there are none working, you must speak to the driver). An amber light normally means that the yellow card reader is ready to check your Oyster card.

You cannot validate your Oyster card by touching in or touching out on a yellow card reader located on a self-service ticket issuing machine.



## **6.9. Oyster route validator (pink card reader)**

Oyster route validators, which can be identified by a pink card reader:



are located at a number of interchange stations. If you pass an Oyster route validator when changing from one train to another, and you are using your Oyster card to pay as you go for any part of your journey, but not starting or finishing your Oyster pay as you go journey at the station concerned, you must touch your card on the pink card reader to ensure you pay the appropriate Oyster single fare for the route you are taking.

You must still touch in on a yellow card reader (see clause 6.8.) at the start of your journey and touch out at the end to ensure you pay the correct Oyster single fare and avoid paying a maximum Oyster fare.

## **6.10. Oyster daily price capping**

Although you may have reached an Oyster daily price capping rate, you must continue to touch your Oyster card on a yellow card reader at the start (and end where appropriate) of every journey (see clauses 6.7.3 and 6.7.4.).

If you do not do so, you may pay too much, be liable to pay a Penalty fare or you may be prosecuted.

Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap.

Full information about Oyster daily price capping is available on [tfl.gov.uk](https://tfl.gov.uk) and is also outlined in separate publicity available at Ticket selling outlets.

## **6.11. Oyster cards available to visitors**

These Oyster cards are issued at our agents abroad and by selected agents in the UK who deal with high volumes of visitors. Special Terms and Conditions apply to these Oyster cards as follows:

- The card can only be used to pay as you go
- A non-refundable £2 charge is applied when purchasing the card
- No deposit is applied when the card is issued
- The card cannot be registered/protected.

Specimen Oyster cards issued to visitors:



From time to time different designs of card may be issued but with the same availability and validity.

## 6.12. Data Protection.

If you have registered/protected your Oyster card, you agree to us holding information about you.

Our Privacy Notice states:

Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. If you use your Oyster card in connection with National Rail products or services, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) so that they can use it for the same purposes. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

In certain circumstances, TfL and TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

## 6.13. Retention of Oyster personal travel data.

The Oyster ticketing system retains data of the journeys you make using your Oyster card for eight weeks: after this time it is de-personalised. Go to [tfl.gov.uk](http://tfl.gov.uk) for information.

# 7. Using tickets and travel concessions

## 7.1. Printed tickets

**7.1.1.** If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a valid permit to travel, free travel concession or other authority to travel, valid and available for the whole of the journey you are making, you must have with you (a) printed ticket(s) which is/are valid and available for the whole of the journey you are making.

If you wish to travel to or from a place outside the availability of your printed ticket, or before or after the times that it is valid, you must pay the extra cash fare due before you travel.

**7.1.2.** You must use your printed ticket(s) in accordance with these conditions. All printed tickets remain our property and we may withdraw or cancel any printed ticket at any time and it may not be returned for further use. We will only do this for a good reason and, if we do, we will give you a receipt.

You must only buy printed tickets from an authorised outlet. If you buy a printed ticket from anyone else, it will be invalid. This may result in the ticket being withdrawn and it may not be returned for further use. It may also result in the seller and/or you being prosecuted. If you have any doubts about whether a seller is an authorised outlet, go to [tfl.gov.uk](http://tfl.gov.uk) or call Travel Information Contact Centre.

When you have finished using your printed ticket, to avoid an unauthorised person from using it, you should hand it in to one of our staff or destroy it.

**7.1.3.** The single fare that you must pay at Underground stations for journeys on the Underground and for through journeys to places served by other operators, is the fare from the station where your journey starts to the station/London Tramlink stop where your journey finishes.

**7.1.4.** On our bus services, a flat adult cash single fare applies and this is shown on the faretable held by the driver or conductor. Child cash single fares are not available. If you are aged under 19 and, in the case of 11 to 18 year olds, hold a valid 11-15 or 16+ Oyster photocard with a travel concession, you can travel free on our bus services (see clauses 7.3.3. to 7.3.5.).

You cannot pay an adult cash single fare on board buses on any route within the Pay Before You Board area and on some other routes. A bright yellow panel on the bus stop flag indicates which routes these are. Roadside Ticket Machines are located at most bus stops served by these routes or in the areas concerned. If you do not already have a ticket or pass, you must buy a printed ticket from the Roadside Ticket Machine before boarding the bus, except on certain routes where special arrangements apply. In the Pay Before You Board area, if your bus has a conductor, you can either buy a printed ticket from a Roadside Ticket Machine or pay the conductor. Roadside Ticket Machines do not give change.

If you are using a bus Saver ticket, you must always board the bus using the front door only and immediately hand the Staff Receipt to the driver. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.2.1.) and to users of double buggies (see clause 13.2.5.). If your bus has a conductor, you must hand the Staff receipt to him/her at the first reasonable opportunity.

**7.1.5.** If you do not pay the correct fare for the journey you are making, you may be liable to pay a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

**7.2.1. Use of printed tickets.** Our printed tickets can only be used by the person they were bought for. Tickets must not be resold or given away for further use. Doing this automatically invalidates them and is an offence under our Byelaws and the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.

This rule does not apply to bus Saver tickets. Anyone may use the tickets in a bus Saver book though each ticket can be used only once.

Some of our tickets and Oyster cards are available for travel on other companies' services. Information about this is shown in the tables on pages 29 to 35. In addition, we sell printed tickets for travel solely on other companies' services. If you use other companies' services, their Conditions of Carriage will apply to that part of your journey.

We also sell printed tickets for admission to venues. The venue operator's rules of admission apply to these tickets.

**7.2.2. Duty to show printed tickets.** You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whether or not we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

**7.2.3. Platform tickets.** If you intend to go into a compulsory ticket area, but not onto a train, and do not have a ticket that is valid and available for travel, you must buy a printed platform ticket. You can buy it from the ticket office or from the large ticket machines when the ticket office is closed. It will be valid for 70 minutes from the time you buy it. It cannot be used for travel.

### **7.3. Using travel concessions**

#### **7.3.1. General**

If you are travelling free or at child-rate, our staff have the right to request proof of your age but will only do so where they have reasonable doubt about whether you are eligible for such travel.

**7.3.2.** Any season ticket you have must not expire later than the expiry date of the photocard which you are using it with or later than the expiry date of your Oyster photocard.

#### **7.3.3. Under 11 year olds**

For information about how to obtain a 5-10 Oyster photocard, see clause 5.3.

### **Buses**

You can travel free at all times.

### **Underground**

**Under 5 years old.** You can travel free at all times when with a ticket holder or someone using Oyster to pay as you go.

**Aged 5 and under 11 years old.** If accompanied by an adult, up to 4 children can travel free at all times. For this purpose, an adult can be any of the following:

- Persons aged 18 or over using any adult-rate ticket or when using Oyster to pay as you go at adult-rate
- Older person freedom pass holders (no additional ticket needed)
- Disabled person freedom pass holders aged 18 or over (no additional ticket needed)
- Veterans Concessionary Scheme Oyster photocard holders aged 18 or over (no additional ticket needed)
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Bus & Tram discount photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- New Deal photocard holders when holding a valid travel ticket or when using Oyster to pay as you go.

Children aged 5 and under 11 years old travelling without an adult as defined above may travel free if holding a 5-10 Oyster photocard.

Under-14 or Child Oyster photocard holders may only travel free when accompanied by an adult as described above.

#### **7.3.4. 11 to 15 year olds**

For information about how to obtain an 11-15 Oyster photocard, see clause 5.4.

##### **Buses**

If you hold a valid 11-15 Oyster photocard, you can travel free on buses (except on special bus services) and London Tramlink, unless the concession has been withdrawn. You must carry your Oyster photocard with you and touch it on the yellow card reader when you board a bus (see clause 6.8.). If you fail to touch in correctly or pay a fare, you will be liable to a Penalty fare or you may have your travel concession withdrawn.

If you do not have a valid 11-15 Oyster photocard or do not have your Oyster photocard with you or your Oyster photocard has failed or is damaged, you will need to pay the relevant adult fare for your journey.

If you have an 11-15 Oyster photocard with no free travel concession, you can use it to buy child-rate Travelcard season tickets and to pay as you go at half the adult-rate.

The above does not apply on certain special bus services where we do not offer child fares or free travel or on sections of certain routes which operate across the Greater London boundary. Go to [tfl.gov.uk](http://tfl.gov.uk) for information.

##### **Underground**

You may buy and use child-rate single, return and Day Travelcards without the need for an 11-15 Oyster photocard.

If you hold an 11-15 Oyster photocard and have bought the appropriate season ticket or you have added pay as you go credit to your photocard, you can travel at child-rate.

If you have an 11-15 Oyster photocard, it can be used until the expiry date shown on the photocard (even if you have turned 16 years old) to buy child-rate Travelcard season tickets and to pay as you go at child-rate.

#### **7.3.5. 16 and 17 year olds**

For information about how to obtain a 16+ Oyster photocard, see clause 5.5. Discounts for 16 and 17 year olds are also available to some 18 and 19 year olds, see clause 5.5.

##### **Buses**

If you are aged 16 or 17 years and hold a 16+ Oyster photocard, the following travel concessions are available:



- **holder not in qualifying full-time education or not a resident of a London borough** – you can buy and use child-rate 7 Day, monthly and longer period (for up to 4 months) Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. Where advertised as available on [tfl.gov.uk](http://tfl.gov.uk) you can also pay Oyster single fares at half the adult-rate
- **holder in qualifying full-time education and a resident of a London borough** – you can travel free on buses (except on special bus services) and London Tramlink and you can buy and use child-rate 7 Day, monthly and longer period (for up to 4 months) Travelcard season tickets.

Where advertised as available on [tfl.gov.uk](http://tfl.gov.uk) you can also pay Oyster single fares at half the adult-rate. If, following a journey on the Underground, DLR, London Overground or National Rail, the balance on your 16+ Oyster photocard is in debit, you will not be able to travel free and will need to pay the adult cash single fare for each journey until the debit has been cleared. This can be paid at an Underground or London Overground station ticket office, London Travel Information Centre or Oyster Ticket Stop.

For the definition of qualifying full-time education, see clause 5.5.

To benefit from the 16+ free or half-rate travel concession, you must carry your 16+ Oyster photocard with you and touch it on the yellow card reader when you board a bus (see clause 6.8.). If you do not have your 16+ Oyster photocard with you or your Oyster photocard has failed or is damaged, you will need to pay the relevant adult fare for your journey. If you fail to touch in correctly or pay a fare, you may be liable to a Penalty fare, you may be prosecuted or you may have your travel concession withdrawn.

The above does not apply on certain special bus services where we do not offer 16+ fares or free travel or on sections of certain routes which operate across the Greater London boundary. Go to [tfl.gov.uk](http://tfl.gov.uk) for information.

## **Underground**

You can put pay as you go credit on your 16+ Oyster photocard and pay Oyster single fares at half the adult-rate and can buy and use child-rate Travelcard season tickets. For information go to [tfl.gov.uk](http://tfl.gov.uk) or see publicity available at ticket selling outlets.

### **7.3.6. 18 + Students**

For information about how to obtain an 18+ Student Oyster photocard, see clause 5.7.

If you hold a valid 18+ Student Oyster photocard you can buy and use Student-rate season tickets. For information go to [tfl.gov.uk](http://tfl.gov.uk) or see publicity available at ticket selling outlets.

Any Student-rate season ticket that you have must not expire later than the date your 18+ Student discount concession expires.

### **7.3.7. New Deal discounts**

For information about how to obtain a New Deal photocard, see clause 5.8.



If you hold a New Deal photocard, you can buy and use child-rate Underground cash single and return tickets. If you also hold an Oyster card with the New Deal concession on it, you can buy and use child-rate Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. You can also pay as you go at half the adult-rate. You cannot buy Day Travelcards or Group Day tickets at a special rate.

#### **7.3.8. Bus & Tram discount tickets**

For information about how to obtain a Bus & Tram discount photocard, see clause 5.9.

If you hold a Bus & Tram discount photocard and an Oyster card with the Bus & Tram discount on it, you can buy and use Bus & Tram Pass season tickets and pay as you go at half the adult-rate on bus and London Tramlink services.

Although you can also buy and use Travelcard season tickets and pay as you go on London Underground, DLR, London Overground and National Rail services within the National Rail pay as you go area, there is no discount and full adult-rates will apply.

#### **7.3.9. Veterans Concessionary Travel Oyster photocards**

For information about how to obtain a Veterans Concessionary Travel Oyster photocard, see clause 5.10.

If you hold a Veterans Concessionary Travel Oyster photocard you can travel free on our services at all times except\* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (\* restriction does not apply on the London Overground and National Rail services shown in Note A2 – see page 36).

#### **7.3.10. National Rail Railcard discounts**

For information about how to obtain a National Rail Railcard, see clause 5.12.

If you hold a 16-25, Senior, Disabled persons or HM Forces Railcard and an Oyster card with the National Rail discount loaded on it, your off-peak Oyster daily price cap will be 34% lower than the equivalent adult-rate bus, London Underground, London Tramlink, DLR, London Overground and National Rail daily price cap. This discount is only available to the cardholder.

If you hold a Railcard and are travelling with other people who are eligible for a discount on any printed tickets bought in association with your Railcard, the entire group, including you, must buy and use printed tickets.

If you hold a Disabled persons Railcard, also hold an Oyster card with the National Rail discount and pay as you go credit loaded on it and are travelling with a Companion who is eligible for a discount on any printed tickets bought in association with your Railcard, you, as the Railcard holder, do not need to buy a printed ticket.

**7.4. Paying for tickets and adding credit to your Oyster card.** Information about how you can pay for tickets and put pay as you go credit on your Oyster card can be found at [tfl.gov.uk](http://tfl.gov.uk) and in publicity available at ticket selling outlets.

If you buy a season ticket or add credit to your Oyster card with a cheque or debit/credit card that is not honoured, the season ticket or pay as you go facility will be invalid from the time it was issued or credit was put on your Oyster card. In such a case, we can charge you the appropriate full cash single fare for all journeys you make using the invalid ticket or Oyster card and we can prevent you from using it again.

**7.5. If the Underground station ticket office is closed.** If you do not have with you a valid ticket or sufficient pay as you go credit on your Oyster card, you must use a ticket machine to add credit to your Oyster card or to buy at least a single ticket or a Ticket Extension.

If you have a problem using the ticket machines, ask for help from the first available member of our staff.

**7.6. Checking tickets and change.** When you buy a ticket, please check at once that it is the one you want and, except at Roadside Ticket Machines where change is not given, that you have been given the right change.

**7.7. Our ticket types and conditions.** Pages 29 to 35 give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, Student, New Deal, Bus & Tram discount tickets see clause 7.3. It is your responsibility to ensure you have the correct ticket or have validated your Oyster card correctly for the journey you are making.

As well as the ticket types shown in these Conditions of Carriage, we sell or issue some other types of ticket that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict with the ones shown in these Conditions of Carriage, the special conditions apply instead.

If we introduce new tickets, photocards, products or ticketing facilities while this version of the Conditions of Carriage is in force, we will publish information about them separately until we re-issue the Conditions of Carriage.

## Our ticket types and conditions

Ticket type	Bus cash single fare	One Day Bus & Tram Pass Not available to buy at Ticket selling outlets.	Bus Saver ticket Not available to buy at Ticket selling outlets.
<b>Validity</b>	At the time it is bought (see clause 7.1.4. for special arrangements where cash single fares are advertised as not being sold on buses).	From 0001 on the day of validity and for any journey that starts before 0430 the following day.	Each ticket is valid for one single bus journey.
<b>Availability</b>	A single journey on the bus on which it is bought, (or on the bus boarded if the ticket has been bought from a Roadside Ticket Machine).	Unlimited bus journeys across the London bus network, including sections outside Greater London.  Cannot be used on special bus services.	A single journey on any bus across the London bus network, including sections outside Greater London.  Cannot be used on special bus services.
<b>Can it be used on other services?</b>	No.	Yes - on the bus services as shown in Note A3 and on London Tramlink.	Yes - on the bus services as shown in Note A3.
<b>Extra conditions</b>	Only available at adult-rate.  Cannot be used on more than one bus, unless specifically authorised.  If it is bought from a Roadside Ticket Machine, the journey for which it was bought must start before the time printed on the ticket, which is one hour after the ticket was bought.	Cannot be transferred from one person to another.  Only available at adult rate.	Cannot be used on more than one bus, unless specifically authorised. Tickets are transferable from one person to another before they travel.  The bus must be boarded using the front door only and the Staff Receipt portion of the bus Saver must be handed to the driver. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.2.1.) or using a double buggy (see clause 13.2.5.). On buses with conductors, you must hand the Staff Receipt portion of the bus Saver to the conductor at the earliest opportunity.

## Our ticket types and conditions

Ticket type	Bus & Tram Pass season ticket	Free travel on buses for young people
<b>Validity</b>	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	At all times.
<b>Availability</b>	<p>Unlimited bus journeys across the London bus network, including sections outside Greater London.</p> <p>Cannot be used on special bus services.</p>	<p>Unlimited bus journeys across the London bus network, including sections outside Greater London, on services contracted by London Buses.</p> <p>Not available on special bus services or other operators' services which cross the GLA boundary. Go to <a href="http://tfl.gov.uk">tfl.gov.uk</a> for information.</p>
<b>Can it be used on other services?</b>	Yes - on the bus services as shown in Note A3 and on London Tramlink.	Yes - on the bus services as shown in Note A3 and on London Tramlink.
<b>Adult photocard needed? (see Note B)</b>	<p>7 Day, monthly and longer period on an Oyster card – No.</p> <p>Printed 7 Day ticket - No.</p> <p>Printed monthly and longer period ticket – Yes.</p>	Not applicable.
<b>Extra conditions</b>	<p>Cannot be transferred from one person to another.</p> <p>Bus &amp; Tram Pass season tickets on an Oyster card can be bought up to 30 days before the start date at Underground stations or 7 days before at Oyster Ticket Stops and London Travel Information Centres.</p> <p>Printed Bus &amp; Tram Pass season tickets are not available to buy at Ticket selling outlets.</p>	<p>Available to all Under-11s.</p> <p>All 11 year olds and over need a valid Oyster photocard.</p> <p>The Oyster photocard must be carried at all times and must be touched on the yellow card reader when boarding a bus.</p> <p>Failure to touch your Oyster photocard on the yellow card reader when boarding a bus may result in your free travel concession being withdrawn.</p> <p>Failure to have a valid Oyster photocard or to pay a fare will result in a Penalty fare being issued.</p>

## Our ticket types and conditions

Ticket type	Underground single or return	Free travel on the Underground for children aged under 11 years old
<b>Validity</b>	<p>On any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	At all times.
<b>Availability (see Note C)</b>	A single Underground journey from the station where it is bought to any station/London Tramlink stop within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are available for the same journey in reverse to any Underground station where the fare value is the same or less. The journey must be made without leaving the Underground (or other operator's system) at intermediate stations unless this is specifically mentioned.	<p>On all Underground services.</p> <p>This is subject to the normal rules on availability of the ticket, freedom pass, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
<b>Can it be used on other services?</b>	Yes - on London Overground, Docklands Light Railway and London Tramlink services, and on the National Rail services shown in Note A1.	<p>Yes – on Docklands Light Railway and London Overground services, and on the National Rail services shown in Note A1.</p> <p>Travel is subject to the normal rules on availability of the ticket, freedom pass, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
<b>Extra Conditions</b>	Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.	<p><b>Under 5 years old.</b> Available to all children at all times when they are with a ticket holder or someone using Oyster to pay as you go.</p> <p><b>Aged 5 and under 11 years old.</b> Available for up to four children when travelling with an adult and to children who hold a 5-10 Oyster photocard (excludes Under-14 and Child Oyster photocards).</p>

## Our ticket types and conditions

Ticket type	Day Travelcard	3 Day Travelcard Not available to buy at Ticket selling outlets
<b>Validity</b>	<p>Anytime tickets - From 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p>	<p>Anytime tickets - From 0001 on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p>
<b>Availability (see Note C)</b>	<p><b>On Underground, Docklands Light Railway, London Overground and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow.</p> <p><b>On buses</b> – unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> – unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p><b>On Underground, Docklands Light Railway, London Overground and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow.</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>
<b>Can it be used on other services?</b>	Yes - on the bus services as shown in Note A3. Also entitles the holder to 1/3 <sup>rd</sup> off the cost of travel on most Riverboat services.	Yes - on the bus services as shown in Note A3. Also entitles the holder to 1/3 <sup>rd</sup> off the cost of travel on most Riverboat services.
<b>Extra conditions</b>	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>	Cannot be transferred from one person to another.



## Our ticket types and conditions

Ticket type	Travelcard season ticket	Pay as you go
<b>Validity</b>	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	At all times.
<b>Availability (see Note C)</b>	<p><b>On Underground, Docklands Light Railway, London Overground and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow.</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>On bus, Underground, London Tramlink, Docklands Light Railway and London Overground services.</p> <p>Also on National Rail services within the National Rail pay as you go area.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area. Go to <a href="http://tfl.gov.uk">tfl.gov.uk</a> for information.</p>
<b>Can it be used on other services?</b>	Yes - on the bus services as shown in Note A3. Also entitles the holder to 1/3 <sup>rd</sup> off the cost of travel on most Riverboat services.	To buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services.
<b>Adult photocard needed? (see Note B)</b>	<p>7 Day, monthly and longer period on an Oyster card – No.</p> <p>Printed 7 Day ticket available within Zones 1-9 - No.</p> <p>Printed 7 Day ticket available to a National Rail destination outside Zones 1-9 – Yes.</p> <p>Printed monthly and longer period ticket – Yes.</p>	No.
<b>Extra conditions</b>	<p>Cannot be transferred from one person to another.</p> <p>Where on an Oyster card, can be bought up to 30 days before the start date at Underground stations and 7 days before at Oyster Ticket Stops and London Travel Information Centres.</p> <p>Where more than one Travelcard season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times.</p> <p>Printed tickets can be bought up to 7 days before the start date.</p>	Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap (see clause 6.10.).

## Our ticket types and conditions

Ticket type	Freedom pass	English National Concessionary Bus Passes
<b>Validity</b>	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A2).	At all times on any TfL bus service.
<b>Availability (see Note C)</b>	<p>On all services shown in the booklet issued with freedom passes or in other notices about them.</p> <p>Can also be used on some special bus services. Please check with the operator or with London Councils at <a href="http://freedompass.org">freedompass.org</a></p>	<p>Can also be used on some special bus services. Please check with the operator or with London Councils at <a href="http://freedompass.org">freedompass.org</a></p> <p>Holders of English National Concessionary Bus Pass Companion cards are not permitted to start their journey within Greater London.</p>
<b>Can it be used on other services?</b>	<p>Yes – at all times on the bus services as shown in Note A3.</p> <p>Yes - on most other operators' local bus services throughout England as part of the English National Concessionary Bus Scheme.</p> <p>These bus services can only be used by freedom pass holders from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays).</p> <p>To travel free on these services, the freedom pass must contain a hologram and the English National Concessionary Bus Scheme logo.</p>	<p>Yes - at all times on the bus services as shown in Note A3.</p> <p>Yes - on most other operators' local bus services throughout England from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays).</p>
<b>Extra conditions</b>	<p>Cannot be transferred from one person to another. It can only be used by the person whose name appears on the pass (and on the accompanying Older person or Disabled person freedom pass photocard for freedom passes expiring on 31 March 2010).</p> <p>Ticket checking staff may withdraw any freedom pass which appears to be invalid or is being used incorrectly and it may not be returned for further use.</p> <p>If you move from Greater London your freedom pass must be surrendered to: FREEPOST FREEDOM PASS RETURNS.</p>	<p>To travel free on all these services, the pass holder must have a valid English National Concessionary Bus Pass showing they are eligible for the English National Concessionary Scheme.</p> <p>Cannot be transferred from one person to another. It can only be used by the person whose name appears on the pass.</p> <p>Ticket checking staff may withdraw any English National Concessionary Bus Pass which appears to be invalid or is being used incorrectly and it may not be returned for further use.</p>

## Our ticket types and conditions

Ticket type	Veterans Concessionary Travel Scheme (VCTS) Oyster photocard	Oyster Extension Permit
<b>Validity</b>	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A2).	At all times.
<b>Availability (see Note C)</b>	Can also be used on some special bus services. Please check with the operator or go to <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a>	On Train Operating Company trains (excluding London Overground trains) to a National Rail station (excluding London Overground station) within the National Rail pay as you go area but beyond the availability of your Travelcard season ticket.
<b>Can it be used on other services?</b>	Yes – at all times on the bus services as shown in Note A3.	No.
<b>Extra conditions</b>	Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.	You must set an Oyster Extension Permit on your Oyster card before you start your journey.  If you fail to do so, you may be issued with a Penalty Fare or you may be prosecuted by the relevant Train Operating Company.

## Notes

**A1** Underground cash single and return tickets that only show a fare value or zones, and Underground Group Day tickets, can also be used on the National Rail services shown below and, where applicable, within the specified zones.

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- Watford Junction to Clapham Junction (Southern service)
- Watford Junction to Euston (London Midland service)
- West Hampstead (Thameslink) to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

**A2** Freedom passes and Veterans Concessionary Travel Oyster photocards can also be used between 0430 and 0930, as described in the table on page 31, on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)\*
- Harrow & Wealdstone to Euston
- Kentish Town to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip.

\* Freedom pass and Veterans Concessionary Travel Oyster photocard holders can travel free at all times on London Overground services.

On Southern services, holders of Disabled person freedom passes can travel free at all times; holders of Older person freedom passes and Veterans Concessionary Travel Oyster photocards can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

A map showing where freedom passes and Veterans Concessionary Travel Oyster photocards can be used on National Rail between 0430 and 0930 can be found at [tfl.gov.uk](http://tfl.gov.uk)

**A3** The other local bus operators services within Greater London are limited to the following:

- 84 New Barnet Station – Potters Bar Cranborne Road.
- 402 Bromley North Station – Knockholt Pound, Three Horseshoes.
- 477 Orpington Station – Crockenhill Road, Crouch Farm.
- 614 Queensbury Station – Barnet, St Albans Road / Christchurch.

This information may be changed at any time.

**B** For child-rate, Student, New Deal and Bus & Tram discount tickets, see clause 7.3.

**C** A map showing Underground (and other railways) zones can be seen at every Underground station, together with a list of Underground local Oyster and cash single fares from that station. A map showing the zones also appears at [tfl.gov.uk](http://tfl.gov.uk)

## 8. Replacement and duplicate tickets and Oyster cards

**8.1. Replacement printed tickets.** If your printed ticket is damaged or can no longer be read easily, or if it no longer works our ticket gates, we will replace it free of charge provided we can confirm that it is still valid. Printed tickets can be replaced at any Underground station. If you bought your printed ticket from an Oyster Ticket Stop you must take it to an Underground station to be replaced. We will not replace a single/return ticket, One Day Bus & Tram Pass, bus Saver ticket, 3 Day Travelcard or any ticket issued by London Overground or National Rail.

**8.2. Replacement Oyster cards.** If your Oyster card is damaged or will not work on our yellow or pink card readers we will replace it free of charge. You can ask us to do this at any Underground station or by going to [tfl.gov.uk](http://tfl.gov.uk) or by calling the Oyster helpline.

At Underground stations, we will ask you to complete a Failed Oyster card form. In order to be able to issue your replacement card at once, we will ask you to provide details on this form about the season ticket(s) and/or pay as you go credit on the card. You will also need to provide proof of your address and a telephone number in case we need to contact you. This applies even if your Oyster card is registered/protected. Completion of the Failed Oyster card form does not mean that your replacement Oyster card is registered/protected, this being dependent on whether your original Oyster card was registered/protected.

If we later find that there are errors in the information you have given, we may take action to correct the season ticket(s) and/or pay as you go credit on the replacement card as follows:

- If you have overestimated the remaining pay as you go credit on your replacement Oyster card you must pay any balance due to us. If you subsequently realise that you have underestimated the remaining pay as you go credit on your replacement Oyster card you will need to call the Oyster helpline. We will then refund the additional amount to you. However, where the value of the over or under estimation is less than £1 we will not require this payment or pay this refund.
- If you have overstated the availability and validity of the season ticket on your replacement Oyster card, you must pay any balance due to us to cover the additional availability and validity.
- If you subsequently realise that you have understated the availability and validity of the season ticket on your replacement Oyster card, you will need to call the Oyster helpline. We will then take the following action:
  - ◆ If you have understated the period of validity by 7 days or less, we will make a refund, which will be assessed pro-rata to the cost of the original season ticket, for each lost day
  - ◆ If you have understated the availability and/or period of validity by more than 7 days, we will arrange for the season ticket to be exchanged.

If we have reason to suspect that the information you have provided is deliberately false, we may stop you from using the replacement card and you may be prosecuted.



If your Oyster card fails twice in any 12 month period, we may write to you requesting details of the circumstances in which the Oyster card failed in order to help us to discover why this is happening.

If you ask to exchange your Oyster card by going to [tfl.gov.uk](http://tfl.gov.uk) or by calling the helpline, you will have to give back your defective Oyster card once you have received your replacement card. We will let you know how to do this at the time you apply for your replacement Oyster card.

If we issue you with a replacement Oyster card with a season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession no longer works or is damaged, you can find information about what to do by going to [tfl.gov.uk](http://tfl.gov.uk) or by calling the Oyster helpline.

**8.3. Duplicate printed season tickets.** If you lose a monthly or longer period printed season ticket you must report this as soon as possible – see below on where to do this.

We issue duplicate printed season tickets at our discretion and you may have to pay an administration fee. In certain circumstances, we may ask you to provide additional information in writing or to attend an interview to discuss your application for a duplicate with us. We have the right to refuse the issue of a duplicate printed season ticket and if we do this we will inform you in writing of our reasons. We do not issue duplicates (or give refunds) for lost printed season tickets that are valid for 7 days or less.

If you bought the season ticket at an Underground station, you can apply for a duplicate season ticket at any Underground station ticket office. You will need to buy printed tickets to travel whilst waiting for your duplicate season ticket to be issued. We will not make a refund for the period before you reported the loss of your printed season ticket or for the first five days after you did so. We will also not make a refund of any daily fares paid whilst waiting for your duplicate season ticket to be issued or if we do not agree to issue a duplicate. If you have to wait longer than five days from the time you report the loss of your season ticket, the details of which have been verified, to the issue of a duplicate season ticket, a refund, assessed pro-rata to the original cost of the missing season ticket will be made for each additional day over the five days. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers.

- Monthly and longer period printed season tickets (but not annuals):  
We will issue only one duplicate of any one original printed season ticket. We will not normally issue more than two duplicates of separate printed season tickets to the same customer within any period of twelve consecutive months
- Annual printed season tickets:  
We will only issue one duplicate of an original printed season ticket.

However, we will consider issuing a further duplicate printed season ticket if:

- a) the original printed season ticket was returned to us within one month of you reporting the loss to us; or

- b) the printed season ticket was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of documentation/a letter from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the season ticket was stolen or destroyed by fire.

#### **8.4. Duplicate season ticket and/or pay as you go on an Oyster card**

**Unregistered/Unprotected Oyster cards** - If your Oyster card, which has not been registered or protected with us, is lost or stolen, we will not issue a duplicate or make a refund of any season ticket or pay as you go credit on the Oyster card at the time of loss/theft or make a refund of any additional fares paid following the loss/theft.

**Registered and Protected Oyster cards** - If you lose your registered or protected Oyster card or it has been stolen, you must report this to us as soon as possible. You can do this by going to [tfl.gov.uk](http://tfl.gov.uk) or by calling the Oyster helpline. You must provide us with your Oyster card number and the password used when you registered/protected your Oyster card. If you are unable to do so, the Oyster helpline will do all that they can to assist you. Before we can stop your lost or stolen Oyster card, we need to be able to verify your Oyster card number and the password used when you registered/protected the card. The date and time of report of loss will be recorded as the time of verification of the card details. Only on completion of verification will we be able to prevent the lost/stolen card from being used. If you subsequently find/have returned to you your lost/stolen Oyster card, you must not start using it again. The Oyster card should be handed in at an Underground station ticket office or be posted to the Oyster helpline.

If you lose your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession, or it has been stolen, you can find information about what to do by going to [tfl.gov.uk](http://tfl.gov.uk) or by calling the appropriate helpline.

**Season tickets** – If your registered or protected Oyster card has an adult-rate season ticket which has six or more days remaining on it, we will issue you with a new Oyster card which will have included on it your duplicate season ticket. If the missing Oyster card also has pay as you go credit on it, this will also be included on the new Oyster card.

If your registered/protected Oyster card only has an adult-rate season ticket on it which has five or fewer days remaining on it, we will not normally issue a new Oyster card with a duplicate season ticket on it. Instead, we will refund the remaining value of the season ticket, less an administration fee that we charge for this service. The amount of the refund will be worked out from the date that you report your Oyster card missing, the details of which have been verified. If your missing Oyster card also has pay as you go credit on it, any credit remaining on the missing card will be refunded to you.

A refund is not payable of any deposit paid for the lost/stolen Oyster card.

If you lose your registered/protected Oyster card with an adult-rate season ticket on it, you will need to buy tickets to travel whilst waiting for your new Oyster card with duplicate season ticket on it to be issued. If you have to wait longer than five days from the time you report the loss of your Oyster card, the details of which have been verified, to the issue of a new Oyster card with duplicate season ticket on it, a refund assessed pro-rata to the original cost of the missing season ticket, will be made for each additional day over the five days. Any such claim must be made within 28 days of the date your new Oyster card is received. Claims cannot be made after this

time. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers. We do not refund the value of any daily fares paid and will not make a refund for the period before you reported the loss of your Oyster card and have verified the details or if we do not agree to issue a new Oyster card with duplicate season ticket on it.

If your registered/protected Oyster card with an adult-rate season ticket on it is stolen or destroyed by fire, you will need to buy tickets to travel whilst waiting for your new Oyster card and duplicate season ticket to be issued. You will need to provide proof that the Oyster card was stolen or destroyed either in the form of documentation/a letter from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire. We will then refund the additional fares paid where they are covered by the availability of your season ticket.

Any such claim must be made within 28 days of the date your new Oyster card with duplicate season ticket on it is received. Claims cannot be made after this time. You will need to provide proof that you bought tickets when you apply for a refund so keep the tickets or a record of their serial numbers. We will not make a refund for the period before you reported the theft or destruction of your Oyster card and have verified the details or if we do not agree to issue a duplicate.

We will not normally issue more than three new Oyster cards with duplicate season ticket and/or pay as you go credit or make a refund more than three times to the same customer within any period of twelve months.

However, we will consider issuing a further new Oyster card with a duplicate season ticket and/or pay as you go credit or making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we will ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

If we issue you with a new Oyster card with a duplicate season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

**Pay as you go credit** - If your registered or protected Oyster card only has pay as you go credit on it, we may issue you with a new Oyster card which will have included on it your pay as you go credit. Alternatively, we may not issue a new Oyster card. Instead, we may refund the remaining

pay as you go credit on your Oyster card, less an administration fee that we charge for this service. Any refund will be worked out from the date that your report of loss has been verified.

We will not normally make such a refund more than three times to the same customer within any period of twelve months.

However, we will consider making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

A refund is not payable of any deposit paid for the lost/stolen Oyster card or of the value of any daily fares paid.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we will ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

## **9. Ticket-less travel and Penalty fares**

**9.1.** A Penalty fare of £50 applies on London Bus Services Limited and London Underground Limited. This is reduced to £25 if paid within 21 days of the date following issue of the Penalty fare notice.

If you are issued with a Penalty fare, the Appeals process is outlined on the Penalty fares notice issued at the time (see Section 2 for London Bus Services Limited and London Underground Limited Appeals office addresses).

**9.2.** If you are travelling on one of our buses without:

- a ticket that is valid and available for the journey you are making
- a validated Oyster card showing a record of the start of your journey

or you are travelling within the compulsory ticket area on the Underground without:

- a ticket that is valid and available for the journey you are making
- an Oyster card containing a valid season ticket
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey

you may be issued with a Penalty fare or you may be prosecuted (see Section 10).

## 10. Suspected fare evasion and prosecutions

**10.1.** If you are travelling on one of our buses without:

- a ticket that is valid and available for the journey you are making
- a validated Oyster card showing a record of the start of your journey

or you are travelling within the compulsory ticket area on the Underground without:

- a ticket that is valid and available for the journey you are making
- an Oyster card containing a valid season ticket
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey

and we believe that you are trying to avoid paying the correct fare, you may be prosecuted. If the court finds you guilty you may be asked to pay a fine of up to £1000. If you are travelling on the Underground, you may also be liable to three months imprisonment.

**10.2.** If we believe that you have used or tried to use any ticket or Oyster card to defraud us we may cancel and not re-issue it. If this happens, we will not give you a refund of the remaining value of the ticket, or refund any credit or deposit paid for the Oyster card.

**10.3.** If we believe that your ticket or Oyster card (or your photocard) has been tampered with we may withdraw it. If this happens, we will not return it or replace it or give you a refund of the remaining value. If your ticket or Oyster card (or your photocard) is damaged to such an extent that it cannot be read or will not work on our yellow or pink card readers, we will withdraw and not return it but may, at our discretion, replace it. In either case, you must hand over the ticket or Oyster card and/or photocard if we ask you to do so.

## 11. Refunds on tickets and compensation

**11.1.** Our policy for paying refunds on tickets and our compensation policy is outlined in the table on pages 45 to 50.

**11.2.** If we or our contractors fail to run the bus or Underground services we have advertised or if there are delays to those services, we will not compensate you for any losses you may suffer as a result, except in the circumstances and in the ways as set out in the table on pages 45 to 50.

**11.3.** If our Underground services are disrupted by strike action, refunds are not payable under the Customer Charter. In the event of a strike, we may make a refund in which case special rules for claiming will apply. For information go to [tfl.gov.uk](http://tfl.gov.uk) or contact the Customer Service Centre, London Underground.

**11.4.** If our bus services are disrupted by strike action, you can contact the Customer Service Centre, London Buses, for information about how to claim a refund if available.



## **11.5. Season ticket refunds**

**11.5.1.** We will normally refund the remaining value of a season ticket that you no longer need provided that as soon as you stop using it you immediately return it to us or ask us to cancel it on your Oyster card. The amount of the refund will be worked out from that date. For information about how to apply for a season ticket refund see the table on pages 45 to 50.

**11.5.2.** We will work out your refund by taking away from the cost of the season ticket you bought, one fifth of the 7 Day rate for each day that the season ticket was held (excluding Saturdays, Sundays and public holidays) and/or the cost of the cheapest equivalent ticket (or tickets) for the length of time you held it, plus an administration fee that we charge for this service. This means that the amount that we pay back will not usually be in direct proportion to the cost of the season ticket, and if it is near to its expiry date when you return/cancel it, there may be no refund due.

**11.5.3.** Refunds will not include any days when you did not use your season ticket before you returned it to us or had it cancelled.

However, if you are ill and cannot immediately return your season ticket to us/have it cancelled on your Oyster card, and if you provide a medical certificate or some other proof (such as a letter from your employer, on their headed paper) confirming the start date of your illness and that you were ill continuously from that date until the date of return/cancellation of your ticket, we will back date your refund as follows:

- if your season ticket is returned to us or cancelled within six weeks after the start of your illness, we will then work out your refund from the start of your illness
- if your season ticket is returned to us or cancelled more than six weeks after the start of your illness, we will work out your refund on the basis of your season ticket having last been used six weeks prior to the surrender/cancellation date.

You must not re-use your printed season ticket after the end of your illness if you intend to claim a refund. Instead you must buy a new ticket when you start travelling again. If you do use your season ticket again, we will not give you a refund.

If you have an Oyster card with a season ticket on it, you must not re-use your season ticket, or use any pay as you go credit on your Oyster card, if you intend to claim a refund, until you have cancelled your season ticket. You must buy a new season ticket when you start travelling again. If you do use your season ticket again or the pay as you go credit on your Oyster card, before the season ticket is cancelled, we will not give you a refund.

**11.5.4.** At Underground stations, where a refund cannot be made immediately and has to be referred to the Oyster Ticketing and Refunds Office, you may be given a printout showing the estimated value of any refund due. Where, on processing by the Oyster Ticketing and Refunds Office, the amount shown on this printout does not correspond with the actual amount of the refund due (calculated by the Oyster Ticketing and Refunds Office in accordance with clause 11.5.2.) then the refund calculated by the Oyster Ticketing and Refunds Office will apply.

**11.5.5.** Where your refund application has to be referred to the Oyster Ticketing and Refunds Office, although your Oyster card may be unregistered/unprotected, you will be required, for administration purposes, to provide your name and address.

**11.5.6.** We will not normally give you a refund for a duplicate printed ticket that you no longer need, unless the original printed ticket was found and returned to us within one month of the date you reported it lost. If, however, you stop using a duplicate printed ticket for a reason such as redundancy, long term personal illness or pregnancy, we will consider making a refund if you can give us satisfactory proof.

If your season ticket is on a registered/protected Oyster card, this does not apply and a refund will be made in accordance with clauses 11.5.1. to 11.5.5. If you paid a deposit for your Oyster card, we will not refund it if you no longer need your duplicate Oyster card.

We will not give you a refund for a season ticket or pay as you go credit on an unregistered/unprotected Oyster card which has been lost or has been stolen.

## Underground ticket refund and compensation policy

If this happens	We will...	What to do next
<p><b>You make your journey but are delayed (or cannot complete it) for reasons within our control.</b></p> <p><b>This does not include any delay incurred as a result of strike action (see clause 11.3.).</b></p>	<p>give compensation to the value of the fare for the single journey you were making, if the delay is more than 15 minutes or as set out in the latest London Underground Customer Charter refund application form.</p>	<p>Check whether the delay you suffered qualifies under the terms of the latest London Underground Customer Charter. If it does, apply online on <a href="http://tfl.gov.uk/tube">tfl.gov.uk/tube</a> for a Customer Charter refund.</p> <p>Alternatively, get a Customer Charter refund form from any Underground station ticket office, complete it, and send it by Freepost to the Customer Service Centre (London Underground).</p>
<p><b>You make your journey but are delayed for reasons outside our control.</b></p>	<p>give no compensation.</p>	<p>Contact the Customer Service Centre (London Underground) if you have any suggestions about how we could have handled the situation better.</p>
<p><b>You make your journey but are delayed as a result of planned engineering works.</b></p>	<p>give no compensation.</p>	<p>Contact the Customer Service Centre (London Underground) if you have any suggestions about how we could have handled the situation better.</p>
<p><b>You have:</b></p> <ul style="list-style-type: none"> <li>• <b>bought a ticket</b></li> <li>• <b>(if paying as you go): touched your Oyster card on the yellow card reader</b></li> </ul> <p><b>but are unable to start your journey because of service disruption.</b></p>	<p>give you a full and immediate cash refund of the fare you have paid if you hold a single or return ticket.</p> <p>if paying as you go, credit your Oyster card with the amount paid – this will generally be paid the following day.</p>	<p>Hand in your ticket straight away to the ticket office at the station where it happened and ask for a cash refund. If you prefer, ask at any Underground station ticket office for a refund application form and send it with your ticket to our Oyster Ticketing and Refunds Office.</p> <p>If paying as you go, ask for reimbursement of the Oyster single fare paid at the station where you started your journey.</p>
	<p>consider a request for a refund for the length of time we provide no service, if you hold any other type of ticket.</p>	<p>Write to our Customer Service Centre (London Underground) explaining the circumstances and enclosing the ticket or its details, including all the numbers on it.</p>

## Underground ticket refund and compensation policy – *continued*

If this happens	We will...	What to do next
You have bought a single or return ticket but have not used it for reasons other than service disruption.	consider a request for refund on a single or return ticket.	You must hand in your unused ticket(s) at any Underground station ticket office, or send it (them) to our Oyster Ticketing and Refunds Office as soon as you no longer need it (them). Ask for an application form that explains what you need to do.
You have bought a single or return ticket but have only partially used it for reasons other than service disruption.	not give a refund on partially used single or return tickets.	
You forget to bring your 5-10 Oyster photocard with free travel concession with you and are not travelling with an adult.	not give a refund of any additional fares paid.	

## Bus refund policy

If this happens	We will...	What to do next
You make your journey but are delayed because of service disruption not within our or our contractors' control.	normally give no compensation.	Contact the Customer Service Centre, London Buses, in writing if you have any suggestions about how we could have prevented the delay from happening or handled it better.
	consider a request for a refund if you experience exceptional hardship.	Write to the Customer Service Centre, London Buses, giving a full explanation of the circumstances and enclosing the ticket (or its details, including all the numbers on it).
You buy your ticket but are unable to start your journey because of service disruption within our or our contractors' control (excludes disruption caused by strike action or major events or incidents).	consider a request for a refund.	Write to the Customer Service Centre, London Buses, giving a full explanation of the circumstances and enclosing the ticket (or its details, including all the numbers on it).

## Bus refund policy – *continued*

If this happens	We will...	What to do next
You have a book of bus Saver tickets but you no longer need it.	not give a refund on unused bus Saver tickets.	
You forget to bring your 11-15 or 16+ Oyster photocard with free travel concession with you.	not give a refund of any additional fares paid.  have the right to charge you a Penalty fare if you do not pay your fare before travelling.	
You forget to bring your Bus & Tram discount photocard and/or accompanying Oyster card with you.	not give a refund of any additional fares paid.  have the right to charge you a Penalty fare if you do not pay your fare before travelling.	

## General refund policy

If this happens	We will...	What to do next
You buy a One Day ticket but do not use it.	give a refund provided that the ticket is handed in before the day of validity.	Ask at any Underground station ticket office for a fare refund form and hand it in, with the ticket(s). It will be passed to our Oyster Ticketing and Refunds Office.  Alternatively, write to the Oyster Ticketing and Refunds Office giving a full explanation of the circumstances and enclosing the ticket(s).
You buy a One Day ticket but only partially use it on the day of validity.	not give a refund on partially used One Day tickets.	
You have a 3 Day Travelcard but cannot use it fully or you no longer need it.	a) give a partial refund provided that you stop using the ticket and do not start using it again.  b) where the ticket is unused, consider a request for a refund provided that the ticket is handed in before the start date.	Ask at any Underground station ticket office for a fare refund form and hand it in, with the ticket(s). It will be passed to our Oyster Ticketing and Refunds Office.  Alternatively, write to the Oyster Ticketing and Refunds Office giving a full explanation of the circumstances and enclosing the ticket(s).



## General refund policy - continued

If this happens	We will...	What to do next
<p><b>You have a credit on your Oyster card to pay as you go but no longer need it.</b></p>	<p>give a refund of the credit on your Oyster card.</p>	<p>Call at any Underground station ticket office where the balance on your Oyster card to pay as you go will be cancelled. You may be asked to complete a refund application form. You can normally receive an immediate cash refund at any Underground station of the balance and deposit (where applicable) but subject to an upper limit. Otherwise, your application will be forwarded to the Oyster Ticketing and Refunds Office so that the refund can be sent to you.</p> <p>For further information, contact our Oyster Ticketing and Refunds Office.</p>
<p><b>You forget to bring your season ticket or registered/protected Oyster card with a season ticket on it with you for a day.</b></p>	<p>consider a request for a refund provided you buy (an) additional ticket(s) for the journey(s) you make before or at the time you travel on that day. The refund will be based on the cost of your original ticket which you forgot to bring with you and will generally be less than the cost of cash single/return fares.</p> <p>not normally do this more than twice in any 12 month period.</p> <p>not give a refund where your Oyster card is unregistered/unprotected.</p>	<p>Ask at any Underground station ticket office for a fare refund form and hand it in, with the ticket(s) you bought for the journeys (or give the information, including all the numbers on them) made that day. It will be passed to our Oyster Ticketing and Refunds Office. Alternatively, write to the Oyster Ticketing and Refunds Office giving a full explanation of the circumstances and enclosing the ticket(s). All such refund claims must be made within 28 days of the date you forgot to bring your season ticket or registered/protected Oyster card with you. Claims cannot be made after this time.</p>
	<p>have the right to charge you a Penalty fare if you do not pay your fare before travelling on the Underground or if you do not pay your fare on boarding a bus.</p>	<p>If you are issued a Penalty fare in these circumstances and you want to appeal, you must write to the appropriate Penalty fare appeals office within 21 days. You must enclose a copy of your printed ticket or information of your Oyster card, including serial number, together with your photocard where needed. We will normally uphold an appeal if you have left a valid printed ticket or Oyster card at home, but not if you have done this more than twice in any 12 month period.</p>

## General refund policy - *continued*

If this happens	We will...	What to do next
<b>You forgot to bring your freedom pass (and/or accompanying photocard for freedom passes expiring on 31 March 2010) with you.</b>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<b>You forgot to bring your Veterans Concessionary Travel Scheme (VCTS) Oyster photocard with you.</b>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<b>You forget to bring your English National Concessionary Bus Pass with you.</b>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<b>You forget to bring your New Deal photocard and any accompanying Oyster card with you.</b>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<b>On your existing Oyster card, you bought a new season ticket that has the same zone(s) of availability and overlaps the expiry date of your current season ticket.</b>	<p>consider a request for a refund of the number of days the tickets overlapped except where your old season ticket expires after a fares revision and your new season ticket starts before the fares revision date.</p> <p>not normally do this more than twice in any 12 month period.</p>	<p>Ask at any Underground station ticket office for a fare refund form and hand it in, with details of your Oyster card number. It will be passed to our Oyster Ticketing and Refunds Office.</p> <p>Alternatively, write to the Oyster Ticketing and Refunds Office giving your Oyster card number and a full explanation of the circumstances.</p>
<b>You have paid more than the advertised Oyster single fare when paying as you go.</b>	<p>refund the amount overpaid subject to you having correctly touched in and touched out where pay as you go is available when making the journey.</p>	<p>Call the Oyster helpline after 24 hours but within 28 days of making the journey. Claims cannot be made after this time.</p>

## General refund policy - *continued*

If this happens	We will...	What to do next
<p><b>You buy a season ticket but cannot use it fully or you no longer need it.</b></p>	<p>give a partial refund provided that:</p> <ul style="list-style-type: none"> <li>a) you stop using the season ticket and do not start using it again; and</li> <li>b) the charge for the period the season ticket was held plus the administration fee that we charge for this service does not exceed the price you paid for the ticket.</li> </ul>	<p><b>Printed season ticket</b></p> <p>If you have a printed ticket, you must hand it in at any Underground station ticket office as soon as you no longer need it. Ask for an application form, which explains what you need to do.</p> <p>Alternatively you may send the ticket (by recorded or registered delivery) to our Oyster Ticketing and Refunds Office.</p> <p><b>Season ticket on an Oyster card</b></p> <p>If your season ticket is on an Oyster card, as soon as you no longer need it, you must call at any Underground station ticket office where your season ticket will be cancelled on your Oyster card. The refund may be paid immediately, but where this is not possible, your application will be forwarded to the Oyster Ticketing and Refunds Office so that the refund can be sent to you.</p> <p>Alternatively you may send the Oyster card (by recorded or registered delivery) to our Oyster Ticketing and Refunds Office. Where your refund is to be paid by the Oyster Ticketing and Refunds office, although your Oyster card may be unregistered/unprotected, you will be required, for administration purposes, to provide your name and address.</p> <p>If your season ticket was bought using a Travel Warrant, any refund due will be paid to the warrant issuer.</p> <p>For further information, contact our Oyster Ticketing and Refunds Office.</p>

## 12. Luggage and possessions

### 12.1. General

**12.1.1.** For safety reasons, and for the comfort of other passengers, we have to control what you can bring with you onto our buses, Underground trains and property, although we do not charge you for the things we allow. If you have luggage or a folding buggy/pushchair, or a shopping trolley or folding cycle you must not put it on the seats or allow it to block gangways, stairs, lifts or passages. On buses, unfolded cycles are not permitted and folding cycles may only be carried in the designated luggage area.

**12.1.2.** You may bring with you:

- personal luggage that you are able to carry yourself (including up/down fixed stairways)
- folding buggies, folding pushchairs and folding cycles that you are able to carry yourself (including up/down fixed stairways)
- any other item, provided it is not dangerous or likely to injure anyone.

**12.1.3.** You must not bring with you anything that:

- is more than 2 metres long
- you are unable to carry yourself (including up/down fixed stairways)
- is a hazardous or inflammable substance
- is likely to cause injury or offence to other customers or to our staff
- is likely to cause damage to buses, Underground trains or stations.

**12.1.4.** Staff can refuse permission for you to take any item onto our services. If you are not sure if a particular item will be allowed, contact the Travel Information Contact Centre for advice before you travel.

**12.1.5.** Please keep your luggage and possessions with you at all times. Unattended property is a security risk and can cause unnecessary delays to services. It will be removed by our staff, and may be destroyed by the Police. We have the right to prevent you from bringing anything onto buses, Underground trains and property if we believe it may create a security risk.

### 12.2. Underground

**12.2.1.** You can bring a folding buggy/pushchair or folding cycle with you on any line at all times.

You can also bring an unfolded buggy/pushchair or cycle with you, but only on the sections of line shown below, and not between 0730 and 0930 or 1600 and 1900 on Mondays to Fridays (except public holidays). Special arrangements apply on the Bakerloo line.

**Circle, District, East London, Hammersmith & City and Metropolitan lines**

The whole of each line.

<b>Bakerloo line</b>	Queen's Park and Harrow & Wealdstone: <ul style="list-style-type: none"> <li>in the direction Queen's Park to Harrow &amp; Wealdstone, cannot be carried between 0730 and 0930 Monday to Friday</li> <li>in the direction Harrow &amp; Wealdstone to Queen's Park, cannot be carried between 1600 and 1900 Monday to Friday.</li> </ul>
<b>Central line</b>	White City to West Ruislip/Ealing Broadway Leyton to Epping Newbury Park to Woodford via Hainault.
<b>Jubilee line</b>	Finchley Road to Stanmore Canning Town to Stratford.
<b>Northern line</b>	Edgware to Colindale Hendon Central to Golders Green East Finchley to High Barnet/Mill Hill East.
<b>Piccadilly line</b>	Barons Court to Hounslow West/Uxbridge Cockfosters to Oakwood.

Unfolded buggies/pushchairs and cycles may not be taken on moving escalators or anywhere on the Victoria line or the Waterloo & City line. For safety reasons we do not allow them on the buses that we run in place of Underground trains when part of the network is temporarily closed.

## **13. Access and carriage of passengers in wheelchairs, buggies and pushchairs**

**13.1.1.** We want to make travel on our bus and Underground services easier for everyone, including disabled customers and those with young children or buggies and pushchairs.

**13.1.2.** For information about travelling with assistance dogs on our services, see Section 14.

### **13.2. Buses**

**13.2.1.** If you are a wheelchair user, you can travel free on any of our bus services at all times and can board through the centre doors of a dual-door bus. If they have not already done so, anyone accompanying you must immediately go to the front of the bus after boarding to show their ticket or pass, touch their Oyster card on the yellow card reader (see clause 6.8.) or to pay their fare.

**13.2.2.** Low-floor buses are designed to allow wheelchairs and buggies, which are no wider than 70cm and no longer than 120cm, to travel unfolded in the wheelchair space. Please make sure that your wheelchair or buggy is safely positioned within the designated area. We cannot carry wheelchairs which are heavier than the weight limit shown on the ramp or beside the doorway, or some motorised scooters (those with handle bars) which are too large to fit into the wheelchair space. The driver will tell you if it is unsafe for you to travel in your wheelchair on a particular bus. For everyone's comfort and safety, unfolded buggies cannot travel in the gangway.

**13.2.3.** Wheelchair users have priority over everyone else for use of the wheelchair space, since this is the only place in which they can travel safely. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by standing passengers or buggies, standing passengers will be asked by the driver to make room if possible, and buggy users will be asked to fold them and put them in the luggage space or keep them by their side.

**13.2.4.** If you use a wheelchair or buggy, you should be able to board any low-floor bus unless (in the driver's opinion) it is so crowded that there is no room for you to travel safely. You will only be refused entry when it is absolutely necessary, but no-one already travelling will be asked to get off the bus.

**13.2.5.** If you are using a double buggy you can board through the centre doors of a dual-door bus but, before doing so, you must first get permission from the bus driver. If you have not already done so, you must immediately go to the front of the bus after boarding to show your ticket or pass, touch your Oyster card on the yellow card reader (see clause 6.8.) or to pay your fare.

**13.2.6.** All our bus services are now accessible to wheelchairs, buggies and pushchairs. Heritage Routemaster buses, which operate some extra journeys on part of routes 9 and 15, are not able to carry unfolded wheelchairs, buggies and pushchairs.

### **13.3. Underground**

**13.3.1.** If you have a mobility impairment and would like information about whether particular Underground stations or trains are accessible, go to [tfl.gov.uk](http://tfl.gov.uk) or contact the Travel Information Contact Centre.

**13.3.2.** It is unsafe to use an escalator while seated in a wheelchair and you are not allowed to do so.

**13.3.3.** If you need assistance when travelling on the Underground, ask a member of staff who will assist you if they are able to and it is safe to do so.

## **14. Animals**

**14.1.** You can bring an assistance dog with you without charge. You can also take with you without charge any other dog or inoffensive animal, unless there is a good reason for us to refuse it (such as if the animal seems dangerous or is likely to upset other customers). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

**14.2.** If you bring an animal with you, for safety reasons you must carry it on moving escalators or through automatic ticket gates.

If you have an assistance dog, you must ask a member of staff to open the manual gate to allow you to enter or leave a station with automatic gates. In certain Underground stations there are special wide automatic gates, which can be used instead of the manual gate. If there is a moving escalator and no staircase or lift, a member of our staff will stop the escalator to allow your dog to travel on it when it is safe to do so (generally outside the rush hours and when the station is not busy).



## 15. Lost property

**15.1.** How we handle lost property is laid down in the London Transport Act 1982.

**15.2.** If you find any lost property on our bus services, Underground trains or stations, please tell a member of staff immediately.

**15.3.** If you lose something on the Underground or a bus, you can go to [tfl.gov.uk/lpo](http://tfl.gov.uk/lpo) and complete an enquiry form, telephone 0845 330 9882 or visit our Lost Property Office at 200 Baker Street, London NW1 5RZ. It is open 08:30 to 16:00 Monday to Friday (except public holidays).

**15.4.** Property can take a minimum of three working days before reaching the Lost Property Office. Go to [tfl.gov.uk](http://tfl.gov.uk) for further information about the Lost Property Office.

**15.5.** We make a charge for the return of lost property.

## 16. Car parks and cycle racks

**16.1. Car parks.** Some Underground stations have car parks. You can telephone the Travel Information Contact Centre for further information. If you are using one of our car parks, you and your vehicle are subject to the conditions displayed there.

**16.2. Cycle racks, lockers and stands.** Some bus and Underground stations have facilities for cycle and/or motorcycle storage. Further information is available at [tfl.gov.uk](http://tfl.gov.uk) or by telephoning the Travel Information Contact Centre. If you are leaving a cycle or motorcycle at one of our bus or Underground stations you and your cycle/motorcycle are subject to any conditions which may be displayed there.