



Ticketing Policy: Staff Briefing Notice

Oyster pay as you go on National Rail across London

Effective date:	2 January 2010
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From 2 January 2010, Oyster pay as you go will be valid on all National Rail routes within London Zones 1-9 where Travelcards are accepted. In addition it will also be accepted on:

- c2c services from Grays, Purfleet, Chafford Hundred and Ockendon and
- London Midland, Southern and London Overground services from Watford Junction.

Background

While Travelcards on Oyster have been valid on the National Rail network since 2003, it is anticipated that rolling out pay as you go to National Rail routes within London will increase the number of Oyster cards in use as passengers embrace the flexibility and convenience of pay as you go.

Which TOCs will accept pay as you go from January 2010?

The participating TOCs will be:

- c2c
- Chiltern Railways
- First Capital Connect
- First Great Western
- London Midland
- National Express East Anglia
- Southern
- Southeastern
- South West Trains

Are there any routes where pay as you go will not be valid?

Pay as you go will not be valid on:

- Heathrow Express
- Heathrow Connect services between Hayes & Harlington and Heathrow
- Southeastern high speed service between Stratford and St Pancras International
- Any journey starting or finishing outside Zones 1-9 or beyond Watford Junction or Grays

Will pay as you go fares on National Rail be the same as on TfL services?

Like current National Rail cash fares, the National Rail Oyster single fare scale is a zonal structure.

Currently three tariffs apply for cash single fares on National Rail services and these will also apply to Oyster single fares, i.e:

- National Rail fares (for journeys wholly on National Rail services)
- TfL - for journeys wholly on National Rail inter-available routes. These are the routes where pay as you go was valid before 2 January 2010
- through fares (for journeys which include both TfL and National Rail services).

The TOCs have set the fares for Oyster pay as you go on the National Rail network based on the same zones as those used for Travelcards.

- Peak Oyster single fares will be set at, or just below, half the price of a cash Anytime Return
- Off-Peak Oyster single fares are similarly linked to half the price of a cash Off-Peak Return.

Full details of fares for individual journeys are available at www.tfl.gov.uk/farefinder or www.nationalrail.co.uk/times_fares/london/oystercard.html

5-10 year olds on National Rail

Children aged 5-10 pay child rate fares on most National Rail services in London.

- 5-10 Oyster photocard holders travel free on National Rail routes that accepted Oyster pay as you go before 2 January 2010 (except Balham-Victoria)
- On all other National Rail routes in London, children aged 5-10 will be charged child-rate Oyster single fares
- Journeys made on a combination of these routes by children aged 5-10 will be charged a child-rate Oyster single fare for the whole journey

16+ Oyster photocard holders

Children aged over 16 pay adult-rate fares on most National Rail services in London

- 16+ Oyster photocard holders travel at half rate on National Rail routes that accepted Oyster pay as you go before 2 January 2010 (except Balham-Victoria)
- On all other National Rail routes in London, 16+ Oyster photocard holders will be charged adult-rate Oyster single fares
- Journeys made on a combination of these routes by 16+ Oyster photocard holders will be charged an adult-rate Oyster single fare for the whole journey

National Railcard holders

- Senior, 16-25, Disabled Persons and Forces Railcard holders can get 1/3 discount on the adult Off-Peak Oyster single fare for most journeys on National Rail. They also get 1/3 reduction on the Off-Peak daily price cap.
- Disabled Persons Railcard holders can also get discounted travel for one adult travelling with them for the whole journey; the accompanying adult should buy a child Off-Peak Day Travelcard.

Card holders need to register their Oyster card with their Railcard details. This you can be done at all Tube and London Overground and some National Rail ticket offices.

Passengers must carry their Railcard with them on their journey.

New equipment

The delivery of pay as you go on National Rail has required the installation of Oyster equipment and services at almost 250 stations. This includes:

- gatelines
- validators
- enhanced Oyster software
- providing customer support
- retail capability; there will be Oyster enabled self service ticket machines at most National Rail stations

The installation of equipment at National Rail stations in London is already well underway.

Getting an Oyster card, topping up and adding pay as you go credit at National Rail stations

From 13th January 2010, passengers will be able to buy Travelcard season tickets and pay as you go credit online and select any National Rail station that accepts Oyster pay as you go to pick it up.

They will also be able to set up Auto top-up online and do the initial validation at a National Rail station accepting Oyster pay as you go.

The following National Rail station ticket offices issue Oyster cards, top up pay as you go credit and can add Travelcard season tickets on Oyster cards:

Balham	Ilford
Barking	Lewisham
Beckenham Junction	Limehouse
Blackfriars	Liverpool Street
City Thameslink	Marylebone
Drayton Park	New Cross
Ealing Broadway	Richmond
East Croydon	Stratford
Elmers End	St Pancras International
Essex Road	Upminster
Euston	Walthamstow Central
Fenchurch Street	West Brompton
Finsbury Park	West Hampstead
Gospel Oak	Woolwich Arsenal
Greenwich	Wimbledon
Hackney Downs	

Many National Rail stations in London have self service ticket machines. See appendix I for a list of stations (by TOC) that have self service ticket machines where passengers can top up their pay as you go credit and add 7 Day Travelcards to their Oyster card.

NOTE: If they want to add a Monthly or longer period season ticket, they will need to do this [online](#), at an [Oyster Ticket Stop](#) or at a Tube or London Overground station.

Oyster Route Validators

Oyster Route validators were introduced in September 2009 at some interchange stations to enable passengers to indicate which route they have taken to ensure they pay the appropriate Oyster single fare for journeys on the Tube, DLR, London Overground and National Rail services.

Oyster route validators have been installed at Wimbledon and Richmond stations to coincide with the rollout of pay as you go on National Rail services.

Oyster route validators have pink card readers instead of the standard yellow card readers.

Passengers must touch on these validators when changing trains during their journey to identify which zones they have travelled through to make sure they are charged the appropriate Oyster single fare.

Oyster Extension Permits

Passengers with a Travelcard on their Oyster card who intend to use pay as you go to travel on National Rail services (in London) outside the zones covered by their Travelcard will need to set an Oyster Extension Permit on their card before travelling. They are not needed for journeys made solely on London Overground or other TfL services.

An Oyster Extension Permit is a flag which a customer sets on their Oyster card (before they travel) which demonstrates an intention to travel to a National Rail station (within London) outside the zones covered by their Travelcard. The Oyster Extension Permit will indicate to the Oyster system an intention to use a combination of Travelcard and pay as you go credit to complete a journey.

Passengers must have a minimum £1.50 pay as you go credit on their Oyster card to set one.

Failure to set an Oyster Extension Permit could lead to a Penalty fare being levied by a Train Operating Company. This is no different to the current situation; passengers currently need a paper ticket for these journeys and are liable to a Penalty fare or prosecution if they do not buy an extension ticket,

- Passengers who have a Travelcard season ticket on their Oyster card and wish to make a journey on National Rail services to a destination within Zones 1-9 (and Watford Junction) beyond the zones covered by their ticket must set an Oyster Extension Permit before they travel.
- An Oyster Extension Permit is only needed when a journey is started within the zones covered by a Travelcard at a LU/London Overground or DLR station and involves travel by National Rail beyond its validity.
- Once an Oyster Extension Permit is set on an Oyster card, a pay as you go fare is deducted when the passenger touches in, even though they are within the zones of their Travelcard.
- When touching out at their destination station, the Oyster Extension Permit is cleared and the fare re-calculated to ensure the correct amount is deducted from their pay as you go balance.
- It does not cost anything to set an Oyster Extension Permit

- They can be set at any Tube or London Overground ticket office or touchscreen ticket machine; Oyster Ticket Stops and selected National Rail ticket offices and self service ticket machines.
- An Oyster Extension Permit will remain set on an Oyster card until it is used (by touching in or touching out outside of the passenger's Travelcard zones) or it is cancelled.
- Passengers must remember to touch out when they have an Oyster Extension Permit on their card. If they do not, they will be charged a maximum Oyster fare.

Appendix I

Stations with self service ticket machines where passengers can top up their pay as you go credit and add 7 Day Travelcard to their Oyster cards:

First Capital Connect	First Great Western
Alexandra Palace	Acton Mainline
Blackfriars	Ealing Broadway
Bowes Park	Hanwell
City Thameslink	Hayes & Harlington
Cricklewood	Paddington
Drayton Park	Southall
Elephant & Castle	West Drayton
Elstree & Borehamwood	West Ealing
Enfield Chase	
Finsbury Park	London Midland
Gordon Hill	Euston
Grange Park	Watford Junction
Hadley Wood	
Harringay	National Express East Anglia
Haydons Road	Bethnal Green
Hendon	Cambridge Heath
Hornsey	Clapton
King's Cross	Hackney Downs
Loughborough Junction	Ilford
Mill Hill Broadway	Liverpool Street
Morden South	London Fields
New Barnet	Rectory Road
New Southgate	Romford
Oakleigh Park	Seven Sisters
Palmers Green	St James St
South Merton	Stamford Hill
St Helier	Stoke Newington
St Pancras International	Stratford
Sutton Common	Tottenham Hale
Tooting	Walthamstow Central
West Hampstead Thameslink	
West Sutton	
Wimbledon Chase	
Winchmore Hill	

Southeastern

Abbey Wood	Hither Green
Albany Park	Kent House
Barnehurst	Kidbrooke
Beckenham Hill	Knockholt
Beckenham Junction	Ladywell
Bellingham	Lee
Belvedere	Lewisham
Bexley	London Bridge 1-6
Bexleyheath	Lower Sydenham
Bickley	Maze Hill
Blackheath	Mottingham
Bromley North	New Beckenham
Bromley South	New Cross
Cannon Street	New Eltham
Catford	Nunhead
Catford Bridge	Orpington
Charing Cross	Penge East
Charlton	Petts wood
Chelsfield	Plumstead
Chislehurst	Ravensbourne
Clock House	Shortlands
Crayford	Sidcup
Crofton Park	Slade Green
Denmark Hill	St Johns
Deptford	St Mary Cray
Eden Park	Sundridge Park
Elmers End	Sydenham Hill
Elmstead Woods	Victoria 1-8
Eltham	Waterloo East
Erith	Welling
Falconwood	West Dulwich
Greenwich	West Wickham
Grove Park	Westcombe Park
Hayes	Woolwich Arsenal
Herne Hill	Woolwich Dockyard

Southern Railway	
Balham	Queens Road Peckham

Battersea Park	Reedham
Belmont	Riddlesdown
Carshalton	Sanderstead
Carshalton Beeches	Selhurst
Caterham	Smitham
Cheam	South Croydon
Chipstead	Streatham
Clapham High Street	Streatham Common
Coulsdon South	Streatham Hill
East Croydon	Sutton
East Dulwich	Tadworth
Epsom Downs	Tattenham Corner
Ewell East	Thornton Heath
Gipsy Hill	Tulse Hill
Hackbridge	Upper Warlingham
Kenley	Victoria 9-19
Kingswood	Waddon
Mitcham Eastfields	Wallington
Mitcham Junction	Wandsworth Common
Norbury	Wandsworth Road
North Dulwich	West Norwood
Peckham Rye	Whyteleafe
Purley	Whyteleafe South
Purley Oaks	Woodmansterne