



Staff guide to fares and tickets

From 2 January 2012



This guide gives information to help you to deal with customer enquiries about Oyster pay as you go and daily price capping, cash single fares and all tickets available on bus, Tube, tram, Docklands Light Railway (DLR), and London Overground services. It also includes Oyster single fares for National Rail services in London.

The following leaflets should be available to customers at Tube stations, Oyster Ticket Stops and London Travel Information Centres:

- **Getting around with Oyster**
- **A visitor's guide to travelling around London**
- **River Thames Boat service guide**

Some are also available in large print and in the following languages on tfl.gov.uk: Arabic, Bengali, Chinese, French, German, Greek, Gujarati, Hindi, Italian, Polish, Punjabi, Spanish, Tamil, Turkish, Urdu.

The following are available on tfl.gov.uk/tickets

- **Conditions of Carriage**
- **London Overground Ticketing and travel guide.**

Maps

The following are included in this booklet and are also available at tfl.gov.uk/tickets

- [Tube map](#) (includes DLR and London Overground services)
- [Oyster Rail services in London](#)
- [Oyster pay as you go tariffs for journeys on National Rail and London Overground services](#)
- [Freedom Pass validity](#) on National Rail services
- [Veterans Concessionary Travel validity](#) on National Rail services

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* These sections have  from the last edition

Fares and ticket prices

This section lists the fares and ticket prices for use on all TfL services. The tables are organised into the following categories:

- Adult
- Child (under-16)
- 16 – 18 year olds
- 18+ Student
- Jobcentre Plus
- Bus & Tram Discount photocard
- National Railcards
- Group Fares
- Privilege (PTAC) rates

Tables are then further subdivided into:

- Single fares
- Day tickets
- Season tickets

The tables have headings which are colour coded according to mode:

- Bus and Tram are **red**
- Tube, DLR and London Overground are **dark blue**
- DLR only are **teal**
- London Overground only are **orange**
- National Rail fares are **black**
- Travelcards are **purple**
- Privilege (PTAC) rates are **light blue**

Adult fares

Single fares

Buses and Trams

The cheapest single fares are pay as you go on Oyster. For those without an Oyster card cash single fares are available:

Pay as you go	Cash
£1.35	£2.30

Tube, DLR and London Overground

Single fares are generally cheaper using pay as you go on Oyster. For those without an Oyster card, cash single fares are available.

The Tube, DLR and London Overground single fares tables show:

- Pay as you go (Oyster single) fares
- Cash single fares for the Tube and DLR
- Cash single fares for journeys from the Tube and DLR to London Overground.

See pages [8-10](#) for details of fares on National Rail.

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** pay as you go fare applies.

Off-peak Oyster single fares during the evening peak

Off-peak fares will be charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.

Customers are charged according to when they touch their Oyster card on the yellow card reader at the start of their journey. So if they touch in at the start of their journey outside Zone 1 between 1600 and 1900 and touch out in Zone 1 at the end of their journey, they will be charged an Off-Peak fare.

[Single fare finder](#) shows the hours when peak/off-peak fares apply for individual journeys.

Adult fares

Single fares

Tube, DLR and London Overground

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£2.00	£2.00	£4.30
Zones 1-2	£2.70	£2.00	£4.30
Zones 1-3	£3.10	£2.60	£4.30
Zones 1-4	£3.60	£2.60	£5.30
Zones 1-5	£4.40	£2.90	£5.30
Zones 1-6	£4.80	£2.90	£5.30
Zones 1-7	£5.30	£3.70	£6.40
Zones 1-9	£6.40	£3.70	£7.50
Zones 1-9 plus Watford Junction	£8.20	£5.50	£12.80
Zones 1-9 plus Grays	£7.20	£6.20	
Fares not including travel in Zone 1			
One or Two Zones: Zones 2, 3, 4, 5, 6, 7, 8 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8 or 8-9	£1.50	£1.40	£4.30
Three Zones: Zones 2-4, 3-5 or 4- 6	£2.20	£1.40	£4.30
Zones 5-7	£2.10	£1.50	£4.30
Zones 6-8	£2.10	£1.40	£4.30
Zones 7-9	£1.60	£1.40	£4.30
Four Zones: Zones 2-5, 3-6	£2.60	£1.40	£5.30
Zones 4-7 or 5-8	£2.60	£1.50	£4.30
Zones 6-9	£2.10	£1.50	£4.30
Zones 6-9 plus Watford Junction	£2.10	£1.50	£4.30
Zones 6-9 plus Grays	£2.40	£2.10	
Five Zones: Zones 2-6	£2.60	£1.40	£5.30

Adult fares
Single fares

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 3-7	£3.20	£1.40	£5.30
Zones 4-8	£3.20	£1.50	£5.30
Zones 5-9	£2.60	£1.50	£4.30
Zones 5-9 plus Watford Junction	£2.60	£1.50	£4.30
Zones 5-9 plus Grays	£2.40	£2.10	
Six Zones: Zones 2-7	£3.70	£2.60	£5.30
Zones 3-8	£3.70	£1.50	£5.30
Zones 4-9	£3.20	£1.50	£5.30
Zones 4-9 plus Watford Junction	£3.20	£1.50	£5.30
Zones 4-9 plus Grays	£3.70	£2.70	
Seven Zones: Zones 2-8	£4.30	£2.60	£6.40
Zones 3-9	£3.70	£1.50	£5.30
Zones 3-9 plus Watford Junction	£3.70	£1.50	£5.30
Zones 3-9 plus Grays	£4.30	£3.60	
Eight Zones: Zones 2-9	£4.30	£2.60	£6.40
Zones 2-9 plus Watford Junction	£4.30	£2.60	£6.40
Zones 2-9 plus Grays	£4.60	£3.70	

* Single cash fares for Zones 1- 9 plus Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster). For journeys from Watford Junction to Zones 1-2 the cash fare is £11.80

Adult fares
Single fares
London Overground between Euston and Watford Junction

Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

Peak pay as you go fares only apply at the following times:

- **Southbound** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:30 (excluding public holidays) and
- **Northbound** from Euston to Watford Junction, Monday to Friday from 16:00 to 19:00 (excluding public holidays).

Off-Peak pay as you go fares apply at other times.



General Guide	Pay as you go	
	Peak	Off-Peak
Fares including travel to/from Euston		
Euston – Zone 2	£2.10	£2.00
Euston – Zone 3	£2.90	£2.60
Euston – Zone 4	£3.30	£2.60
Euston – Zone 5	£4.10	£2.90
Euston – Zone 6	£4.50	£2.90
Euston – Zone 7	£4.80	£3.70
Euston – Zone 8	£5.90	£3.70
Euston – Watford Junction	£7.30	£4.30
Fares not including travel in Zone 1		
Zone 2 - Watford Junction	£4.30	£2.60
Zone 3 - Watford Junction	£3.70	£1.50
Zone 4 - Watford Junction	£3.20	£1.50
Zone 5 - Watford Junction	£2.70	£1.50
Zone 6 - Watford Junction	£2.10	£1.50
Zone 7 - Watford Junction	£1.60	£1.40
Zone 8 - Watford Junction	£1.50	£1.40

Adult fares
Single fares
National Rail

Pay as you go is available on National Rail services across London and is generally cheaper than paying cash. Pay as you go is NOT valid on the following National Rail services:

- 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

For customers without an Oyster card, cash single fares are available. For details of cash fares, customers should contact their local operator, which will be one of the following:

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

Information on fares is also available on the National Rail website www.nationalrail.co.uk. The National Rail single fares tables overleaf show:

- Pay as you go (Oyster single) fares for travel on National Rail services only in Zones 1-6
- Cash single fares and pay as you go fares for through journeys to/from TfL rail modes ([see page 9](#))

Peak Oyster single fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** Oyster single fare applies.

Adult fares
Single fares


National Rail only	Pay as you go		Cash single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£2.10	£1.60	£2.40
Zones 1-2	£2.30	£1.80	£2.90
Zones 1-3	£3.00	£2.10	£3.80
Zones 1-4	£3.50	£2.40	£4.50
Zones 1-5	£4.50	£2.80	£5.40
Zones 1-6	£5.50	£3.40	£6.20
Zones 1-7	£5.50	£3.70	
Zones 1-9	£6.40	£3.70	
Zones 1-9 plus Watford Junction	£7.30	£4.30	
Zones 1-9 plus Grays	£5.20	£4.40	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£1.40	£2.00
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.60	£2.50
Three Zones: Zones 2-4, 3-5, 4- 6	£2.40	£1.80	£3.10
Four Zones: Zones 2-5, 3-6	£3.10	£2.10	£3.70
Zones 6-9 plus Grays	£2.40	£2.10	
Five Zones: Zones 2-6	£3.60	£2.30	£4.10
Zones 5-9 plus Grays	£2.40	£2.10	
Six Zones: Zones 2-7	£3.70	£2.60	
Zones 3-8	£3.70	£2.10	
Zones 4-9 plus Grays	£3.70	£2.70	
Seven Zones: Zones 2-8	£4.30	£2.60	

* Cash fares will be effective from 22 January 2012

Adult fares

Single fares

National Rail only	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 3-9, 3-9 plus Watford Junction	£3.70	£2.10	
Zones 3-9 plus Grays	£4.30	£3.60	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£2.60	
Zones 2-9 plus Grays	£4.60	£3.70	

National Rail through fares

National Rail through fares cover:

- through-journeys between the Tube, DLR, London Overground and National Rail
- from National Rail to National Rail via the Tube, DLR and London Overground.
- They are the most the customer will pay for a single journey in the London zonal area.



National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£3.50	£2.90	£5.30
Zones 1-2	£3.70	£3.10	£5.30
Zones 1-3	£4.40	£3.40	£6.40
Zones 1-4	£4.90	£3.70	£6.40
Zones 1-5	£5.90	£4.10	£7.40
Zones 1-6	£6.90	£4.60	£8.60
Zones 1-9	£6.90	£4.60	

* Cash fares will be effective from 22 January 2012

Adult fares

Single fares

National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zones 1-9 plus Watford Junction	£8.20	£5.50	
Zones 1-9 plus Grays	£7.20	£6.20	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£1.40	£4.30
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.60	£4.30
Three Zones: Zones 2-4, 3-5, 4- 6	£2.40	£1.80	£4.80
Four Zones: Zones 2-5, 3-6	£3.10	£2.10	£5.30
Five Zones: Zones 2-6	£3.60	£2.30	£5.30
Zones 3-7	£3.20	£2.10	
Six Zones: Zones 2-7, 3-8	£3.70	£2.10	
Seven Zones: Zones 2-8	£4.30	£2.60	
Zones 3-9, 3-9 plus Watford Junction	£3.70	£2.10	
Zones 3-9 plus Grays	£4.30	£3.60	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£2.60	
Zones 2-9 plus Grays	£4.60	£3.70	

* Cash fares will be effective from 22 January 2012

Adult fares
One Day tickets and daily price capping

Customers can travel as much as they like on all modes in one day using a Day Travelcard or Group Day ticket. For more information on Group Day tickets see [page 81](#)

Oyster daily price capping

Customers can travel as much as they like on all modes using Oyster to pay as they go during a 24 hour period, from 0430 and for any journey that starts before 0430 the following day and the total cost of journeys for the day is capped.

The appropriate **Off-Peak daily price cap** applies for all journeys on the same day:

- Monday to Friday: from 0930 and any journey that starts before 0430 the following day,
- Saturday, Sunday and public holidays: from 0430 and any journey that starts before 0430 the following day.

The appropriate **Peak daily price cap** will apply if a customer's travel includes a journey starting between 0430 and 0930 Mondays to Fridays (excluding public holidays).

For more information on Oyster daily price capping see [pages 78-80](#).

Buses and trams only

If the customer only uses buses and trams, the bus and tram daily price cap applies.


Bus & Tram Daily Price Cap
£4.20
Adult fares
One Day tickets and daily price capping

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



	Daily Price Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Journeys in:				
Zones 1-2	£8.40	£7.00	£8.40	£7.00
Zones 1-4	£10.60	£7.70	£10.60	£7.70
Zones 1-6	£15.80	£8.50	£15.80	£8.50
Zones 1-9	£19.60	£11.60	£19.60	£11.60
Zones 1-9 plus Watford Junction	£20.20	£15.20	£20.20	£15.20
Zones 1-9 plus Grays	£20.20	£15.20		

Some journeys are defined as including travel via Zone 1 and are charged and capped accordingly, irrespective of the actual route taken.

An Anytime Travelcard is needed if a day's travel includes journeys made between 0430 and 0930 Monday to Friday (except public holidays). An Off-Peak Travelcard covers all other times, including public holidays.

For more information on Day Travelcards see [page 77](#).

Adult fares

Season tickets

Bus & Tram Pass


7 Day	Monthly	Annual
£18.80	£72.20	£752

 For more information on Bus & Tram Passes see [pages 83-84](#).

Travelcard


	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1-2	£29.20	£112.20	£1,168
Zones 1-3	£34.20	£131.40	£1,368
Zones 1-4	£41.80	£160.60	£1,672
Zones 1-5	£49.80	£191.30	£1,992
Zones 1-6	£53.40	£205.10	£2,136
Zones 1-7	£58.00	£222.80	£2,320
Zones 1-8	£68.40	£262.70	£2,736
Zones 1-9	£75.80	£291.10	£3,032
Zones 1-9 plus Watford Junction	£76.00	£291.90	£3,040
Rates not including travel in Zone 1			
Zones 2-3, 3-4, 4-5, or 5-6	£22.00	£84.50	£880
Zones 2-4, 3-5 or 4-6	£24.20	£93.00	£968
Zones 2-5 or 3-6	£29.00	£111.40	£1,160
Zones 2-6	£36.40	£139.80	£1,456
Zones 2-7	£37.80	£145.20	£1,512
Zones 2-9	£51.40	£197.40	£2,056
Zones 2-9 plus Watford Junction	£51.40	£197.40	£2,056
Zones 4-7	£27.40	£105.30	£1,096
Zones 4-9	£46.00	£176.70	£1,840
Zones 4-9 plus Watford Junction	£46.00	£176.70	£1,840

Child fares (Under-16s)

Single fares

Bus and tram

Under-16s can travel free on buses and trams as follows:

- 11-15 year olds must use an Oyster photocard to travel free
- Under-11s travel free and do not need an Oyster photocard

 For more information see [pages 121](#)

 Some 11-15 year olds have been issued with a non-concessionary Oyster photocard which allows them to travel at half adult rate on buses and trams For more information see [pages](#)
[125](#)


Pay as you go*	Cash single
£0.65	£2.30

* A valid 11-15 Oyster photocard is needed.

Under-16s who do not have a valid Oyster photocard can use a child-rate Day Travelcard on buses (and trams if the Travelcard is valid in Zones 3, 4, 5 or 6); otherwise they need to pay the cash fare shown in the table above.

Tube, DLR and London Overground

Under-11s can travel free on Tube, DLR and London Overground if:

- They are accompanied by an adult who has a valid ticket, is using Oyster to pay as they go, a Freedom Pass or a Veterans Concessionary Travel Scheme Oyster photocard (up to four children per adult)
- They have a 5-10 Oyster photocard. (They do not need to be accompanied)

 For more information see [page 121](#)

11-15 year olds travel at child-rate. They need an Oyster photocard if they want to pay as they go, which is generally cheaper than paying cash single fares.

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** pay as you go fare applies.

Child fares (Under-16s)
Single fares
Tube, DLR and London Overground

Off-peak Oyster single fares during the evening peak

Off-peak fares will be charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.

General guide	Pay as you go* Age 11-15		Cash single fare Age 5-15
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zones 1-3	£0.75	£0.70	£2.10
Zones 1-6	£0.75	£0.70	£2.60
Zones 1-7	£1.05	£1.05	£3.20
Zones 1-9	£1.60	£1.05	£3.70
Zones 1-9 plus Watford Junction*	£4.10	£2.75	£6.40 [#]
Zones 1-9 plus Grays	£3.35	£2.90	
Fares not including travel in Zone 1 (at all times)			
One, Two, Three or Four Zones: Zones 2, 3, 4, 5, 6, 7, 8, 9 Zones 2-3, 3-4, 4-5, 5- 6, 6-7, 7-8, 8-9 Zones 2-4, 3-5, 4-6, 4- 7, 5-7, 6-8, 7-9 Zones 5-8 or 6-9	£0.75	£0.70	£2.10
Zones 2-5 or 3-6	£0.75	£0.70	£2.60
Zones 6-9 plus Watford Junction	£0.75	£0.70	£2.10
Zones 6-9 plus Grays	£1.20	£1.05	
Five Zones: Zones 2-6,3-7 or 4-8	£0.75	£0.70	£2.60

Child fares (Under-16s)
Single fares

General guide	Pay as you go Age 11-15		Cash single fare Age 5-15
	Peak	Off-Peak	
Zones 5-9 or 5-9 plus Watford Junction	£0.75	£0.70	£2.10
Zones 5-9 plus Grays	£1.20	£1.05	
Six Zones: Zones 2-7, 3-8 or 4-9 Zones 4-9 plus Watford Junction	£0.75	£0.70	£2.60
Zones 4-9 plus Grays	£1.85	£1.35	
Seven Zones: Zones 2-8	£1.05	£1.05	£3.20
Zones 3-9 Zones 3-9 plus Watford Junction	£0.75	£0.70	£2.60
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.05	£1.05	£3.20
Zones 2-9 plus Grays	£2.30	£1.85	

* A valid 11-15 Oyster photocard is needed

[#] Single cash fares for Zones 1- 9 + Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster). For journeys from Watford Junction to Zones 1-2 the cash fare is £5.90.

Child fares (Under-16s)
Single fares
London Overground between Euston and Watford Junction

Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

Peak pay as you go fares only apply at the following times:

- **Southbound** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:30 (excluding public holidays) and
- **Northbound** from Euston to Watford Junction, Monday to Friday from 16:00 to 19:00 (excluding public holidays).

Off-Peak pay as you go fares apply at other times.



General guide	Pay as you go*	
	Peak	Off-Peak
Fares including travel to/from Euston		
Euston – Watford Junction	£3.65	£2.15
* A valid 11-15 Oyster photocard is needed		

National Rail

Under-16s travel at child rate on most National Rail services in London. They do not need proof of age to buy cash single tickets or a Day Travelcard, unless they look older than 16.

Under-11s can travel free on some National Rail services if:

- They are accompanied by an adult who has a valid ticket, is using Oyster to pay as they go, a Freedom Pass or a Veterans Concessionary Travel Scheme pass (up to four children per adult). [See page 73](#) to see a list of National Rail routes where accompanied children can travel free
- They have a 5-10 Oyster photocard. They do not need to be accompanied to travel free. Please see [page 72](#) for a list of routes where under-11s can travel free with a 5-10 Oyster photocard. There is also a map on [page 178](#) which shows the routes where under-11s need an Oyster photocard to travel free

Child fares (Under-16s)

Single fares

National Rail only	Pay as you go #		Cash single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£1.05	£0.70	£1.20
Zones 1-2	£1.15	£0.70	£1.45
Zones 1-3	£1.50	£0.70	£1.90
Zones 1-4	£1.75	£0.70	£2.25
Zones 1-5	£2.25	£0.70	£2.70
Zones 1-6	£2.75	£0.70	£3.10
Zones 1-9	£2.75	£1.05	
Zones 1-9 plus Watford Junction	£3.65	£2.15	
Zones 1-9 plus Grays	£2.60	£2.20	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£0.80	£0.70	£1.00
Two Zones: 2-3, 3-4, 4-5, 5-6	£1.00	£0.70	£1.25
Three Zones: Zones 2-4, 3-5, 4- 6	£1.20	£0.70	£1.55
Four Zones: Zones 2-5, 3-6	£1.55	£0.70	£1.85
Five Zones: Zones 2-6	£1.80	£0.70	£2.05
Zones 3-7	£1.55	£0.70	
Six Zones: Zones 3-8	£1.55	£0.70	
Seven Zones: Zones 2-8	£1.80	£1.05	
Zones 3-9, 3-9 plus Watford Junction	£1.55	£0.70	
Zones 3-9 plus Grays	£2.15	£1.80	

* Cash fares will be effective from 22 January 2012

Child fares (Under-16s)
Single fares

National Rail only	Pay as you go #		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.80	£1.05	
Zones 2-9 plus Grays	£2.30	£1.85	

A valid 11-15 Oyster photocard is needed

National Rail through fares

For a description of through fares, please see [page 9](#).

NOTE: For cash fares marked *, during the Off-Peak, a Day Travelcard should be issued.

National Rail through fares	Pay as you go [#]		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£1.05	£0.70	£2.65
Zones 1-2	£1.15	£0.70	£2.65
Zones 1-3	£1.50	£0.70	£3.20*
Zones 1-4	£1.75	£0.70	£3.20*
Zones 1-5	£2.25	£0.70	£3.70*
Zones 1-6	£2.75	£0.70	£4.30*
Zones 1-9	£2.75	£1.05	
Zones 1-9 plus Watford Junction	£4.10	£2.75	
Zones 1-9 plus Grays	£3.35	£2.90	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£0.80	£0.70	£2.15
Two Zones: 2-3, 3-4, 4-5, 5-6	£1.00	£0.70	£2.15

* Cash fares will be effective from 22 January 2012

Child fares (Under-16s)
Single fares

National Rail through fares	Pay as you go [#]		Cash Single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Three Zones: Zones 2-4, 3-5, 4- 6	£1.20	£0.70	£2.40
Four Zones: Zones 2-5, 3-6	£1.55	£0.70	£2.65
Five Zones: Zones 2-6	£1.80	£0.70	£2.65
Zones 3-7	£1.55	£0.70	
Six Zones: Zones 2-7	£1.80	£0.70	
Zones 3-8	£1.55	£0.70	
Seven Zones: Zones 2-8	£1.80	£1.05	
Zones 3-9, 3-9 plus Watford Junction	£1.55	£0.70	
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.80	£1.05	
Zones 2-9 plus Grays	£2.30	£1.85	

[#] A valid 11-15 Child Oyster photocard is needed

* Cash fares will be effective from 22 January 2012

One Day tickets and daily price capping
Buses and trams only

Capping does not apply to the majority of 11-15, Under 14 or Child Oyster photocard holders as bus and tram travel is free. However, if a holder of a non-concessionary 11-15 Oyster photocard only uses buses and trams, the bus and tram daily price cap applies.

For more information on non concessionary Oyster photocards for under-16s, [see page 120](#)

Child fares (Under-16s)

One Day tickets and daily price capping


Bus & Tram Daily Price Cap

Peak	Off-Peak*
£2.10	£1.40

A valid non-concessionary 11-15 Child Oyster photocard is needed

*The off-peak cap is set at the standard rate for all modes Zones 1-9.


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

	Daily Price Cap#		Day Travelcard	
	Peak*	Off-Peak	Anytime*	Off-Peak
Journeys in:				
Zones 1-2	£4.20	£1.40	£4.20	£3.20
Zones 1-4	£5.30	£1.40	£5.30	£3.20
Zones 1-6	£7.90	£1.40	£7.90	£3.20
Zones 1-9	£9.80	£1.40	£9.80	£4.30
Zones 1-9 plus Watford Junction	£10.10	£7.60	£10.10	£7.60
Zones 1-9 plus Grays	£10.10	£7.60		

* Peak/Anytime includes use between 0430 and 0930 Monday to Friday (except public holidays); Off-Peak covers all other times

A valid 11-15 Oyster photocard is needed

Some journeys are defined as including travel via Zone 1 and are charged and capped accordingly, irrespective of the actual route taken.

Children aged 5-10 travel free with a 5-10 Oyster photocard, or if accompanied by an adult using a valid ticket, validated Oyster card, Freedom Pass or Veterans Concessionary Travel Scheme pass on Tube, DLR, London Overground and some National Rail services.

On most National Rail services, 5-10 year olds pay child-rate see map on [page 178](#) for more details

Child fares (Under-16s)

Child rate Off-Peak Day Travelcard for £2

Children under 16 accompanying an adult who has one of the following National Railcards can buy a child-rate Off-Peak Day Travelcard valid in Zones 1-9 for just £2 (or £2.80 including travel to/from Watford Junction):

- Annual Travelcard Gold Card
- Network Railcard
- Family and Friends Railcard
- HM Forces Railcard

They need to show their Railcard/Gold Card to buy a Zones 1-9 Travelcard for just £2 each for each child (or £2.80 for Zones 1-9 plus Watford Junction). The Railcard/Gold Card holder must have a valid ticket to travel.

They are available from Tube, London Overground and National Rail station ticket offices and Travel Information Centres.

With most of these Railcards, the reduced price tickets cannot be bought before 10.00 am. There are also restrictions on minimum fares on Monday - Friday.

For more information relating to these restrictions, please refer to the LUL staff information (Ticketing and Revenue book 8) or visit railcard.co.uk

Season tickets
Bus & Tram Pass

Most 11-15 photocard holders do not need a Bus & Tram Pass as all bus or tram travel is free. However, holders of a non-concessionary 11-15 Oyster photocards can now buy Bus & Tram Passes at the following rates;



7 Day	Monthly	Annual
£9.40	£36.10	£376

For more information on non concessionary Oyster photocards for under-16s, [see page 120](#)

Child fares (Under-16s)
Season tickets
Travelcard

Under-16s can buy season tickets valid for 7 days, one month or any longer period up to a year. Travelcard season tickets cannot be issued beyond the expiry date of the Oyster photocard.

	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1-2	£14.60	£56.10	£584
Zones 1-3	£17.10	£65.70	£684
Zones 1-4	£20.90	£80.30	£836
Zones 1-5	£24.90	£95.70	£996
Zones 1-6	£26.70	£102.60	£1,068
Zones 1-7	£29.00	£111.40	£1,160
Zones 1-8	£34.20	£131.40	£1,368
Zones 1-9	£37.90	£145.60	£1,516
Zones 1-9 plus Watford Junction	£38.00	£146.00	£1,520
Rates not including travel in Zone 1			
Zones 2-3, 3-4, 4-5 or 5-6	£11.00	£42.30	£440
Zones 2-4, 3-5 or 4-6	£12.10	£46.50	£484
Zones 2-5 or 3-6	£14.50	£55.70	£580
Zones 2-6	£18.20	£69.90	£728
Zones 2-7	£18.90	£72.60	£756
Zones 2-9	£25.70	£98.70	£1,028
Zones 4-7	£13.70	£52.70	£548
Zones 4-9	£23.00	£88.40	£920

Children aged 5-10 travel free with a 5-10 Oyster photocard, or if accompanied by an adult with a valid ticket, validated Oyster card, a Freedom Pass or a Veterans Concessionary Travel Scheme pass. Children aged 5-10 who use a Travelcard for journeys on National Rail services need a 5-10 Oyster photocard to travel at child-rate. Alternatively they can use a paper Travelcard with a paper Child photocard issued from a National Rail station

Fares for 16-18 year olds
Single fares
Bus and tram

16-18 year olds and some 19 year olds who live in a London borough and are in qualifying full-time education can travel free on buses and trams with a 16+ Oyster photocard.

All other 16-17 year olds can travel at half adult rate with a 16+ Oyster photocard.

If they do not have a 16+ Oyster photocard, they must pay adult fares.

Pay as you go*	Cash single
£0.65	£2.30

* A valid 16+ Oyster photocard is needed.

For more information see [pages 112 - 118](#).

Tube, DLR and London Overground

16-17 year olds (and 18-19 year olds who are eligible for a 16+ Oyster photocard) can travel at half adult rate on Tube, DLR and London Overground services with a 16+ Oyster photocard. If they do not have a 16+ Oyster photocard, they must pay adult fares.

For more information see [pages 112 - 118](#).

16+ Oyster photocard holders who also have a 16-25 National Railcard can have the discount entitlement set on their 16+ Oyster photocard and they will get a 34% discount on the Off-Peak pay as you go single fare for travel on Tube, DLR and London Overground and National Rail journeys in London. The system applies the better value of the discounts at each stage.

See [pages 45-51](#) for details of these fares.

See [page 139](#) for more information about 16-25 National Railcards

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** pay as you go fare applies.

Fares for 16-18 year olds

Single fares

Off-peak Oyster single fares during the evening peak

Off-peak fares will be charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.

Tube, DLR and London Overground

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£1.00	£1.00	£4.30
Zones 1-2	£1.35	£1.00	£4.30
Zones 1-3	£1.55	£1.30	£4.30
Zones 1-4	£1.80	£1.30	£5.30
Zones 1-5	£2.20	£1.45	£5.30
Zones 1-6	£2.40	£1.45	£5.30
Zones 1-7	£2.65	£1.85	£6.40
Zones 1-9	£3.20	£1.85	£7.50
Zones 1-9 plus Watford Junction	£4.10	£2.75	£12.80
Zones 1-9 plus Grays	£3.60	£3.10	
Fares not including travel in Zone 1			
One or Two Zones: Zones 2, 3, 4, 5, 6, 7, 8 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8 or 8-9	£0.75	£0.70	£4.30
Three Zones: Zones 2-4, 3-5 or 4- 6	£1.10	£0.70	£4.30
Zones 5-7	£1.05	£0.75	£4.30
Zones 6-8	£1.05	£0.70	£4.30
Zones 7-9	£0.80	£0.70	£4.30
Four Zones: Zones 2-5, 3-6	£1.30	£0.70	£5.30
Zones 4-7 or 5-8	£1.30	£0.75	£4.30



Fares for 16-18 year olds

Single fares

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 6-9 or 6-9 plus Watford Junction	£1.05	£0.75	£4.30
Zones 6-9 plus Grays	£1.20	£1.05	
Five Zones: Zones 2-6	£1.30	£0.70	£5.30
Zones 3-7	£1.60	£0.70	£5.30
Zones 4-8	£1.60	£0.75	£5.30
Zones 5-9 or 5-9 plus Watford Junction	£1.30	£0.75	£4.30
Zones 5-9 plus Grays	£1.20	£1.05	
Six Zones: Zones 2-7	£1.85	£1.30	£5.30
Zones 3-8	£1.85	£0.75	£5.30
Zones 4-9 or 4-9 plus Watford Junction	£1.60	£0.75	£5.30
Zones 4-9 plus Grays	£1.85	£1.35	
Seven Zones: Zones 2-8	£2.15	£1.30	£6.40
Zones 3-9	£1.85	£0.75	£5.30
Zones 3-9 plus Watford Junction	£1.85	£0.75	£5.30
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9 or 2-9 plus Watford Junction	£2.15	£1.30	£6.40
Zones 2-9 plus Grays	£2.30	£1.85	

* A valid 16+ Oyster photocard is needed.

Single cash fares for Zones 1-9 plus Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster) For journeys from Watford Junction to Zones 1-2 the cash fare is £11.80

Fares for 16-18 year olds
Single fares
London Overground between Euston and Watford Junction

Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations:

Peak pay as you go fares only apply at the following times:

- **Southbound** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:30 (excluding public holidays) and
- **Northbound** from Euston to Watford Junction, Monday to Friday from 16:00 to 19:00 (excluding public holidays).

Off-Peak pay as you go fares apply at other times.



	Pay as you go	
	Peak	Off-Peak
Fares including travel to/from Euston		
Euston – Zone 2	£1.05	£1.00
Euston – Zone 3	£1.45	£1.30
Euston – Zone 4	£1.65	£1.30
Euston – Zone 5	£2.05	£1.45
Euston – Zone 6	£2.25	£1.45
Euston – Zone 7	£2.40	£1.85
Euston – Zone 8	£2.95	£1.85
Euston – Watford Junction	£3.65	£2.15
Fares not including travel to/from Euston		
Zone 2 - Watford Junction	£2.15	£1.30
Zone 3 - Watford Junction	£1.85	£0.75
Zone 4 - Watford Junction	£1.60	£0.75
Zone 5 - Watford Junction	£1.35	£0.75
Zone 6 - Watford Junction	£1.05	£0.75
Zone 7 - Watford Junction	£0.80	£0.70
Zone 8 - Watford Junction	£0.75	£0.70

* A valid 16+ Oyster photocard is needed.

Fares for 16-18 year olds
Single fares
National Rail

Children aged 16-18 years travel at adult rate on most National Rail services in London. 16-18 year olds can travel at half adult rate when they use pay as you go on some National Rail services if they have a valid 16+ Oyster photocard.

Please see [page 72](#) for a list of routes where 16-18 year olds can use Oyster to pay as they go travel at half adult rate. This is also shown on the map on [page 178](#).

16+ Oyster photocard holders who also have a 16-25 National Railcard can have the discount entitlement added to their 16+ Oyster photocard and they will get a 34% discount on the Off-Peak pay as you go single fare for travel on Tube, DLR, London Overground and National Rail journeys in London. The system applies the better value of the discounts at each stage.

See [pages 45-51](#) for details of these fares.


Single fares

National Rail only	Pay as you go		Cash single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£2.10	£1.60	£2.40
Zones 1-2	£2.30	£1.80	£2.90
Zones 1-3	£3.00	£2.10	£3.80
Zones 1-4	£3.50	£2.40	£4.50
Zones 1-5	£4.50	£2.80	£5.40
Zones 1-6	£5.50	£3.40	£6.20
Zones 1-7	£5.50	£3.70	
Zones 1-9	£6.40	£3.70	
Zones 1-9 plus Watford Junction	£7.30	£4.30	
Zones 1-9 plus Grays	£5.20	£4.40	

* Cash fares will be effective from 22 January 2012

Fares for 16-18 year olds
Single fares

National Rail only	Pay as you go		Cash single fare*
	Peak	Off-Peak	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£1.40	£2.00
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.60	£2.50
Three Zones: Zones 2-4, 3-5, 4- 6	£2.40	£1.80	£3.10
Four Zones: Zones 2-5, 3-6	£3.10	£2.10	£3.70
Zones 6-9 plus Grays	£2.40	£2.10	
Five Zones: Zones 2-6	£3.60	£2.30	£4.10
Zones 5-9 plus Grays	£2.40	£2.10	
Six Zones: Zones 2-7	£3.70	£2.60	
Zones 3-8	£3.70	£2.10	
Zones 4-9 plus Grays	£3.70	£2.70	
Seven Zones: Zones 2-8	£4.30	£2.60	
Zones 3-9, 3-9 plus Watford Junction	£3.70	£2.10	
Zones 3-9 plus Grays	£4.30	£3.60	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£2.60	
Zones 2-9 plus Grays	£4.60	£3.70	

* Cash fares will be effective from 22 January 2012

Fares for 16-18 year olds
Single fares
National Rail through fares


For a description of through fares, please see [page 9](#).

National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£3.50	£2.90	£5.30
Zones 1-2	£3.70	£3.10	£5.30
Zones 1-3	£4.40	£3.40	£6.40
Zones 1-4	£4.90	£3.70	£6.40
Zones 1-5	£5.90	£4.10	£7.40
Zones 1-6	£6.90	£4.60	£8.60
Zones 1-9	£6.90	£4.60	
Zones 1-9 plus Watford Junction	£8.20	£5.50	
Zones 1-9 plus Grays	£7.20	£6.20	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£1.40	£4.30
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.60	£4.30
Three Zones: Zones 2-4, 3-5, 4- 6	£2.40	£1.80	£4.80
Four Zones: Zones 2-5, 3-6	£3.10	£2.10	£5.30
Five Zones: Zones 2-6	£3.60	£2.30	£5.30
Zones 3-7	£3.20	£2.10	
Six Zones: Zones 2-7, 3-8	£3.70	£2.10	
Seven Zones: Zones 2-8	£4.30	£2.60	

* Cash fares will be effective from 22 January 2012

Fares for 16-18 year olds
Single fares

National Rail through fares	Oyster single fare		Cash Single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 3-9, 3-9 plus Watford Junction	£3.70	£2.10	
Zones 3-9 plus Grays	£4.30	£3.60	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£2.60	
Zones 2-9 plus Grays	£4.60	£3.70	

A valid 16+ Oyster photocard is needed for Oyster single fares

One Day tickets and daily price capping
Bus and tram only

For unlimited travel on buses and trams only in one day a discount-rate daily price cap is available for 16-18 year olds who do not qualify for free bus and tram travel (see [page 112](#) for details).

Bus & Tram Daily Price Cap

£2.10


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

For unlimited travel on bus, Tube, tram, DLR, London Overground and National Rail services the daily price cap is applied at adult rate.

All holders of 16+ Oyster photocards are capped at adult rate, even though they pay as you go at half adult rate for individual journeys on TfL services.

16+ Oyster photocard holders who also have a 16-25 National Railcard can have the discount entitlement added to their 16+ Oyster photocard and they get a 34% discount on the off-peak daily price cap. The system automatically applies the better value of the discounts at each stage. See [page 51](#) for details of these fares.

Fares for 16-18 year olds
One Day tickets and daily price capping


	Daily Price Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Journeys in:				
Zones 1-2	£8.40	£7.00	£8.40	£7.00
Zones 1-4	£10.60	£7.70	£10.60	£7.70
Zones 1-6	£15.80	£8.50	£15.80	£8.50
Zones 1-9	£19.60	£11.60	£19.60	£11.60
Zones 1-9 plus Watford Junction	£20.20	£15.20	£20.20	£15.20
Zones 1-9 plus Grays	£20.20	£15.20		

Season tickets

Holders of 16+ Oyster photocards can buy season tickets valid for 7 days, one month or any longer period up to a year. Season tickets can not be issued beyond the expiry date of the Oyster photocard

Bus & Tram Pass

For 16-18 year olds who do not qualify for free bus and tram travel (see [page 112](#) for details) the following are available:

7 Day	Monthly	Annual
£9.40	£36.10	£376



Fares for 16-18 year olds
Travelcards

16+	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1-2	£14.60	£56.10	£584
Zones 1-3	£17.10	£65.70	£684
Zones 1-4	£20.90	£80.30	£836
Zones 1-5	£24.90	£95.70	£996
Zones 1-6	£26.70	£102.60	£1,068
Zones 1-7	£29.00	£111.40	£1,160
Zones 1-8	£34.20	£131.40	£1,368
Zones 1-9	£37.90	£145.60	£1,516
Zones 1-9 plus Watford Junction	£38.00	£146.00	£1,520
Rates not including travel in Zone 1			
Zones 2-3, 3-4, 4-5 or 5-6	£11.00	£42.30	£440
Zones 2-4, 3-5 or 4-6	£12.10	£46.50	£484
Zones 2-5 or 3-6	£14.50	£55.70	£580
Zones 2-6	£18.20	£69.90	£728
Zones 2-7	£18.90	£72.60	£756
Zones 2-9	£25.70	£98.70	£1,028
Zones 4-7	£13.70	£52.70	£548
Zones 4-9	£23.00	£88.40	£920

Fares for 18+ Student Oyster photocard holders
Single fares and Day tickets

Students aged 18+ do not get any discount on single fares or Day tickets. They pay adult rates for Oyster pay as you go, cash single fares, daily price capping and Day Travelcards. See [pages 3-12](#) for details of fares charged.

18+ Student Oyster photocard holders who also have a 16-25 National Railcard can have the discount entitlement added to their 18+ Student Oyster photocard and they will get a 34% discount on the Off-Peak pay as you go single fare for travel on Tube, DLR, London Overground and National Rail journeys in London. They can also get a 34% discount on the off-peak daily price cap. See [pages 45-51](#) for details of fares charged.

See [page 139](#) for more information about 16-25 National Railcards.

Season tickets

Students with an 18+ Student Oyster photocard can buy season tickets valid for 7 days, one month and any longer period up to a year at 30% discount on adult fares. Season tickets can be issued for up to one year but can not be issued beyond the expiry date of the 18+ Student Discount Entitlement on the Oyster photocard.


Bus & Tram Pass

7 Day	Monthly	Annual
£13.10	£50.40	£524

A valid 18+ Student Oyster photocard is needed.

Fares for 18+ Student Oyster photocard holders
Season tickets
Travelcard


	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1-2	£20.40	£78.40	£816
Zones 1-3	£23.90	£91.80	£956
Zones 1-4	£29.20	£112.20	£1,168
Zones 1-5	£34.80	£133.70	£1,392
Zones 1-6	£37.30	£143.30	£1,492
Zones 1-7	£40.50	£155.60	£1,620
Zones 1-8	£47.80	£183.60	£1,912
Zones 1-9	£53.00	£203.60	£2,120
Zones 1-9 plus Watford Junction	£53.20	£204.30	£2,128
Rates not including travel in Zone 1			
Zones 2-3, 3-4, 4-5 or 5-6	£15.30	£58.80	£612
Zones 2-4, 3-5 or 4-6	£16.90	£64.90	£676
Zones 2-5 or 3-6	£20.20	£77.60	£808
Zones 2-6	£25.40	£97.60	£1,016
Zones 2-7	£26.40	£101.40	£1,056
Zones 2-9 plus Watford Junction	£35.90	£137.90	£1,436
Zones 4-7	£19.10	£73.40	£764
Zones 4-9 plus Watford Junction	£32.10	£123.30	£1,284

A valid 18+ Student Oyster photocard is needed.

For more information about 18+ Student Oyster photocards, please see [pages 108-111](#).

Fares for Jobcentre Plus Travel Discount Card holders

The Government's Work Programme for jobseekers has changed. New Deal photocard will no longer be valid after 31 January 2012; they have been replaced by 'Jobcentre Plus Travel Discount Card'.

Single fares

Holders of a Jobcentre Plus Travel Discount Card can load the discount onto an Oyster card. They can also get a discount on selected cash fares on presenting their Jobcentre Plus Travel Discount Card.


Bus and tram

The following table is a summary of fares for any single journey on most bus routes and trams in London.

Pay as you go*	Cash single
£0.65	£2.30

Tube, DLR and London Overground

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the Off-Peak pay as you go fare applies.

Off-peak Oyster single fares during the evening peak

Off-peak fares are charged for customers travelling into Zone 1 on Tube, DLR, London Overground and some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.



	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£1.00	£1.00	£2.10
Zones 1-2	£1.35	£1.00	£2.10
Zones 1-3	£1.55	£1.30	£2.10
Zones 1-4	£1.80	£1.30	£2.60
Zones 1-5	£2.20	£1.45	£2.60
Zones 1-6	£2.40	£1.45	£2.60
Zones 1-7	£2.65	£1.85	£3.20

Fares for Jobcentre Plus Travel Discount Card holders

Single fares

	Pay as you go*		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zones 1-9	£3.20	£1.85	£3.70
Zones 1-9 plus Watford Junction	£4.10	£2.75	£6.40 [#]
Zones 1-9 plus Grays	£3.60	£3.10	
Fares not including travel in Zone 1			
One or Two Zones: Zones 2, 3, 4, 5, 6, 7, 8 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8 or 8-9	£0.75	£0.70	£2.10
Three Zones: Zones 2-4, 3-5 or 4- 6	£1.10	£0.70	£2.10
Zones 5-7	£1.05	£0.75	£2.10
Zones 6-8	£1.05	£0.70	£2.10
Zones 7-9	£0.80	£0.70	£2.10
Four Zones: Zones 2-5, 3-6	£1.30	£0.70	£2.60
Zones 4-7 or 5-8	£1.30	£0.75	£2.10
Zones 6-9 or 6-9 plus Watford Junction	£1.05	£0.75	£2.10
Zones 6-9 plus Grays	£1.20	£1.05	
Five Zones: Zones 2-6	£1.30	£0.70	£2.60
Zones 3-7	£1.60	£0.70	£2.60
Zones 4-8	£1.60	£0.75	£2.60
Zones 5-9 or 5-9 plus Watford Junction	£1.30	£0.75	£2.10
Zones 5-9 plus Grays	£1.20	£1.05	
Six Zones: Zones 2-7	£1.85	£1.30	£2.60
Zones 3-8	£1.85	£0.75	£2.60

Fares for Jobcentre Plus Travel Discount Card holders

Single fares



	Pay as you go*		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 4-9 or 4-9 plus Watford Junction	£1.60	£0.75	£2.60
Zones 4-9 plus Grays	£1.85	£1.35	
Seven Zones: Zones 2-8	£2.15	£1.30	£3.20
Zones 3-9	£1.85	£0.75	£2.60
Zones 3-9 plus Watford Junction	£1.85	£0.75	£2.60
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9 or 2-9 plus Watford Junction	£2.15	£1.30	£3.20
Zones 2-9 plus Grays	£2.30	£1.85	

* A valid Jobcentre Plus Travel Discount Card with accompanying Oyster card is needed.

[#] Single cash fares for Zones 1- 9 + Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Epping). For journeys from Watford Junction to Zones 1-2 the cash fare is £5.80.

London Overground between Euston and Watford Junction

Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations:

Peak pay as you go fares only apply at the following times:

- **Southbound** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:30 (excluding public holidays) and
- **Northbound** from Euston to Watford Junction, Monday to Friday from 16:00 to 19:00 (excluding public holidays).

Off-Peak pay as you go fares apply at other times.

Fares for Jobcentre Plus Travel Discount Card holders

Single fares

London Overground between Euston and Watford Junction

Jobcentre Plus – general guide	Pay as you go	
	Peak	Off-Peak
Fares including travel to/from Euston		
Euston – Zone 2	£1.05	£1.00
Euston – Zone 3	£1.45	£1.30
Euston – Zone 4	£1.65	£1.30
Euston – Zone 5	£2.05	£1.45
Euston – Zone 6	£2.25	£1.45
Euston – Zone 7	£2.40	£1.85
Euston – Zone 8	£2.95	£1.85
Euston – Watford Junction	£3.65	£2.15
Fares not including travel to/from Euston		
Zone 2 - Watford Junction	£2.15	£1.30
Zone 3 - Watford Junction	£1.85	£0.75
Zone 4 - Watford Junction	£1.60	£0.75
Zone 5 - Watford Junction	£1.35	£0.75
Zone 6 - Watford Junction	£1.05	£0.75
Zone 7 - Watford Junction	£0.80	£0.70
Zone 8 - Watford Junction	£0.75	£0.70

A valid Jobcentre Plus Travel Discount Card with accompanying Oyster card is needed.

National Rail

National Rail only	Pay as you go #		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£1.05	£0.80	£1.20
Zones 1-2	£1.15	£0.90	£1.45
Zones 1-3	£1.50	£1.05	£1.90
Zones 1-4	£1.75	£1.20	£2.25
Zones 1-5	£2.25	£1.40	£2.70
Zones 1-6	£2.75	£1.70	£3.10
Zones 1-7	£2.75	£1.85	£3.10

Fares for Jobcentre Plus Travel Discount Card holders

Single fares

National Rail only	Pay as you go #		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zones 1-9	£2.75	£1.85	
Zones 1-9 plus Watford Junction	£3.65	£2.15	
Zones 1-9 plus Grays	£2.60	£2.20	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£0.80	£0.70	£1.00
Two Zones: 2-3, 3-4, 4-5, 5-6	£1.00	£0.80	£1.25
Three Zones: Zones 2-4, 3-5, 4- 6	£1.20	£0.90	£1.55
Four Zones: Zones 2-5, 3-6	£1.55	£1.05	£1.85
Five Zones: Zones 2-6	£1.80	£1.15	£2.05
Zones 3-7	£1.60	£1.05	
Six Zones: Zones 2-7	£1.85	£1.30	
Zones 3-8	£1.60	£1.05	
Seven Zones: Zones 2-8	£2.15	£1.30	
Zones 3-9, 3-9 plus Watford Junction	£1.85	£1.05	
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£2.15	£1.30	
Zones 2-9 plus Grays	£2.30	£1.85	

A valid Jobcentre Plus Travel Discount Card with accompanying Oyster card is needed.

* Cash fares will be effective from 22 January 2012

Fares for Jobcentre Plus Travel Discount Card holders

Single fares

National Rail through fares

For a description of through fares, please see [page 9](#)



National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	

Fares including travel in Zone 1

Zone 1 only	£1.75	£1.45	£2.65
Zones 1-2	£1.85	£1.55	£2.65
Zones 1-3	£2.20	£1.70	£3.20
Zones 1-4	£2.45	£1.85	£3.20
Zones 1-5	£2.95	£2.05	£3.70
Zones 1-6	£3.45	£2.30	£4.30
Zones 1-9	£3.45	£2.30	
Zones 1-9 plus Watford Junction	£4.10	£2.75	
Zones 1-9 plus Grays	£3.60	£3.10	

Fares not including travel in Zone 1

One Zone: Zones 2, 3, 4, 5, 6	£0.80	£0.70	£2.15
Two Zones: 2-3, 3-4, 4-5, 5-6	£1.00	£0.80	£2.15
Three Zones: Zones 2-4, 3-5, 4-6	£1.20	£0.90	£2.40
Four Zones: Zones 2-5, 3-6	£1.55	£1.05	£2.65
Five Zones: Zones 2-6	£1.80	£1.15	£2.65
Zones 3-7	£1.60	£1.05	
Six Zones: Zones 2-7	£1.85	£1.30	
Zones 3-8	£1.85	£1.05	
Seven Zones: Zones 2-8	£2.15	£1.30	

* Cash fares will be effective from 22 January 2012

Fares for Jobcentre Plus Travel Discount Card holders

Single fares

National Rail through fares	Oyster single fare		Cash Single fare
	Peak	Off-Peak	

Fares not including travel in Zone 1

Zones 3-9, 3-9 plus Watford Junction	£1.85	£1.05	
Zones 3-9 plus Grays	£2.15	£1.80	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£2.15	£1.30	
Zones 2-9 plus Grays	£2.30	£1.85	

One Day tickets and daily price capping

Bus and tram

Bus & Tram Daily Price Cap

£2.10


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

	Daily Price Cap	
	Peak	Off-Peak
Journeys in:		
Zones 1-2	£4.20	£3.50
Zones 1-4	£5.30	£3.85
Zones 1-6	£7.90	£4.25
Zones 1-9	£9.80	£5.80
Zones 1-9 plus Watford Junction	£10.10	£7.60
Zones 1-9 plus Grays	£10.10	£7.60

Jobcentre Plus Travel Discount Card holders can buy child-rate Day Travelcards for journeys starting from National Rail stations outside Zones 1 – 9 (plus Watford Junction), which are still valid throughout all zones the Travelcard covers. However, they cannot buy child-rate Day Travelcards for travel wholly within Zones 1 – 9 (plus Watford Junction). For journeys wholly within Zones 1 – 9 (plus Watford Junction/Grays), Jobcentre Plus Travel Discount Card holders pay adult rate for Day Travelcards (for details of these fares see [page 12](#)).

Fares for Jobcentre Plus Travel Discount Card holders
Season tickets

Jobcentre Plus Travel Discount Card holders can buy 7 Day, monthly and longer period season tickets up to a maximum 3 months validity. Season tickets can not be issued beyond the expiry date of the Jobcentre Plus Travel Discount Card. Customers must travel with their Jobcentre Plus Travel Discount Card with accompanying Oyster card at all times.

Bus & Tram Pass


7 Day	Monthly
£9.40	£36.10

Travelcard


	7 Day	Monthly
Rates including travel in Zone 1		
Zones 1-2	£14.60	£56.10
Zones 1-3	£17.10	£65.70
Zones 1-4	£20.90	£80.30
Zones 1-5	£24.90	£95.70
Zones 1-6	£26.70	£102.60
Zones 1-7	£29.00	£111.40
Zones 1-8	£34.20	£131.40
Zones 1-9	£37.90	£145.60
Zones 1-9 plus Watford Junction	£38.00	£145.60
Rates not including travel in Zone 1		
Zones 2-3, 3-4, 4-5 or 5-6	£11.00	£42.30
Zones 2-4, 3-5 or 4-6	£12.10	£46.50
Zones 2-5 or 3-6	£14.50	£55.70
Zones 2-6	£18.20	£69.90
Zones 2-7	£18.90	£72.60
Zones 2-9 plus Watford Junction	£25.70	£98.70
Zones 4-7	£13.70	£52.70
Zones 4-9 plus Watford Junction	£23.00	£88.40

Fares Bus & Tram Discount photocard holders
Single fares
Bus and tram


The following table is a summary of fares for any single journey on most bus routes and trams in London.

Pay as you go*	Cash single
£0.65	£2.30

* A valid Bus & Tram Discount photocard with accompanying Oyster card is needed.

Daily price capping
Bus and tram


Bus & Tram Daily Price Cap*
£2.10

* A valid Bus & Tram Discount photocard with accompanying Oyster card is needed.

Season tickets

Bus & Tram Discount photocard holders can buy 7 Day, monthly and longer period Bus & Tram Pass season tickets up to a maximum 6 months validity.

Bus & Tram Pass


7 Day	Monthly
£9.40	£36.10

A valid Bus & Tram Discount photocard with accompanying Oyster card is needed.

Tube, DLR and London Overground

Bus & Tram Discount photocard holders pay adult fares on Tube, DLR and London Overground services. See [pages 3 - 13](#) for details.

Fares for National Railcard holders
Single fares
Tube, DLR and London Overground

Customers who hold **Annual Gold Cards, Disabled Persons, HM Forces, Senior and 16-25 National Railcards** can get an Oyster card and have their Railcard discount entitlement loaded on to it. This entitles them to a 34% discount on:

- Off-Peak pay as you go single fares for journeys on Tube, DLR, London Overground and National Rail journeys in London
- the Off-Peak daily price cap for journeys on Tube, DLR, London Overground and National Rail services

Off-peak Oyster single fares during the evening peak

Off-peak fares will be charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** pay as you go fare applies.



	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£2.00	£1.30	£4.30
Zones 1-2	£2.70	£1.30	£4.30
Zones 1-3	£3.10	£1.70	£4.30
Zones 1-4	£3.60	£1.70	£5.30
Zones 1-5	£4.40	£1.90	£5.30
Zones 1-6	£4.80	£1.90	£5.30
Zones 1-7	£5.30	£2.45	£6.40
Zones 1-9	£6.40	£2.45	£7.50
Zones 1-9 plus Watford Junction	£8.20	£3.65	£12.80
Zones 1-9 plus Grays	£7.20	£4.10	

Fares for National Railcard holders
Single fares

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
One or Two Zones: Zones 2, 3, 4, 5, 6, 7, 8 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8 or 8-9	£1.50	£0.95	£4.30
Three Zones: Zones 2-4, 3-5 or 4- 6	£2.20	£0.95	£4.30
Zones 5-7	£2.10	£1.00	£4.30
Zones 6-8	£2.10	£0.95	£4.30
Zones 7-9	£1.60	£0.95	£4.30
Four Zones: Zones 2-5, 3-6	£2.60	£0.95	£5.30
Zones 4-7 or 5-8	£2.60	£1.00	£4.30
Zones 6-9	£2.10	£1.00	£4.30
Zones 6-9 plus Watford Junction	£2.10	£1.00	£4.30
Zones 6-9 plus Grays	£2.40	£1.40	
Five Zones: Zones 2-6	£2.60	£0.95	£5.30
Zones 3-7	£3.20	£0.95	£5.30
Zones 4-8	£3.20	£1.00	£5.30
Zones 5-9	£2.60	£1.00	£4.30
Zones 5-9 plus Watford Junction	£2.60	£1.00	£4.30
Zones 5-9 plus Grays	£2.40	£1.40	
Six Zones: Zones 2-7	£3.70	£1.70	£5.30
Zones 3-8	£3.70	£1.00	£5.30
Zones 4-9	£3.20	£1.00	£5.30
Zones 4-9 plus Watford Junction	£3.20	£1.00	£5.30
Zones 4-9 plus Grays	£3.70	£1.80	

Fares for National Railcard holders
Single fares

	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Seven Zones:			
Zones 2-8	£4.30	£1.70	£6.40
Zones 3-9	£3.70	£1.00	£5.30
Zones 3-9 plus Watford Junction	£3.70	£1.00	£5.30
Zones 3-9 plus Grays	£4.30	£2.40	
Eight Zones:			
Zones 2-9	£4.30	£1.70	£6.40
Zones 2-9 plus Watford Junction	£4.30	£1.70	£6.40
Zones 2-9 plus Grays	£4.60	£2.45	

* Single cash fares for Zones 1-9 plus Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster). For journeys from Watford Junction to Zones 1-2 the cash fare is £11.80

London Overground between Euston and Watford Junction

Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations:

Peak pay as you go fares only apply at the following times:

- **Southbound** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:30 (excluding public holidays) and
- **Northbound** from Euston to Watford Junction, Monday to Friday from 16:00 to 19:00 (excluding public holidays).

Off-Peak pay as you go fares apply at other times.

Fares for National Railcard holders

Single fares

General Guide	Pay as you go	
	Peak	Off-Peak
Fares including travel to/from Euston		
Euston – Zone 2	£2.10	£1.30
Euston – Zone 3	£2.90	£1.70
Euston – Zone 4	£3.30	£1.70
Euston – Zone 5	£4.10	£1.90
Euston – Zone 6	£4.50	£1.90
Euston – Zone 7	£4.80	£2.45
Euston – Zone 8	£5.90	£2.45
Euston – Watford Junction	£7.30	£2.85
Fares not including travel in Zone 1		
Zone 2 - Watford Junction	£4.30	£1.70
Zone 3 - Watford Junction	£3.70	£1.00
Zone 4 - Watford Junction	£3.20	£1.00
Zone 5 - Watford Junction	£2.70	£1.00
Zone 6 - Watford Junction	£2.10	£1.00
Zone 7 - Watford Junction	£1.60	£0.95
Zone 8 - Watford Junction	£1.50	£0.95

National Rail


National Railcard holders who make single or return journeys that include travel between 16.00 and 19.00 may find that a discounted cash fare is cheaper than using Oyster to pay as they go.

National Rail only	Pay as you go	
	Peak	Off-Peak
Fares including travel in Zone 1		
Zone 1 only	£2.10	£1.05
Zones 1-2	£2.30	£1.20
Zones 1-3	£3.00	£1.40
Zones 1-4	£3.50	£1.60
Zones 1-5	£4.50	£1.85
Zones 1-6	£5.50	£2.25
Zones 1-7	£5.50	£2.45

Fares for National Railcard holders

Single fares

National Rail only	Pay as you go	
	Peak	Off-Peak
Zones 1-9	£6.40	£2.45
Zones 1-9 plus Watford Junction	£7.30	£2.85
Zones 1-9 plus Grays	£5.20	£2.90
Fares not including travel in Zone 1		
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£0.95
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.05
Three Zones: Zones 2-4, 3-5, 4-6	£2.40	£1.20
Four Zones: Zones 2-5, 3-6	£3.10	£1.40
Zones 6-9 plus Grays	£2.40	£1.40
Five Zones: Zones 2-6	£3.60	£1.50
Zones 5-9 plus Grays	£2.40	£1.40
Six Zones: Zones 2-7	£3.70	£1.70
Zones 3-8	£3.70	£1.40
Zones 4-9 plus Grays	£3.70	£1.80
Seven Zones: Zones 2-8	£4.30	£1.70
Zones 3-9, 3-9 plus Watford Junction	£3.70	£1.40
Zones 3-9 plus Grays	£4.30	£2.40
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£1.70
Zones 2-9 plus Grays	£4.60	£2.45

Fares for National Railcard holders

Single fares

National Rail through fares

For a description of through fares, please see [page 9](#).



National Rail through fares	Oyster single fare	
	Peak	Off-Peak
Fares including travel in Zone 1		
Zone 1 only	£3.50	£1.90
Zones 1-2	£3.70	£2.05
Zones 1-3	£4.40	£2.25
Zones 1-4	£4.90	£2.45
Zones 1-5	£5.90	£2.70
Zones 1-6	£6.90	£3.05
Zones 1-9	£6.90	£3.05
Zones 1-9 plus Watford Junction	£8.20	£3.65
Zones 1-9 plus Grays	£7.20	£4.10
Fares not including travel in Zone 1		
One Zone: Zones 2, 3, 4, 5, 6	£1.60	£0.95
Two Zones: 2-3, 3-4, 4-5, 5-6	£2.00	£1.05
Three Zones: Zones 2-4, 3-5, 4-6	£2.40	£1.20
Four Zones: Zones 2-5, 3-6	£3.10	£1.40
Five Zones: Zones 2-6	£3.60	£1.50
Zones 3-7	£3.20	£1.40
Six Zones: Zones 2-7, 3-8	£3.70	£1.70
Seven Zones: Zones 2-8	£4.30	£1.70
Zones 3-9, 3-9 plus Watford Junction	£3.70	£1.40

Fares for National Railcard holders
Single fares

National Rail through fares	Oyster single fare	
	Peak	Off-Peak
Fares not including travel in Zone 1		
Zones 3-9 plus Grays	£4.30	£2.40
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£4.30	£1.70
Zones 2-9 plus Grays	£4.60	£2.45

Off-Peak Day Travelcards and daily price capping

Customers who hold **Annual Gold Cards, Disabled Persons, HM Forces, Senior and 16-25 National Railcards** can get an Oyster card and have their Railcard discount entitlement loaded on to it. This entitles them to a 34% discount on:

- Off-Peak pay as you go single fares for journeys on Tube, DLR, London Overground and National Rail services in London
- the Off-Peak daily price cap for journeys on Tube, DLR, London Overground and National Rail services

Discounted off-peak Day Travelcards are available to holders of **Annual Gold Cards, Disabled Persons, Family and Friends, HM Forces, Network, Senior and 16-25 Railcards**.


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

National Railcard	Daily Price Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Journeys in:				
Zones 1-2	£8.40	£4.60	£8.40	£5.60
Zones 1-4	£10.60	£5.10	£10.60	£5.60
Zones 1-6	£15.80	£5.60	£15.80	£5.60
Zones 1-9	£19.60	£7.60	£19.60	£7.60
Zones 1-9 plus Watford Junction	£20.20	£10.00	£20.20	£10.00
Zones 1-9 plus Grays	£20.20	£10.00		

Group Day tickets
Tube, DLR and London Overground - Group Day tickets


	Adult	Under 18
Zones 1-6	£4.30 each	£1.60 each
Zones 1-9	£6.20 each	£2.10 each
Zones 1-9 plus Watford Junction	£6.20 each	£2.10 each

For groups of 10 or more people travelling together. There are no time restrictions and photocards are not needed.

Group Day tickets are available from the touch screen ticket machines at Tube stations as well as the ticket office.

For more information see [page 81](#)

DLR only
Group Travel tickets

For groups of 10 or more adults, a 10% discount is applied on cash single and return tickets for travel on DLR. For school groups of 10 or more, one adult-rate ticket will be issued free for every group of fare paying children. Group tickets are available one week in advance from 020 7363 9700 or on the day of travel from Canary Wharf, DLR or London City Airport stations. See [page 81](#) for more information.

DLR Rail and River Rover ticket

Combines one day's travel on the DLR with hop-on, hop-off travel on City Cruises riverboats between Westminster, Waterloo, Tower and Greenwich piers.

Rail and River Rover ticket		
Adult	Child	Family*
£15.00	£8.00	£38.50

* Family tickets are valid for 2 adults and up to 3 children under 16 years of age

Privilege (PTAC) rate fares
Adult Single fares

A valid Privilege Ticket Authority Card is needed for all journeys. An accompanying Oyster card with Privilege Discount Entitlement loaded is needed when using pay as you go.

“Restricted” Privilege Ticket Authority Cards (which have an “LU” prefix by the card number) are **only** valid on Tube, DLR and London Overground services. They are not valid on any National Rail services. Holders of 18+ Student and 16+ Oyster photocard can get the Privilege Discount Entitlement loaded onto their Oyster photocard and pay the prices below.

For more information on PTACs [see pages 145-146](#)

Tube, DLR and London Overground
Off-peak Oyster single fares during the evening peak

Off-peak fares will be charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go.



Adult – Privilege rate	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£0.50	£0.50	£1.10
Zones 1-2	£0.70	£0.50	£1.10
Zones 1-3	£0.80	£0.65	£1.10
Zones 1-4	£0.90	£0.65	£1.35
Zones 1-5	£1.10	£0.75	£1.35
Zones 1-6	£1.20	£0.75	£1.35
Zones 1-7	£1.35	£0.95	£1.60
Zones 1-9	£1.60	£0.95	£1.90
Zones 1-9 plus Watford Junction	£2.05	£1.40	£3.20*
Zones 1-9 plus Grays	£1.85	£1.55	

* Single cash fares for Zones 1- 9 plus Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster)
For journeys from Watford Junction to Zones 1-2 the cash fare is £2.95

Privilege (PTAC) rate fares
Adult Single fares

Adult – Privilege rate	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
One or Two Zones: Zones 2, 3, 4, 5, 6, 7, 8 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8 or 8-9	£0.40	£0.35	£1.10
Three Zones: Zones 2-4, 3-5, 4-6, or 6-8	£0.55	£0.35	£1.10
Zones 5-7	£0.55	£0.40	£1.10
Zones 7-9	£0.40	£0.35	£1.10
Four Zones: Zones 2-5 or 3-6	£0.65	£0.35	£1.35
Zones 6-9 or 6-9 plus Watford Junction	£0.55	£0.40	£1.10
Zones 4-7 or 5-8	£0.65	£0.40	£1.10
Zones 6-9 plus Grays	£0.60	£0.55	
Five Zones: Zones 2-6	£0.65	£0.35	£1.35
Zones 3-7	£0.80	£0.35	£1.35
Zones 4-8	£0.80	£0.40	£1.35
Zones 5-9 or 5-9 plus Watford Junction	£0.65	£0.40	£1.10
Zones 5-9 plus Grays	£0.65	£0.55	
Six Zones: Zones 2-7	£0.95	£0.65	£1.35
Zones 3-8	£0.95	£0.40	£1.35
Zones 4-9	£0.80	£0.40	£1.35
Zones 4-9 plus Watford Junction	£0.80	£0.40	£1.35
Zones 4-9 plus Grays	£0.95	£0.70	

Privilege (PTAC) rate fares
Adult Single fares

Adult – Privilege rate	Pay as you go		Cash single fare
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Seven Zones: Zones 2-8	£1.10	£0.65	£1.60
Zones 3-9	£0.95	£0.40	£1.35
Zones 3-9 plus Watford Junction	£0.95	£0.40	£1.35
Zones 3-9 plus Grays	£1.10	£0.95	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.10	£0.65	£1.60
Zones 2-9 plus Grays	£1.15	£0.95	

National Rail

National Rail only	Oyster single fare*	
	Peak	Off-Peak
Fares including travel in Zone 1		
Zone 1 only	£0.55	£0.40
Zones 1-2	£0.60	£0.45
Zones 1-3	£0.75	£0.55
Zones 1-4	£0.90	£0.60
Zones 1-5	£1.15	£0.70
Zones 1-6	£1.40	£0.85
Zones 1-7	£1.40	£0.95
Zones 1-9	£1.60	£0.95
Zones 1-9 plus Watford Junction	£1.85	£1.10
Zones 1-9 plus Grays	£1.30	£1.10

Privilege (PTAC) rate fares
Adult Single fares

National Rail only	Oyster single fare*	
	Peak	Off-Peak
Fares not including travel in Zone 1		
One Zone: Zones 2, 3, 4, 5, 6	£0.40	£0.35
Two Zones: 2-3, 3-4, 4-5, 5-6	£0.50	£0.40
Three Zones: Zones 2-4, 3-5, 4-6	£0.60	£0.45
Four Zones: Zones 2-5, 3-6	£0.80	£0.55
Zones 6-9 plus Grays	£0.60	£0.55
Five Zones: Zones 2-6	£0.90	£0.60
Zones 3-7, 4-8 or 5-9	£0.80	£0.55
Zones 5-9 plus Watford Junction	£0.80	£0.55
Zones 5-9 plus Grays	£0.60	£0.55
Six Zones: Zones 2-7	£0.95	£0.65
Zones 3-8	£0.95	£0.55
Zones 4-9 plus Grays	£0.95	£0.70
Seven Zones: Zones 2-8	£1.10	£0.65
Zones 3-9, 3-9 plus Watford Junction	£0.95	£0.55
Zones 3-9 plus Grays	£1.10	£0.95
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.10	£0.65
Zones 2-9 plus Grays	£1.15	£0.95

Privilege (PTAC) rate fares
National Rail through fares

For a description of through fares, please see [page 9](#).

National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£0.90	£0.75	£1.35
Zones 1-2	£0.95	£0.80	£1.35
Zones 1-3	£1.10	£0.85	£1.60
Zones 1-4	£1.25	£0.95	£1.60
Zones 1-5	£1.50	£1.05	£1.85
Zones 1-6	£1.75	£1.15	£2.15
Zones 1-9	£1.75	£1.15	
Zones 1-9 plus Watford Junction	£2.05	£1.40	
Zones 1-9 plus Grays	£1.80	£1.55	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£0.40	£0.35	£1.10
Two Zones: 2-3, 3-4, 4-5, 5-6	£0.50	£0.40	£1.10
Three Zones: Zones 2-4, 3-5, 4- 6	£0.60	£0.45	£1.20
Four Zones: Zones 2-5, 3-6	£0.80	£0.55	£1.35
Five Zones: Zones 2-6	£0.90	£0.60	£1.35
Zones 3-7	£0.80	£0.55	
Six Zones: Zones 2-7	£0.95	£0.65	
Zones 3-8	£0.95	£0.55	
Seven Zones: Zones 2-8	£1.10	£0.65	
Zones 3-9, 3-9 plus Watford Junction	£0.95	£0.55	

* Cash fares will be effective from 22 January 2012


Privilege (PTAC) rate fares
National Rail through fares

For a description of through fares, please see [page 9](#).

National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares not including travel in Zone 1			
Zones 3-9 plus Grays	£1.10	£0.90	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£1.10	£0.65	
Zones 2-9 plus Grays	£1.15	£0.95	

* Cash fares will be effective from 22 January 2012

Child Single fares

Under-16s can get the Privilege Discount Entitlement loaded onto their Oyster photocard and pay the Oyster pay as you go fares below.  Holders of 16+ Oyster photocards pay adult privilege rate fares

Tube, DLR and London Overground

Child (5-15 years) – Privilege rate	Pay as you go Age 11-15		Cash single fare Age 5-15
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£0.20	£0.20	£0.55
Zones 1-2	£0.20	£0.20	£0.55
Zones 1-3	£0.20	£0.20	£0.55
Zones 1-4	£0.20	£0.20	£0.65
Zones 1-5	£0.20	£0.20	£0.65
Zones 1-6	£0.20	£0.20	£0.65
Zones 1-7	£0.30	£0.30	£0.80
Zones 1-8	£0.40	£0.30	£0.95
Zones 1-9	£0.40	£0.30	£0.95
Zones 1-9 plus Watford Junction	£1.05	£0.70	£1.50
Zones 1-9 plus Grays	£0.85	£0.75	

Fares and ticket prices

Privilege (PTAC) rate fares

Child Single fares



General guide	Pay as you go Age 11-15		Cash single fare Age 5-15
	Peak	Off-Peak	
Fares not including travel in Zone 1			
One, Two or Three Zones Zones 2, 3, 4, 5, 6, 7 or 9 Zones 2-3, 3-4, 4-5, 5-6, 6-7, 7-8, or 8-9 Zones 2-4, 3-5, 4-6, 5-7, 6-8 or 7-9	£0.20	£0.20	£0.55
Four Zones Zones 2-5 or 3-6	£0.20	£0.20	£0.65
Zones 4-7, 5-8 or 6-9	£0.20	£0.20	£0.55
Zones 6-9 plus Grays	£0.30	£0.30	
Five Zones: Zones 2-6, 3-7 or 4-8	£0.20	£0.20	£0.65
Zones 5-9 plus Grays	£0.30	£0.30	
Six Zones: Zones 2-7, 3-8, 4-9 or 4-9 plus Watford Junction	£0.20	£0.20	£0.65
Zones 4-9 plus Grays	£0.50	£0.35	
Seven Zones: Zones 2-8	£0.30	£0.30	£0.80
Zones 3-9, 3-9 plus Watford Junction	£0.20	£0.20	£0.65
Zones 3-9 plus Grays	£0.55	£0.45	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£0.30	£0.30	£0.80
Zones 2-9 plus Grays	£0.60	£0.50	

* Single cash fares for Zones 1-9 + Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster). For journeys from Watford Junction to Zones 1-2 the cash fare is £1.45

Fares and ticket prices

Privilege (PTAC) rate fares

Child Single fares

National Rail

National Rail only	Oyster single fare*	
	Peak	Off-Peak
Fares including travel in Zone 1		
Zone 1 only	£0.30	£0.20
Zones 1-2	£0.30	£0.20
Zones 1-3	£0.40	£0.20
Zones 1-4	£0.45	£0.20
Zones 1-5	£0.60	£0.20
Zones 1-6	£0.70	£0.20
Zones 1-9	£0.70	£0.30
Zones 1-9 plus Watford Junction	£0.95	£0.55
Zones 1-9 plus Grays	£0.65	£0.55
Fares not including travel in Zone 1		
One Zone: Zones 2, 3, 4, 5, 6	£0.20	£0.20
Two Zones: 2-3, 3-4, 4-5, 5-6	£0.25	£0.20
Three Zones: Zones 2-4, 3-5, 4-6	£0.30	£0.20
Four Zones: Zones 2-5, 3-6	£0.40	£0.20
Zones 6-9 plus Grays	£0.30	£0.30
Five Zones: Zones 2-6	£0.45	£0.20
Zones 3-7	£0.40	£0.20
Zones 5-9 plus Grays	£0.30	£0.30
Six Zones: Zones 2-7	£0.45	£0.20
Zones 3-8	£0.40	£0.20
Zones 4-9 plus Grays	£0.50	£0.35
Seven Zones: Zones 2-8	£0.45	£0.30
Zones 3-9, 3-9 plus Watford Junction	£0.40	£0.20
Zones 3-9 plus Grays	£0.55	£0.45

Fares and ticket prices

Privilege (PTAC) rate fares

Child Single fares

National Rail only	Oyster single fare*	
	Peak	Off-Peak
Fares including travel in Zone 1		
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£0.45	£0.30
Zones 2-9 plus Grays	£0.60	£0.50

National Rail through fares

For a description of through fares, please see [page 9](#).



National Rail through fares	Oyster single fare		Cash Single fare*
	Peak	Off-Peak	
Fares including travel in Zone 1			
Zone 1 only	£0.30	£0.20	£0.70
Zones 1-2	£0.30	£0.20	£0.70
Zones 1-3	£0.40	£0.20	£0.80
Zones 1-4	£0.45	£0.20	£0.80
Zones 1-5	£0.60	£0.20	£0.95
Zones 1-6	£0.70	£0.20	£1.10
Zones 1-9	£0.70	£0.30	
Zones 1-9 plus Watford Junction	£1.05	£0.70	
Zones 1-9 plus Grays	£0.85	£0.75	
Fares not including travel in Zone 1			
One Zone: Zones 2, 3, 4, 5, 6	£0.20	£0.20	£0.55
Two Zones: 2-3, 3-4, 4-5, 5-6	£0.25	£0.20	£0.55
Three Zones: Zones 2-4, 3-5, 4- 6	£0.30	£0.20	£0.60
Four Zones: Zones 2-5, 3-6	£0.40	£0.20	£0.70
Five Zones: Zones 2-6	£0.45	£0.20	£0.70
Zones 3-7	£0.40	£0.20	£0.70

* Cash fares will be effective from 22 January 2012

Fares and ticket prices

Privilege (PTAC) rate fares

Child Single fares

National Rail through fares	Oyster single fare		Cash Single fare
	Peak	Off-Peak	
Fares including travel in Zone 1			
Six Zones: Zones 2-7	£0.45	£0.20	
Zones 3-8	£0.40	£0.20	
Seven Zones: Zones 2-8	£0.45	£0.30	
Zones 3-9, 3-9 plus Watford Junction	£0.40	£0.20	
Zones 3-9 plus Grays	£0.55	£0.45	
Eight Zones: Zones 2-9, 2-9 plus Watford Junction	£0.45	£0.30	
Zones 2-9 plus Grays	£0.60	£0.50	

Day tickets and daily price capping

- Privilege rate Day tickets are not available
- Privilege rate daily price caps are charged at the standard adult rate for peak and off-peak ([see page 12](#))
- Adults, 18+ Student and 16+ Oyster and photocard holders can also have a 16-25 National Railcard discount added to their Oyster photocard and get a 34% discount on the off-peak daily price cap ([see page 51](#)). The system applies the better value of the discounts at each stage.
- Privilege rate daily price caps for children aged under-16 are charged at the standard child rate for peak and off-peak ([see page 21](#))

For more information about privilege travel see the Staff Travel pages on Source.

Ticket types

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Ticket types

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These sections have



from the last edition

Ticket types

Using Tube, DLR, London Overground and National Rail

The following are valid on Tube, DLR, London Overground and most National Rail services in London:

- Cash single tickets
- Pay as you go (Oyster single fare)
- Travelcards
- Group day tickets (not valid on National Rail)

Which zone?

Tube, DLR, London Overground and National Rail services within Greater London are divided into six zones. The Tube and London Overground also operate outside Greater London serving the following stations:

Zone 7: Carpenders Park, Croxley, Chorleywood, Rickmansworth and Watford

Zone 8: Bushey, Chalfont & Latimer and Watford High Street

Zone 9: Amersham and Chesham

London Overground operates services beyond the London fare zones to Watford Junction. Special fares apply to/from Watford Junction. See [pages 6, 16, 27 and 38](#) for details.

Pay as you go is also valid on National Rail services outside the zones to Grays, Purfleet, Chafford Hundred, Ockendon and Watford Junction.

DLR services operate within Zones 1, 2, 3 and 4.

Travelcards must be valid for all the zones travelled in:

- Example 1: if a Tube journey starts at Kennington (in Zone 2) and ends at Euston (in Zone 1), then a Zones 1 and 2 Travelcard is needed
- Example 2: if a Tube journey starts at Kennington (in Zone 2) and ends at Turnpike Lane (in Zone 3) then a Zones 1-3 Travelcard is needed, because the journey involves travel through Zone 1

Ticket types

Using bus and tram services only

The following are valid on bus and tram services:

- Cash single tickets (valid for travel on the day of issue only)
- Pay as you go (Oyster single fare)
- Bus Saver (buses only)
- Bus & Tram Passes
- Travelcards (only valid on trams if the Travelcard includes validity in Zones 3,4,5 or 6)

Tram fares and feeder buses



- When a customer using pay as you go touches their Oyster card on a yellow card reader at a tram stop or on a tram feeder bus (130, 314, T31, T32 and T33) as they board, they can make one transfer between trams and tram feeder bus services for up to 70 minutes. If they change trams or change between a tram and a tram feeder bus, they must touch their Oyster card flat on the yellow card reader on the tram stop platform before boarding the next tram or the bus as they board. If they do this within 70 minutes of start of their journey, they will not be charged a fare
- Valid tram cash single tickets can be used for onward travel, via any interchange point in the Addington area, on tram feeder bus services 130, 314, T31, T32 and T33
- Cash single tickets are valid for 90 minutes from the time of issue, including change of vehicle, where necessary, to reach the destination stated on the ticket
- Tram cash single tickets can also be bought on tram feeder bus services 130, 314, T31, T32 and T33 for inclusive travel on trams via any interchange point in the Addington area

Ticket types

Cash single tickets

On buses and trams

Cash single tickets

- are valid for travel on the day of issue only
- can be bought on most buses
- are not available on most buses in Central London. At bus stops on these routes, numbers are displayed on a yellow background. Roadside ticket machines are located at most bus stops served by these routes. If the customer does not have sufficient cash on their Oyster card, a valid ticket or other authority to travel, they must buy a ticket from the machine before boarding



Bus staff have the right to refuse to accept coins in quantities greater than those shown in the Coinage Act of 1971. The following quantities are always acceptable:

1p and 2p coins: up to 20p	20p and 50p coins: up to £10.00
5p and 10p coins: up to £5.00	£1, £2 and £5 coins: no limit

Ticket types

Cash single tickets

On the Tube, DLR, London Overground and some National Rail services



- Cash single and return tickets (twice the cash single fare) are valid for travel only on the date shown on the printed ticket and up to 0430 the next day
- Oyster single fares are generally cheaper than cash single fares

Tube cash single, return and Group Day tickets on National Rail services

Tickets must be valid between the appropriate stations or zones. They can be used on the following National Rail services:

- 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 Euston
- Watford Junction to Clapham Junction
- West Hampstead Thameslink to Moorgate/Elephant & Castle/London Bridge
- West Ruislip to South Ruislip

Ticket types

Cash single tickets

Cash fares on National Rail services

For details of cash fares, customers should contact their local operator, which will be one of the following:

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

Information on fares is also available on the National Rail website www.nationalrail.co.uk.

Three tariffs apply for cash fares on National Rail services:

- National Rail cash fares for journeys wholly on National Rail services
- TfL – for journeys wholly on National Rail inter-available routes. These are listed on [page 73](#)
- through fares for journeys which include both TfL and National Rail services. Customers who buy a cash single or return ticket, need to give their final destination and say that they plan to travel using a combination of services


Most of these fares are listed on the following pages:

- Adults (including 18+ Students): [pages 8-10](#)
- Child fares: [pages 17- 20](#)
- 16-18 year olds: [pages 28-31](#)
- Jobcentre Plus Travel Discount Card holders: [pages 39-42](#)
- National Railcard holders: [pages 47-50](#)
- Privilege rate: [pages 55-58](#) and [60-62](#)

Ticket types

Oyster single fares - pay as you go

Buses and Trams

- Oyster single fares are generally cheaper than cash single fares
- Customers must have enough credit on their Oyster card to pay as they go
- Oyster is valid on the entire London bus network including sections outside Greater London, on buses that display this sign: 
- Not valid on certain special bus services and excursions

Tube, DLR, London Overground and National Rail services

- Oyster single fares are generally cheaper than cash single fares
- Customers must have enough credit on their Oyster card to pay as they go
- Some journeys have been defined as requiring travel via Zone 1 and will be charged accordingly, irrespective of the actual route taken by the customer

Pay as you go on National Rail services

Where is pay as you go valid on National Rail?

Oyster pay as you go is valid on all National Rail routes within London Zones 1-9 where Travelcards are accepted. In addition it is accepted on:

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

Where is pay as you go **not** valid on National Rail?

Pay as you go is **not** 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

Ticket types

Pay as you go on National Rail services

Pay as you go tariffs on National Rail services

Three tariffs apply for pay as you go fares on National Rail services:

- **National Rail pay as you go fares** for journeys wholly on National Rail services
- **TfL pay as you go fares** for journeys wholly on selected National Rail routes. These are listed on [page 72](#) and are shown on the map on [page 178](#)
- **through fares** for journeys which include both TfL and National Rail services

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

- Peak pay as you go fares are set at, or just below, half the price of a cash Anytime Return
- Off-Peak pay as you go 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

Customers pay **National Rail pay as you go fares** when they travel entirely within the National Rail network on the following lines:

- **Southeastern:** All lines within Zones 1-6
- **Southern:** All Lines with Zones 1-6 (except Clapham Junction to Watford Junction, New Cross Gate to West Croydon/ Crystal Palace)
- **South West Trains:** All lines within Zones 1-6
- **First Capital Connect:** All lines within Zones 1-6 (except West Hampstead Thameslink to Elephant & Castle, Finsbury Park to Kings Cross/Moorgate)
- **National Express East Anglia:** All lines within Zones 1-6 (except London Liverpool Street to Walthamstow Central/Tottenham Hale/Seven Sisters/Stratford)

Or their travel involves only a combination of lines in the above network and any other National Rail services in London.

Ticket types

Pay as you go on National Rail services

Pay as you go tariffs on National Rail services

Customers pay **TfL Oyster pay as you go fares** when they travel entirely on any of the following National Rail lines

- **Chiltern Railways:** Amersham to Marylebone, West Ruislip to Marylebone
- **First Capital Connect:** Finsbury Park to King's Cross/Moorgate, West Hampstead to Moorgate/Elephant & Castle/London Bridge
- **National Express East Anglia:** Stratford to Liverpool Street, Tottenham Hale/Seven Sisters to Stratford, Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- **C2C:** Grays to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- **Southern:** Watford Junction to Clapham Junction, New Cross Gate to West Croydon/ Crystal Palace
- **London Midland:** Watford Junction to Euston
- **First Great Western:** West Drayton/Greenford to Paddington

TfL Oyster pay as you go fares apply on all London Overground services.

Customers pay **National Rail through pay as you go fares** when they travel on National Rail and Tube, DLR or London Overground services. See map on [page 178](#) which shows where the different tariffs are charged on National Rail services

See [National Rail fares tables](#) for details of National Rail through fares and National Rail only single fares. You can also find out how much you'll pay between particular stations using [single fare finder](#).

5-10 year olds on National Rail

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

- On the routes listed above where the TfL tariff applies, 5-10 Oyster photocard holders travel free
- On all other National Rail routes in London where pay as you go is valid, children aged 5-10 pay child-rate pay as you go fares

Ticket types

Pay as you go on National Rail services

- Children aged 5-10 who make journeys on a combination of these routes pay a National Rail child-rate pay as you go fare for the whole journey
- Children aged 5-10 can travel free on the following services, without a 5-10 Oyster photocard if they are accompanied by an adult who is using pay as you go, or has a valid ticket, Freedom Pass or a Veterans Concessionary Travel Scheme pass (up to four children per adult):
 - 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 Euston
 - Watford Junction to Clapham Junction
 - West Hampstead Thameslink to Moorgate/Elephant & Castle/London Bridge
 - West Ruislip to South Ruislip

16-18 year olds on National Rail

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

- On the routes listed [on page 72](#) where the TfL tariff applies, 16+ Oyster photocard holders pay half adult-rate pay as you go fares
- On all other National Rail routes in London where pay as you go is valid, 16+ Oyster photocard holders pay adult-rate pay as you go fares
- 16+ Oyster photocard holders who make journeys on a combination of these routes pay adult-rate pay as you go fares for the whole journey

Ticket types

Pay as you go on National Rail services

16+ Oyster photocard holders who also have a 16-25 National Railcard, can have the discount entitlement added to their 16+ Oyster photocard to get:

- 34% discount on the Off-Peak pay as you go fare on Tube, DLR, London Overground and National Rail services in London
- 34% discount on the off-peak adult daily price cap.
- See [pages 45-51](#) for details of these fares

The system logically applies the better value of the discounts at each stage.

National Railcard holders

- Gold Card, Senior, 16-25, Disabled Persons and Forces Railcard holders can get 34% discount on the adult Off-Peak Oyster single fare for journeys on Tube, DLR, London Overground and National Rail services in London
- They also get 34% 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-rate Zones 1-6 Off-Peak Day Travelcard.

NOTE: the Disabled Persons Railcard holder must be using their Railcard with a valid ticket to travel. If they also have a disabled person's Freedom Pass they cannot use the Disabled Persons Railcard to buy a discounted ticket for their companion, and then use the Freedom Pass to travel.

Card holders need to have the Railcard Discount Entitlement loaded on their Oyster card. This can be done at all Tube and London Overground and some National Rail ticket offices, Oyster Ticket Stops and Travel Information Centres. They must also register their Oyster card if they have not already done so.

Passengers must carry their Railcard with them when they travel.

Ticket types

Pay as you go on River services

Customers can use their pay as you go credit to get a 10 per cent discount on single fares on Thames Clippers. This does not count towards their daily price cap.

Bus Saver

Bus Saver tickets are not available for the general public to buy. However, bulk sales of bus Savers for corporate customers are still available. Interested companies should phone 020 7712 1000 for details or email TSSorders@HP.com

Customers who still have bus Saver tickets can continue to use them.




Bus & Tram Passes

Are valid for travel on:

- The entire London bus network, including sections outside Greater London, but not on certain special bus services and excursions
- All trams

Travelcards

Are valid for travel on:

- Tube, DLR and London Overground services
- The entire London bus network including sections outside Greater London, on buses that display this sign:  This applies to all Travelcards irrespective of the zone(s) they cover. Not valid on certain special bus services and excursions
- Trams, where the Travelcard includes Zone 3, 4, 5 or 6
- National Rail (excluding Heathrow Connect between Hayes & Harlington and Heathrow, on Heathrow Express and on Southeastern high speed services between St Pancras International and Stratford International)
- Scheduled River services at 1/3rd off the normal fare

Ticket types

Travelcards

- The Travelcard held must be valid for all the zones the customer travels through
- Travelcard season tickets can start on any day of the week
- Slightly different Terms and Conditions apply to Travelcard season tickets bought from London Overground and National Rail stations; for more information visit nationalrail.co.uk

If a customer has a negative balance on their Oyster card, they will not be allowed back on to the network, even if they have a valid Travelcard, until the negative balance is cleared.

Travelling beyond a Travelcard's validity

If travelling beyond the zone(s) covered by the Travelcard, an extension fare must be paid.

If travelling beyond the validity of the Travelcard season ticket on their Oyster card, the customer should add enough pay as you go credit to their card to cover their journey beyond the validity of their Travelcard. They must touch their Oyster card on the card reader at the start and end of their journey. If they don't they will be charged a maximum Oyster fare.

Reduced fares on River services

By showing their Travelcard or Oyster card with a Travelcard on it at the time of travel, the holder will get 1/3rd off the normal Riverboat fare on the services below. Some restrictions apply.

Thames River Services:	Westminster to Barrier Gardens
Crown River Cruises:	Westminster to St Katherine's
Thames Executive Charters	Putney to Blackfriars
Thames Clippers	Hilton Docklands to Canary Wharf
Thames Clippers	Woolwich to QEII Greenwich to Canary Wharf
Thames Clippers	Embankment to Woolwich Arsenal
Thames Clippers	Waterloo to Millbank

Ticket types

Day tickets

Unlimited daily travel is available using Day Travelcards and Group Day Tickets. Customers using Oyster to pay as they go will pay a maximum daily price cap depending on where they have travelled, when they have travelled and the modes used.

Day tickets are not available on Oyster.

One Day Bus & Tram Pass



This is no longer available to buy. Customers who still have valid One Day Bus & Tram Passes can continue to use them. They are issued at adult-rate only.



One Day Bus & Tram Passes can be used all day on the day of validity and for any journey that starts before 0430 on the following day.

Day Travelcard



Day Travelcards are available for travel at Anytime or off-peak.

- Anytime Day Travelcards can be used all day on the day of validity and for any journey that starts before 0430 on the following day.
- Off-Peak Day Travelcards can be used from 0930 on the day of validity and for any journey that starts before 0430 on the following day

Ticket types

Day tickets

Customers using buses/trams as well as Tube, DLR, London Overground or National Rail services in one day will need an Anytime Day Travelcard if travelling before 0930 on Monday to Friday (excluding public holidays). If they use Oyster to pay as they go, a Peak cap will be applied.

For customers using Oyster to pay as they go only on buses and trams, the bus and tram cap will apply.

Daily price capping

Daily price capping is the most a customer will be charged a day when they pay as they go on bus, Tube, tram, DLR, London Overground and National Rail services. If they use buses and trams only, the bus and tram cap will apply. If their journeys include travel on the Tube, DLR, or London Overground, the all modes caps will apply.

The daily price cap therefore allows customers to travel as many times as they like in one day (from 04:30 and before 04:30 the next day), and they'll never pay more than the cost of an equivalent Day Travelcard. **NOTE:** this does NOT apply for travel to/from Grays, Purfleet, Ockendon or Chafford Hundred.

The all modes **Off-Peak cap** will apply if they make several journeys on the same day during the following hours:

- Monday to Friday: from 0930 and any journey that starts before 0430 the following day,
- Saturday, Sunday and public holidays: from 0430 and any journey that starts before 0430 the following day.

The all modes **Peak cap** will apply if they travel from 0430 and before 0930 Monday to Friday (excluding public holidays), irrespective of mode. Although there is a flat fare on buses and trams, if the customer travels on buses or trams between 0430 and 0930 and subsequently uses other modes, a Peak cap will be applied.

Ticket types

Daily price capping

A separate charge is made for the journey(s) made from 0430 and before 0930 (Monday to Friday (excluding public holidays), plus the Off-Peak cap, if the total cost of the journeys made is less than the Peak cap.

Some journeys are defined as requiring travel via Zone 1 and are charged and capped accordingly, irrespective of the actual route taken.

For the correct daily price cap to apply, they must touch in and out correctly. If a customer thinks they have paid more than the equivalent Day Travelcard price for all the journeys they made in a day (except to/from Grays, Purfleet, Ockendon or Chafford Hundred), advise them to call the Oyster helpline on **0845 330 9876**.

Guide to daily price capping

A guide to daily price capping is available from Ticketing Policy. It includes examples of how daily price caps are calculated, according to type of Oyster card held, and journeys made

Daily price capping from stations north of Moor Park and Hatch End

When customers travel on Mondays to Fridays (excluding public holidays) after the following times from stations north of Moor Park and Hatch End, their Oyster single fare counts towards the Off-Peak cap instead of the Peak cap.

North of Moor Park

Amersham	Touch in after 09.10
Chalfont & Latimer	Touch in after 09.15
Chesham	Touch in after 09.00
Chorleywood	Touch in after 09.15
Rickmansworth	Touch in after 09.20

North of Hatch End

Bushey	Touch in after 09.20
Carpenders Park	Touch in after 09.20
Watford High Street	Touch in after 09.10

Ticket types

Daily price capping

Daily price capping on Southern services

For passengers using pay as you go on Southern services from one of the following stations on a weekday starting their journey after the times below, their Oyster single fare will count towards the off-peak cap instead of the peak cap:



Caterham– London Bridge

Caterham	Touch in after 09:00
Whyteleafe South	Touch in after 09:10
Whyteleafe	Touch in after 09:10
Kenley	Touch in after 09:10
Purley	Touch in after 09:15
Purley Oaks	Touch in after 09:20
South Croydon	Touch in after 09:20

Tattenham Corner – London Bridge

Tattenham Corner	Touch in after 09:00
Tadworth	Touch in after 09:00
Kingswood	Touch in after 09:10

Reigate, Redhill, Merstham, Coulsdon South to London Bridge

Coulsdon South	Touch in after 09:15
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Carshalton Beeches to Victoria

Carshalton Beeches	Touch in after 09:20
Wallington	Touch in after 09:20

Group Day tickets

Tube, DLR and London Overground Group Day tickets

- For groups of 10 or more paying passengers travelling together at all times
- Provide unlimited travel within Zones 1-6 (or Zones 1-9 where paid for) at any time on any day of the week.
- Available from Tube and London Overground station ticket offices, Tube station touchscreen ticket machines and National Rail stations served by these modes
- Under-18s travel at child-rate – no photocard needed
- Under-5s can travel free when accompanied at any time (no restriction on number)
- 5-10 year olds travelling with an adult with a valid ticket, validated Oyster card, a Freedom Pass or a Veterans Concessionary Travel Scheme Oyster photocard, can travel free at any time (up to 4 children per adult)
- Larger groups should contact the local Tube station supervisor in advance. They will be able to suggest the best route for the group and will contact staff at interchange and destination stations to ensure that travel throughout the day is as trouble free as possible

DLR only Group Travel tickets

- Available for any day of the week with no time restrictions.
- Under-18s travel at child-rate – no photocard needed.
- 5-10 year olds travelling with an adult with a valid ticket, validated Oyster card, a Freedom Pass or a Veterans Concessionary Travel Scheme Oyster photocard, can travel free at any time (up to 4 children per adult)
- Under-5s can travel free when accompanied by an adult at any time (no restriction on number)

Group Day tickets

School Party Travel tickets



Schools in the Greater London area may qualify for the School Party Travel scheme. This allows free travel on bus, Tube, tram, DLR, London Overground and National Rail services in London from Monday to Friday, provided the school is visiting educational and cultural venues in London

If school groups try to travel without the correct tickets or any tickets, they must be told that they should purchase tickets. For information on how schools can register and details of how the scheme works, they should be advised to visit tfl.gov.uk/schoolparty or contact schoolpartx@xxxx.xxx.xxx.xx or call **0845 330 9876**.

3 Day tickets

3 Day Travelcards

These tickets are no longer available to buy.

However, some overseas agents still have stocks of 3 Day Travelcards which they are continuing to sell to visitors. They are also issued by National Rail in exchange for Groundline issued warrants

Customers who still have valid 3 Day Travelcards can continue to use them.



Season tickets

Bus & Tram Passes

- Issued on Oyster cards
- Can start on any day of the week.
- Bus & Tram Pass season tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.
- 7 Day, Monthly and longer period Bus & Tram Pass season tickets are only available on Oyster from public retail outlets. Printed tickets are available as bulk sales or Local Education Authority (LEA) tickets (LEA do not issue 7 Day Travelcards)



Adult

- Adult-rate Bus & Tram Pass season tickets are available for 7 Days, one month or for any longer period up to one year.

16+, Jobcentre Plus and Bus & Tram Discount

- 16+ Bus & Tram Pass season tickets are available for 7 Days, one month or for any longer period up to one year.
- Bus & Tram Discount Bus & Tram Pass season tickets are available for up to 6 months
- Jobcentre Plus Bus & Tram Pass season tickets are available for up to 3 months
- The Bus & Tram Pass must not be issued to expire later than the accompanying 16+ Oyster photocard, Jobcentre Plus Travel Discount Card or Bus & Tram Discount photocard

Season tickets

Bus & Tram Passes

18+ Student

- Cost 30% less than the equivalent adult-rate Bus & Tram Pass.
- Are available to holders of a valid 18+ Student Oyster photocard for 7 Days, one month or for any longer period up to one year.
- The Bus & Tram Pass season ticket must not be issued to expire later than the expiry date on the accompanying 18+ Student Oyster photocard.

Travelcards

- Generally issued on Oyster cards except when bought from most National Rail stations
- Printed 7 Day Travelcards are issued on manual stock by overseas agents and some bulk sales.
- Printed monthly Travelcards are issued for some bulk sales and LEA tickets
- Travelcard season tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date
- Prices depend on the number of zones needed for the Tube, DLR, London Overground or National Rail journey being made

Adult

- Adult-rate Travelcard season tickets are available for 7 Days, one month or for any longer period up to one year.

16+ and under-16s

- Available for 7 Days, one month or for any longer period up to one year.
- A Travelcard season ticket must not be issued to expire later than the expiry date of the accompanying 5-10, 11-15, or 16+ Oyster photocard, or Jobcentre Plus Travel Discount Card with accompanying Oyster card

Ticket types

Season tickets

Travelcards

Jobcentre Plus and Bus & Tram Discount

- Travelcards for Jobcentre Plus Travel Discount Card holders are issued at child rate and are available for up to 3 months
- Travelcards for Bus & Tram Discount photocard holders are issued at adult rate and are available for up to 6 months

18+ Student

- Cost 30% less than the equivalent adult-rate Travelcard
- Are available to holders of a valid 18+ Student Oyster photocard for 7 Days, one month or for any longer period up to one year.
- A Travelcard season ticket must not be issued to expire later than the expiry date on the accompanying 18+ Student Oyster photocard
- Rates may differ when bought from a National Rail station

Savings with adult-rate Travelcard season tickets

- The holder of a valid adult Travelcard can take up to 4 under-11s for free at any time on Tube, DLR and London Overground services

Additional benefits for Gold Card (annual Travelcard) holders

Adult-rate annual Travelcards (Gold Cards) also offer the holder, their family and friends reduced prices on rail travel throughout London and the South East area on most National Rail services.

- They can get 34% discount on Standard Class Single and return tickets on participating train company services within the Network Railcard Area, when travelling after 1000 Monday to Friday, or any time at weekends and on public holiday, plus:
 - Up to three other adults aged 16 or over, can each receive a 34% discount
 - Up to four children aged between 5 and 15 pay just £2
 - Up to two children aged under 5 travel free of charge with each fare paying passenger.

Ticket types

Season tickets

Travelcards

Additional benefits for Gold Card (annual Travelcard) holders

The maximum group size is four adults, four flat fare-paying children and two children under 5 (who travel at no charge). The Gold Card holder must travel with the group at all times.

They can buy Off-Peak Day Travelcards for friends and family at the following reduced prices:

	accompanying adults	accompanying children
Zones 1-6	£5.70	£2.00
Zones 1-9	£7.80	£2.00
Zones 1-9 + Watford Junction	£10.00	£2.80

If the Gold Card holder's annual Travelcard is valid in all the zones they want to travel in, they only need to buy reduced price tickets for the accompanying adults and children. If the annual Travelcard is not valid in all the zones they want to travel in, the Gold Card holder will also need to buy an appropriate Off-Peak Day Travelcard for him or herself.

- They can set the Gold Card discount entitlement on their Oyster card to get a 34% discount on the Off-Peak pay as you go single fare on Tube, DLR, London Overground services and all National Rail journeys (i.e. both National Rail only and through journeys). They can also get a 34% discount on the off-peak daily price cap. See [pages 45-51](#) for details of these fares.
- Off-Peak Day Travelcards with additional availability are also available at reduced prices from National Rail stations outside the zonal area.
- Travel First Class for a supplement of only £5 (£2.50 for children) per single or day return journey – some travel restrictions apply

Season tickets

Travelcards

- Buy a Network Railcard for a relative or friend for just £1, a saving of £27 on the full price. A Network Railcard offers similar reduced prices to those available to Gold Card holders. The Network Railcard Partner Card gives 1/3 off leisure travel in the Network Railcard Area (subject to minimum fare and other restrictions). Only one £1 Network Railcard Partner Card can be issued during the validity of the Annual Gold Card. Find out more at network-railcard.co.uk
- Available from any National Rail station ticket office. Reduced price Off-Peak Day Travelcards are also available from Tube station ticket offices
- If the Travelcard is on Oyster, the holder must show the member of staff at the National Rail station ticket office their Oyster card and Record Card when buying a reduced-rate ticket or tickets

For further information on Gold Card benefits, customers should be advised to telephone National Rail Enquiries on **08457 48 49 50** or ask at their local National Rail station.

Record Cards (Customer Reminders)

Record Cards (Customer Reminders) are issued in conjunction with an annual Travelcard or Bus & Tram Pass season ticket on Oyster as follows:

- Travelcard season (adult rate) – Gold Record Card
- Travelcard season (18+ Student and child rate) – Blue Record Card
- Bus & Tram Pass season (adult, 18+ Student, Half Adult rate) - Blue Record Card.

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* These sections have  from the last edition

These sections are 

What's available on Oyster?

- Pay as you go
- Adult, 18+ Student, 16+, Child and Jobcentre Plus 7 Day, monthly and longer period Travelcards
- Adult, 18+ Student, 16+, Non- concessionary 11-15, Jobcentre Plus and Bus & Tram Discount 7 Day, monthly and longer period Bus & Tram Passes

Where can customers get an Oyster card?

Customers can get a standard adult Oyster card at

- tfl.gov.uk/oyster
- Oyster Ticket Stops
- Tube and London Overground station ticket offices
- Tube station passenger operated ticket machines (AFM) which have been fitted with an Oyster card dispenser (selected stations only)
- London Travel Information Centres
- Some National Rail station ticket offices

Issuing Oyster cards and Oyster photocard

- A £5 deposit is payable when issuing an Oyster card. On return of the original Oyster card, the deposit will be refunded (certain conditions apply)
- Oyster cards are re-usable. When a season ticket runs out or the pay as you go credit has been used, the Oyster card should not be thrown away; the customer can renew their season ticket or top it up with pay as you go credit
- Applications for all Zip Oyster photocard are subject to a £10 non-refundable administration fee
- London residents should use an application form, available from Post Offices in the Greater London area
- Those applying for 5-10, 11-15 Oyster photocards can also apply online at tfl.gov.uk/photocard
- As application forms are only available at London Post Office branches, customers who do not live in London should apply online at tfl.gov.uk/photocard for a Zip Oyster photocard. If we can verify the applicant's details online we will post the Oyster photocard to them. If we cannot verify their details, they can collect it on arrival in London

Issuing Oyster cards and Oyster photocard

- Applications for a replacement Zip Oyster photocard for a lost, stolen or damaged one need to be made online at tfl.gov.uk/photocard or by phoning 0845 331 9872. A £10 fee will be charged
- When a new photocard is despatched, the previous photocard will be stopped
- If a customer's Oyster photocard is worn and more than two years old, they can get a duplicate free of charge by calling 0845 331 9872
- If required, the customer can change their photo as part of the lost/stolen/damaged online process; a £10 admin fee is payable
- There is a £10 non-refundable administration fee payable on application for all 18+ Student Oyster photocards
- Students must apply online at tfl.gov.uk/photocard

Registering and protecting Oyster cards

Protecting an Oyster card means:

- It can be stopped so that no-one can use it if it is lost or stolen
- The tickets and/or remaining pay as you go credit are protected and the card holder may be eligible for a refund or duplicate card. Some duplicate cards can be issued with the remaining tickets and/or pay as you go credit loaded on it
- Customers can protect the cash and/or tickets on an unregistered Oyster card online at tfl.gov.uk/oyster

Registering an Oyster card means that the Oyster card is protected as described above. In addition:

- The holder may receive emails from us giving information such as details of planned disruptions to their regular journey or new services available on Oyster
- In addition to pay as you go credit and 7 Day season tickets, the holder can load monthly and longer period season tickets on to it
- Lost or stolen registered and protected Oyster cards should be reported to tfl.gov.uk/oyster or the Oyster helpline on 0845 330 9876
- We do not refund or replace **unregistered or unprotected** Oyster cards that have been reported lost or stolen

Registering and protecting Oyster cards

Who must register their Oyster card?

- Adults - if they wish to buy a monthly or longer period season ticket.
- Holders of:
 - Jobcentre Plus Travel Discount Cards
 - Bus & Tram Discount photocards
 - National Railcards
 - Privilege Ticket Authority cards

All Oyster photocards are registered when they are issued.

Where can customers register their Oyster cards?

The best time to register an Oyster card is when the customer first gets it. It is also possible to register an Oyster card at a later date at Tube and London Overground station ticket offices, Oyster Ticket Stops or London Travel Information Centres.

Customers cannot register an existing Oyster card online, but they can protect it. They can subsequently register it by taking a print out of the card overview page from their online account (as proof of ownership) to a Tube station and ask a member of staff to help them to register their card.

Note: Visitor Oyster cards cannot be registered

Are Oyster cards transferable?

An Oyster card which only has credit to pay as you go at adult rate on it is transferable, even if the card is registered in a specific customer's name. This means that if the holder is not using it, they can let a friend/family member use it instead or if they wish they can permanently transfer it to a third party. However the registered owner continues to be responsible for the card.

An Oyster card cannot be used by anyone other than the registered owner if it holds a:

- Travelcard or Bus & Tram Pass season ticket.
- Jobcentre Plus discount concession.
- Bus & Tram Discount concession.
- National Railcard discount concession.
- A Privilege Ticket Authority discount concession.

Are Oyster cards transferable?

Oyster photocards (including 5-10, 11-15, Under-14, Child, 16+, 18+ Student*, Freedom Pass, Veterans Concessionary Travel Scheme and Athletes London Travelcards) cannot be used by anyone other than the registered owner.

*An 18+ Student Oyster photocard can be used for adult-rate season tickets and to pay as they go after the discount has expired. If the discount has expired and the card only has pay as you go credit on it, the card can then be given to someone else to use.

Using Oyster

Customers must touch their Oyster card on a yellow card reader at a station, tram stop or on the bus when making a journey. The reader checks that there is sufficient pay as you go credit on the card or that there is a valid ticket.



If there is enough pay as you go credit or a valid ticket:

- **On the Tube, London Overground and National Rail:** the gates open.
- **On buses and tram/DLR/National Rail validators:** the card reader shows a green light to confirm their Oyster card has been accepted.

If there is no valid ticket or not enough credit to pay as you go, the Oyster card cannot be validated and is not valid for travel:

- **On the Tube, London Overground and National Rail:** a 'seek assistance' message will be displayed and the gates will not open.
- **On buses and tram/DLR/National Rail validators:** a red light shows on the card reader.

Pay as you go on buses and trams

On buses and trams ALL customers must touch in at the start of each journey. They should not touch out at the end of their journey; if they do they will be charged another fare.

Using Oyster

Pay as you go on Tube, DLR, London Overground and National Rail services

On the Tube, DLR, London Overground and National Rail services, customers must always **touch in** at the start of the journey and **touch out** at the end. If they fail to do so they may be charged a maximum Oyster fare (see [page 96](#) for more information).

At stations where there are no ticket gates, customers must use the validators provided.

If the customer does not touch in at the start of a journey, they may be liable to a Penalty fare or prosecution.

Peak and Off-Peak times using pay as you go

Peak pay as you go fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** pay as you go fare applies.

The fare charged is set at the time the customer touches their Oyster card on the yellow card reader at the start of their journey. For example, if they plan to catch a train that leaves Victoria after 1900 but touch in before 1900 they will be charged the Peak Oyster single fare.

Off-peak fares during the evening peak

Off-peak fares are charged for customers travelling into Zone 1 on Tube, DLR, London Overground or some National Rail services between 16:00 and 19:00 on Mondays to Fridays, when using Oyster pay as you go. Their journey must finish in Zone 1 to get the off-peak fare; this could save them up to £2.50 per trip.

Remember they're charged according to when they touch their Oyster card on the yellow card reader at the start of their journey. So if they touch in at the start of their journey outside Zone 1 between 1600 and 1900 and touch out in Zone 1 at the end of their journey, they will be charged an Off-Peak fare.

Using Oyster between Tube stations at Heathrow

From 2 January 2012, journeys solely between Heathrow T123, Heathrow T4 and Heathrow T5 will be free for all Oyster card and Oyster photocard holders.



Differential charging for pay as you go journeys

Oyster single fares vary according to the route a passenger takes for journeys on the Tube, DLR, London Overground and some National Rail services.

Software that determines the route logic is at interchange points where passengers need to go through a gateline, or pass a validator to change lines or modes; for example, at West Hampstead and Hammersmith.

There are also 11 key interchange stations where there is no convenient opportunity to validate mid-journey, to prove the route taken. At these stations Oyster route validators have been installed. In these circumstances, customers using pay as you go will need to touch their Oyster card on an Oyster route validator to be charged the correct fare for the journey they have made.

Oyster route validators will allow passengers to indicate which route they have taken to ensure they pay the appropriate fare. Only those passengers who are using Oyster to pay as they go for any part of their journey and are changing trains at one of the stations where an Oyster route validator is located (listed overleaf) will need to use one.

Oyster route validators

What do Oyster route validators look like?

Oyster route validators are physically similar in appearance to other passenger validators, but have a pink card reader instead of a yellow one.

Passengers should touch their Oyster card flat on a pink card reader, just as they do with the yellow card readers. By touching on an Oyster route validator, when interchanging between lines or modes, the passenger's journey is calculated via that point, rather than a potentially more expensive route.



Oyster route validators

Oyster route validators should only be used by passengers when changing lines/modes, they cannot be used to start or finish a journey. They must continue to touch in at the start and touch out at the end of their journey on a yellow card reader.

If passengers do not use the Oyster route validators they will not be charged the fare for the route they have taken. Instead they will be charged the default fare for the journey, which may be higher.

Stations with Oyster route validators

Oyster route validators are located at the following Tube, London Overground and National Rail stations.

Blackhorse Road	Canada Water
Gospel Oak	Gunnersbury
Highbury & Islington	Kensington (Olympia)
Rayners Lane	Richmond
Stratford	West Brompton
Whitechapel	Willesden Junction
Wimbledon	

Changing trains – touching in and out

Customers using Oyster pay as you go (or both Oyster pay as you go and a Travelcard on the same Oyster card) on a multi modal journey need to do the following if the route involves changing trains:

- Touch in once at the start of the journey
- Touch out once at the end of the journey.
- Touch on any Oyster route validators when changing trains during the course of the journey
- Touch out once and touch back in once when changing trains between stations during the course of the journey

They should not touch any other Oyster readers during the course of their journey if they do not change. If they do they could be charged for two separate journeys.

Out of station interchange (OSI)

Out of station interchanges (OSI) ensure that customers who exit a station to reach another service are charged correctly when using pay as you go. The OSI could be a different part of the same station or a different station or operator.

When a customer exits a station that is designated as an Out of Station Interchange, an OSI flag is set on their Oyster card when they touch out on a yellow card reader as they exit a station. If they touch in on another yellow card reader within a set time at the other part of the OSI, the reader will re-open the original journey rather than starting a new one.

If a customer checks their journey history at a touch screen ticket machine, or gets a print out from a ticket office, the exit and re-entry will not be visible; the journey will just show as being between the start and destination stations. The more detailed reports from the central system will however show every step of the journey.

Emergency OSIs (EOSIs) are set up to cater for fragmented customer journeys arising from engineering works or disrupted services involving station and line closures.

A list of the station pairs that are designated OSIs are shown on [page 174](#)

Maximum Oyster fares

When a customer touches in at the start of a Tube/DLR/London Overground/National Rail journey, a charge of up to £7.80 is deducted from their pay as you go credit. When they touch out at the end of their journey the charge will be adjusted so that they only pay the advertised Oyster single fare.

If the customer fails to correctly touch in and out they will be charged up to £7.80 for a Tube/DLR/London Overground/National Rail journey. This charge will not count towards any cap the customer may reach that day.

Autofill

There are times when, for safety reasons, customers are instructed to leave the station quickly and it may not be possible for them all to touch out.



If they were unable to touch out because of an incident, but continued their journey by Tube, DLR or London Overground from a nearby station or from the same station once the incident had cleared, their previous journey will be regarded as continuing and they should not be charged a [maximum Oyster fare](#).

If they did not continue their journey immediately, the maximum Oyster fare charged will be adjusted when they next touch in at the start of a Tube, DLR or London Overground journey.

If they have been charged a maximum Oyster fare which has not been adjusted, they may have a negative pay as you go balance on their card and will need to top it up before they can use it.

Customers who have been charged a maximum Oyster fare under these circumstances, that has not been adjusted, should call the Oyster card Helpline on 0845 330 9876.

Auto top-up

Auto top-up ensures a customer never runs out of pay as you go credit by automatically topping up their Oyster card whenever their balance falls below £8.

They can choose their Auto top-up amount to be either £20 or £40. This is added to their Oyster card when they touch it on any yellow card reader (except on ticket machines) as part of a normal journey (including buses) whenever their balance falls below £8.

To set up Auto top-up the customer must have an online account and they must buy some pay as you go credit.

They can select a top up amount and choose a Tube, DLR, London Overground or National Rail station or tram stop at which to activate the Auto top-up request. To do this they must touch their Oyster card on a yellow card reader as part of a normal journey. Once activated top up will occur automatically as they travel.

Journey history

Customers can see details of their pay as you go journey history at:

- **Touchscreen ticket office machines at Tube stations;** last 8 journeys plus top-up information
- **Online at tfl.gov.uk/oyster** provided they have an online account and have topped up their Oyster card online; Journeys made and transaction details (such as top-ups and season ticket purchases) for a maximum of 8 weeks
- **Ticket offices at Tube stations;** Customers can get a print out of their last 8 journeys, transaction details and any journey resolutions

Entry and Exit Charges

Entry and Exit charges apply when no Travelcard is present on the Oyster card. They are based on the Z1-6 TfL-NR Oyster single through fare (separate charges apply at Watford Junction, Chafford Hundred, Grays, Ockendon and Purfleet). Customers do not need the equivalent entry/exit charge as a minimum balance on their Oyster card to enter the system.

The entry threshold is the minimum fare available from the departure station. This means that some customers may end up with a negative balance if they cannot touch out at the end of their journey. They will not be able to re enter the system until the negative balance has been cleared.



Entry and Exit charges are applied as follows:

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
All stations in Zones 1-9				
Adult and 18+ Student	£6.90	£6.90	£4.60	£4.60
Jobcentre Plus Travel Discount Card	£3.45	£3.45	£2.30	£2.30
National Railcard (including 16+/18+ with National Railcard Discount)*	£6.80	£6.90	£3.05	£3.05

* 16+ is generally charged at TfL charging scale; Railcard charges only apply if cheaper

Entry and Exit Charges

For the following, different entry/exit charges apply for stations where fares are charged on the TfL tariff or the National Rail tariff*

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Stations in Zones 1-9 on TfL charging scale*: Tube, DLR, London Overground and some National Rail				
16+ Oyster photocard	£3.45	£3.45	£2.30	£2.30
11-15, Under-14 and Child Oyster photocard	£0.75	£0.75	£0.70	£0.70
5-10 Oyster photocard	zero	zero	zero	zero
Stations in Zones 1-9 on National Rail charging scale*: Most National Rail stations in Zones 1-9				
16+ Oyster photocard	£6.90	£6.90	£4.60	£4.60
5-10, 11-15, Under-14 and Child Oyster photocard	£2.75	£2.75	£0.70	£0.70

*see National Rail tariffs map on [page 176](#)

Different entry/exit charges apply for stations outside Zones 1-9

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Watford Junction				
Adult and 18+ Student	£7.80	£7.80	£4.80	£4.80
5-10	zero	zero	zero	zero
11-15, Under-14 and Child Oyster photocard	£3.90	£3.90	£2.40	£2.40
Jobcentre Plus	£3.90	£3.90	£2.40	£2.40
16+ Oyster photocard	£3.90	£3.90	£2.40	£2.40
National Railcard (including 16+ with National Railcard Discount Entitlement)*	£7.70	£7.80	£3.15	£3.15

Entry and Exit Charges

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Chafford Hundred, Grays, Ockendon and Purfleet				
Adult, 18+ Student	£7.20	£7.20	£6.20	£6.240
5-10	zero	zero	zero	zero
11-15, Under-14 and Child Oyster photocard	£3.35	£3.35	£2.90	£2.90
Jobcentre Plus	£3.60	£3.60	£3.10	£3.10
16+ Oyster photocard	£3.60	£3.60	£3.10	£3.10
National Railcard (including 16+/18+ with Railcard Discount Entitlement)*	£7.10	£7.20	£4.10	£4.10

Same Station Exits

A same station exit is recorded when a customer touches their Oyster card on a yellow reader when they enter a station, but then touch out to exit at the same station within a set time.

This can happen when customers change their journey plan, for example because of service disruption.

If customers using Oyster pay as you go to touch in and out at the same station without making a journey, the following charges apply:

- **Between 0 and 2 minutes:** a maximum Oyster fare of up to £7.80. If, having touched in and out within two minutes, the customer then re-enters the same, or a different station within 45 minutes, the maximum Oyster fare will be refunded and a new journey started. This does not apply if the customer touches out on a yellow card reader that is not on a ticket gate or takes a bus or tram before re-entering
- **Between 2 and 30 minutes:** the minimum Oyster fare from that station
- **More than 30 minutes:** the system will assume that two separate journeys have been made. However, they will both be incomplete, so the customer will be charged two maximum Oyster fares of up to £7.80 each

Same Station Exits

We apply these charges to discourage fare evasion.

Customers may be eligible for a refund if they have been charged for a same station exit. They should speak to a member of staff or call the Oyster Helpline on 0845 330 9876 (08:00 to 20:00 daily).

Maximum Journey times

When customers use Oyster to pay as you go, the amount of time they are allowed to spend completing a single pay as you go journey on Tube, DLR, London Overground or National Rail services is limited.

Each journey has its own timeframe linked to the day and time of day travelled and the number of zones travelled through. This change is to allow sufficient time for customers to complete a journey (between any two points/stations).

The maximum journey time can vary between 70 minutes (travelling in one zone outside Zones 1 or 2 on Monday - Friday between 04:30 and 19:00) and 4 hours 50 minutes (travelling across 18 zones - e.g. Amersham to Grays - on a Sunday or Bank Holiday).

The table below/overleaf shows the general rules applied for maximum journey times. Every journey has its own maximum journey time, regardless of the route taken.

	Maximum Journey Time (minutes)		
	Monday-Friday 04:30am - 19:00	Mon-Fri after 19:00 and all day Saturday	Sunday
For journeys in Zones 1 - 4,			
Within Zone 1, 2 or Zones 2 - 3	90	100	110
Within zones 1 - 2	100	110	120
Within Zones 1 - 3	110	125	135
Within Zones 1 - 4*	110	125	135

* These apply for journeys across up to 5 zones within Zones 1-4. For journeys across 6 or 7 zones within Zones 1-4 the "across 6 zones" or "across 7 zones" maximum journey times apply.

Maximum Journey times

	Maximum Journey Time (minutes)		
	Monday-Friday 04:30am - 19:00	Mon-Fri after 19:00 and all day Saturday	Sunday
All other journeys			
Within 1 zone	70	80	85
across 2 zones	80	90	100
across 3 zones	90	100	110
across 4 zones	100	110	120
across 5 zones	110	125	135
across 6 zones	120	135	145
across 7 zones	130	145	160
across 8 zones	140	155	170
across 9 zones	150	165	180
across 10 zones	160	180	195
across 11 zones	170	190	205
across 12 zones	180	200	220
across 13 zones	190	210	230
across 14 zones	200	220	240
across 15 zones	210	235	255
across 16 zones	220	245	265
across 17 zones	230	255	280
across 18 zones	240	265	290

A customer who exceeds the maximum journey time will be charged for an unfinished journey (see [Entry and Exit charges](#)) potentially up to £7.80 when they finally touch out, and for an unstarted journey (also potentially up to £7.80).

Oyster Extension Permits

Passengers with a Travelcard on their Oyster card who use pay as you go to travel on National Rail services (in London) outside the zones covered by their Travelcard no longer need to set an Oyster Extension Permit on their card before travelling.

Settings on ticketing devices have been changed to ensure that customers are not charged incorrectly if they have an unused Oyster Extension Permit set on their card.

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Discount schemes and photocards

The range of photocards available is:

Photocards	Available from:
Adult	Tube and London Overground stations
18+ Student Oyster photocard	Students must apply online at tfl.gov.uk/photocard
Zip Oyster photocard (16+, 11-15 and 5-10)	Application forms are available at Post Office branches in London. Under-16s and non-London residents aged 16-17 can apply online at tfl.gov.uk/photocard
Athletes London Travelcard	Issued by the British Olympics Association
Jobcentre Plus	Information is available from Government Employment Services offices at the time of acceptance to the Jobseekers programme.
Bus & Tram Discount photocard	Application forms are available at Post Office branches in Greater London or customers can download the IS/ESA form at tfl.gov.uk/discountcard . JSA applicants can get a form at their Jobcentre Plus Office
Freedom Pass	For older and disabled London residents. Application forms are available at Post Office branches in Greater London, from the London borough office(s) or online .
Veterans Concessionary Travel scheme	Available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. Applications forms can be requested by phoning 0845 331 9872
National Railcards	Available from staffed National Rail station ticket offices, National Rail licensed Travel Agents or online at railcard.co.uk
Privilege Ticket Authority card	For some employees and dependants of TfL and National Rail companies.

Discount schemes and photocards

There are travel concessions for children, teenagers and students on bus, Tube, tram, DLR and London Overground services, as well as on National Rail services within Greater London. Concessions are also available for older and disabled people (Freedom Passes), Jobcentre Plus participants, those on Income Support, War Veterans, National Railcard holders and Privilege Ticket Authority card holders.

Customers in wheelchairs travel free on buses and trams at all times.

A photocard or Oyster photocard is needed to buy some of our tickets or to get free/concessionary travel. Customers must have their photocard with them when using their ticket or Oyster card.

Oyster photocards allow the registered holder to travel free or to buy tickets at reduced rates. They are not transferable.

Customers should apply for their Oyster photocard at least two weeks before it is needed.

For further details about Oyster photocards, advise the customer to visit tfl.gov.uk/tickets or call the Oyster helpline on **0845 330 9876**.

Adults

A photocard is **not needed** to buy and use any adult-rate Travelcard or Bus & Tram Pass on Oyster.

A photocard **is needed** to buy or use:

- monthly or longer period Travelcards that include validity to a National Rail station beyond Zones 1 – 6*
- 7 Day, monthly or longer period National Rail only point-to-point season tickets.

- * Travelcard season tickets on Oyster that include travel in Zones 7-9 to Amersham/Chesham and travel to Watford Junction do not require a photocard.



18+ Students

Full-time students

Students can apply for an 18+ Student Oyster photocard if they are:

- Aged 18 or over
- Enrolled with a participating education establishment registered on the TfL scheme, or on mandatory work placement in London
- Enrolled in an eligible Higher Education Level 4 or above full-time or part-time course. (Their education establishment will be able to tell them if their course qualifies)
- Resident in London during term time

This allows them to get 30% off adult-rate Travelcard and Bus & Tram Pass season tickets.

Students who are undertaking on the job training with an employer who pays their wages are not eligible for an 18+ Student Oyster photocard.

Holders of 18+ Student Oyster photocards do not get any discount on pay as you go. However If they also have a 16-25 National Railcard, they can get the Railcard discount entitlement loaded on to their Oyster photocard. This will give them 34% discount on Off-Peak pay as you go single fares on Tube, DLR, London Overground services and National Rail services in London. The Off-Peak (all modes) daily price cap is also 34% lower than the equivalent adult-rate.

Eligible holders of 18+ Student Oyster photocards can also have Privilege Discount Entitlement set on their Oyster photocard; this allows them to get a 75% discount on adult-rate Tube, DLR, London Overground and National Rail pay as you go fares.

Holders of 18+ Student Oyster photocards can get a discount on Thames Clippers riverboats. Many other riverboat operators offer discounts to holders of NUS cards.

18+ Student Oyster photocards are not transferable while the discount entitlement is valid; they can only be used by the registered cardholder even if they only have credit to pay as they go on the card.

For further details on 18+ Student Oyster photocards, they should be advised to go to tfl.gov.uk/tickets

18+ Students

Work placement students

Students at a college or university that is not registered on the scheme, who are coming to London on a work placement, may be able to get an 18+ Student Oyster photocard.

To be eligible, they must be:

- At least 18 years old
- Enrolled on a full-time course of at least 15 or more tuition-led and/or structured-learning hours a week over a period of at least 14 weeks
- On a placement which is an essential part of their course
- On a placement in London for at least 14 weeks

Work placement students must apply online at

tfl.gov.uk/photocard and provide a letter from their educational establishment. More information is available at tfl.gov.uk/tickets

Applying for an 18+ Student Oyster photocard

- The student needs to check whether their university, college or school is participating in the scheme; if so they will give the student full details on how to apply.
- Students must apply for their 18+ Student Oyster photocard online at tfl.gov.uk/photocard Paper applications are no longer accepted

To get an 18+ Student Oyster photocard online they need to:

- Supply a digital passport-type photo
- Pay a £10 fee by credit or debit card

They should allow two weeks for their application to be processed.

Please note that applications for 18+ Student Oyster photocards are suspended between 1st and 31st August.

Online accounts

Applicants will have an 18+ web account created for them when they apply. They can use it to check the progress of their application. If it is rejected the applicant will be able to correct errors up to three times without paying extra.

18+ Students

Multi-year validity

18+ Student Oyster photocards are issued for up to 3 years, providing the holder confirms their continued eligibility each academic year.

Provision of course start and end dates are mandatory. Any application made without course start and end dates will be rejected.

The discount is valid up to a maximum of three years. The 18+ Student Oyster photocard's expiry date depends on the applicant's course end date.

At the start of each academic year, applicants can use their 18+ web account to confirm their continued eligibility. They need to:

- re-enrol at their education establishment
- log onto their 18+ web account
- Click on the reconfirmation link.
- Confirm their details and accept the 2011/2012 Terms and Conditions

Their application will then be sent to their education establishment for approval. The educational establishment must authorise the reconfirmed application.

Lost, stolen or damaged 18+ Student Oyster photocards

If an 18+ Student Oyster photocard has been lost or stolen, the card holder will need to re-apply to get a replacement. A non-refundable fee of £10 is payable for all replacement cards. They can reapply by:

- By logging on to their 18+ web account at tfl.gov.uk/photocard
- Phoning **0845 331 9872**.

If appropriate, a refund of the unused value of any ticket or credit to pay as you go balance on the lost/stolen Oyster photocard may be made. The customer should contact the Oyster Ticketing and Refunds Office, 14 Pier Walk, London SE10 0ES. Alternatively, they can 0845 330 9876.

18+ Students

Valid 18+ Student Oyster photocards



This is the old design. Cards may continue to be used, but are likely to have reverted to Adult Oyster cards.

Current designs of 18+ Student Oyster photocards.

Expiry date

The Student-rate travel discount expires on the cardholder's course end date. If they applied for a multi-year validity 18+ Student Oyster photocard they will be issued with a card that spans a maximum of three academic years. If their course is longer than three academic years, they will need to reapply for another card at the start of the fourth academic year.

If a student has a card that is valid for more than one year and they do not confirm their continued eligibility, their Student-rate travel discount will stop working.

18+ Student Oyster photocards issued under the Student Discount scheme can continue to be used for adult-rate season tickets and to pay as they go after the discount has expired. Once they are 'adult' Oyster cards (i.e. they no longer carry any discount entitlement), they can be given to someone else to use if they only have pay as you go credit on them, even though they have a photo of the registered holder.

16-18 year olds

All 16-18 year olds can apply for a 16+ Oyster photocard to:

- Buy and use child-rate 7 Day, monthly and longer period Travelcards and half adult rate Bus & Tram Passes.
- Pay as they go at half the adult rate on bus, Tube, tram, DLR, London Underground and some National Rail services.
- Pay as they go at adult rate on most National Rail services

NOTE: 16+ Oyster photocard holders cannot buy Day Travelcards at half adult rate, even though they can pay as they go at half adult rate and buy half adult-rate Travelcard season tickets

All 16-18 year olds living in a London borough and in full-time education* can also apply for: **FREE travel on London's buses and trams.** This applies to all those who were aged 16-18 on 31 August prior to the start of the academic year.

- * Full-time education means 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 (up to and including A level or equivalent vocational qualification) in a school sixth form, sixth form college or Further Education college. The hours of guided learning must take place between 0900 and 1800 Monday-Friday. Examples of Level 3 courses are A levels (AS/A2), vocational awards such as BTEC or City & Guilds qualifications at level 3 and the International baccalaureate. It can also include apprenticeships and training courses funded by the Young People's Learning Agency and some courses funded by the Skills Funding Agency as long as the age criteria are met.

If a holder of a 16+ Oyster photocard buys a [16-25 National Railcard](#), they can get the Railcard discount entitlement loaded on to it. This will give them 34% discount on Off-Peak pay as you go single fares on Tube, DLR, London Underground services and National Rail services in London. The Off-Peak (all modes) daily price cap is also 34% lower than the equivalent adult-rate.

Eligible holders of 16+ Oyster photocards can also have Privilege Discount Entitlement set on their Oyster photocard; this allows them to get a 75% discount on adult-rate Tube, DLR, London Underground and National Rail fares.

16-18 year olds

Applying for a 16+ Oyster photocard

Applications for under-18s must be made by their parent/guardian. A £10 administration fee applies for each application to cover processing, production and postage. The free travel concession is available for one academic year; if the card holder continues in full time education, they will need to reapply at the beginning of the next academic year and pay another £10 administration fee.

London Residents

Application forms are available from Post Offices in London. Customers can also ask for an application form to be sent to them at tfl.gov.uk/tickets London residents must apply at a Post Office in Greater London. The parent/guardian needs to take completed application form with:

- A full face passport type photo of the 16-18 year old. It must be a true likeness of the young person and they should not be wearing anything that covers their head unless it is worn for medical or religious reasons
- £10 administration fee (cheques are no longer accepted)
- Proof of parent/guardian identity and address which must be one of the following and dated in the last three months:
 - Residential utility bill
 - Council tax bill
 - Bank, building society or credit card statement
 - Council or housing association rent book or statement
 - Driving licence (full or provisional)
- Proof of age of the young person, which must be one of the following:
 - Passport
 - ID card from a European Economic Area country
 - Birth certificate
 - Driving licence (full or provisional)

They must provide the original document as we don't accept photocopies.

They should allow two weeks for their application to be processed. **Please note that applications for 16+ Oyster photocards are not accepted at Post Offices between 1st July and 31st August.**

16-18 year olds

Applying for a 16+ Oyster photocard

16+ Zip Oyster photocards for applicants that are home schooled and live in London

To be eligible for free bus and tram travel, applicants must get their education establishment to sign their 16+ Zip Oyster photocard application. We appreciate that young people who are home schooled should also benefit from free bus and tram travel. Therefore we accept applications from home schooled young people, but we don't advertise it. This is because it could be open to fraud if it was widely publicised.

If a parent of a home schooled child asks if they can apply for free bus and tram travel on a 16+ Oyster photocard, they should be advised to:

- Collect an application form from the Post Office (branches in London only)
- Complete the application form and enclose either a postal order (made payable to Transport Trading Limited) or their phone number so that Novacraft can phone them to take credit/debit card payment over the phone. Cheques are not accepted.
- Attach a letter confirming that their son/daughter is being home schooled and meets the education criteria for the scheme. (they should repeat the education criteria information given on the application form/website)

The letter should be sent to:

Transport for London,
FREEPOST ADMAIL 4121,
London, SW1P 1AT.

16-18 year olds

Applying for a 16+ Oyster photocard

Young people living outside London

The applicant's parent guardian must apply online at tfl.gov.uk/photocard. They'll need:

- Their (the parent's or guardian's) machine readable passport number
- The 16-17 year olds' machine readable passport number
- A digital photo - It must be a true likeness of the young person and they should not be wearing anything that covers their head unless it is worn for medical or religious reason
- Debit or credit card to pay the £10 fee

If we can verify the parent/guardian's details and the young person's age online, we will post the 16+ Zip Oyster photocard to the address given in the application. Applicants should allow two weeks for their photocard to be delivered.

If we cannot verify the parent/guardian's details or the applicant's age online, the photocard will have to be collected from a Travel Information Centre. The parent/guardian can choose which Travel Information Centre during the application process.

Applicants must allow a minimum of four weeks from the application date to the collection date from the Travel Information centre.

If the young person lives outside London they can't get free bus and tram travel, even if their school or college is in London.

Young people who live outside the UK

The applicant's parent guardian must apply online at tfl.gov.uk/photocard

We cannot post Oyster photocards overseas, so the parent/guardian making the application needs to select a Travel Information Centre to collect the photocard from. Applicants must allow a minimum of four weeks and a maximum of three months from the application date to the collection date from the Travel Information Centre.

16-18 year olds

Applying for a 16+ Oyster photocard

To apply the parent/guardian will need:

- A digital photo of the 16-17 year old - It must be a true likeness of the young person and they should not be wearing anything that covers their head unless it is worn for medical or religious reason
- Debit or credit card to pay the £10 fee

They need to provide proof of the young person's identity when they collect their Oyster photocard from a Travel Information Centre. This can be either:

- Passport
- ID card from a European Economic Area country
- Birth certificate
- Driving licence (full or provisional)

Lost, stolen or damaged 16+ Oyster photocards

If a 16+ Oyster photocard has been lost, stolen or damaged, the card holder will need to re-apply to get a duplicate and pay a non-refundable fee of £10. They shouldn't apply via the Post Office but should be encouraged to apply online at tfl.gov.uk/photocard or phone **0845 331 9872**. In most cases we can issue a like for like replacement

If required, customers can change their photo as part of the lost/stolen/ damaged online process.

If they get a replacement card for their lost, stolen or damaged Oyster photocard, the original photocard will be stopped and will no longer work. The original will also be stopped if they re-apply for the next academic year. If appropriate, a refund of the unused value of any ticket or credit to pay as you go balance on the lost/stolen Oyster photocard may be made. The customer should contact the Oyster Ticketing and Refunds Office, 14 Pier Walk, London SE10 0ES. Alternatively, they can 0845 330 9876.

Behaviour Code

Holders of Oyster 16+ Oyster photocards must comply with TfL's [Behaviour Code](#). If they do not, they may have their Oyster photocard and travel concession withdrawn.

16-18 year olds

Expiry dates

The expiry date of all 16+ Oyster photocards is printed on the front of the card.

For all cards issued:

Since 1 September 2011, this will be

- 30 September 2012 for cards holding the free travel concession for applications made after 1 September 2011.
- The day before the cardholder's birthday if they only have the half adult-rate travel concession.

Cards issued **between 1 September 2010 and 30 June 2011**

- with the free travel concession have both the expiry date of the free travel concession (which will be 30 September 2011) **and** the card expiry date (the day before the cardholder's 18th birthday) printed on the front.
- With half rate travel concession, just the card expiry date printed on the front

Cards issued **before September 2010**

- have the free travel expiry date printed on the front
- card expiry date printed on the back.

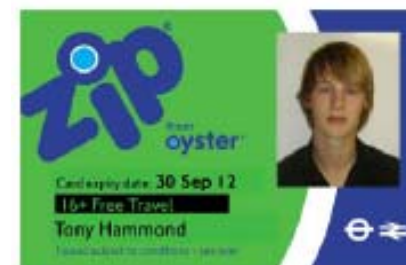
These variations are all shown on the following page

16-18 year olds

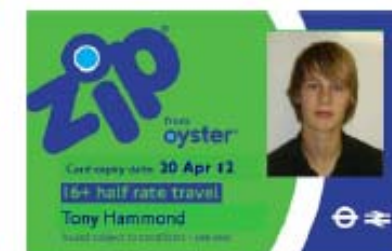
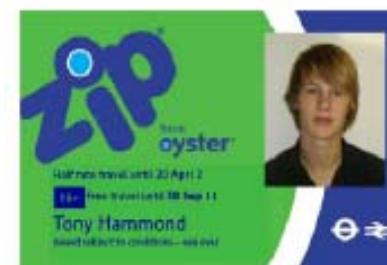
Valid 16+ Oyster photocards

Only the following are valid designs of 16+ Oyster photocards.

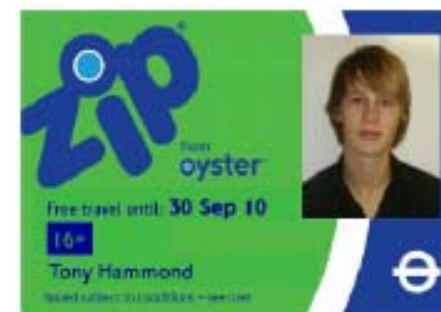
Cards issued since 1 September 2011



Cards issued between 1 September 2010 and 1 June 2011



Cards issued before 1 September 2010



All the 16+ Zip Oyster photocards above allow free travel on buses and trams

All the 16+ Zip Oyster photocards above allow half adult-rate travel only

Under-16s

11-15 year olds

All children aged 11-15 can travel free anywhere on London's buses and trams at any time if they have a valid Oyster photocard. They can also travel at child rate on Tube, DLR, London Overground and National Rail services in London.

Children aged 11-15 travelling in Zones 1-9 after 0930 on Tube, DLR, London Overground and National Rail services using their Oyster photocard to pay as they go will have their fares capped at £1.40.

A photocard is **not needed** for:

- Anyone aged 11-15 when using a cash single or return ticket or a Day Travelcard on Tube, DLR, London Overground services or National Rail services in London (Day Travelcards are also valid on buses and trams, and no photocard is needed)

A valid Oyster photocard is **needed** for:

- 11 - 15 year olds to travel free on buses and trams
- Any child-rate 7 Day, monthly or longer period season ticket
- Pay as you go at child rate on Tube, DLR, London Overground and National Rail services

All 11- 15 year olds need to carry their Oyster photocard with them to travel free on buses and trams. They must touch in as they board a bus or at the tram stop before boarding a tram. If they do not they will be liable to a Penalty fare or their concession may be withdrawn.

11-15 year olds who do not have a valid Oyster photocard, or do not have a valid Day Travelcard, must pay the full adult cash fare on buses and trams until they get one.

Applying for an 11-15 Oyster photocard

For information on how to get an 11-15 Oyster photocard, and what to do if an Oyster photocard is lost or stolen, please see [page 125](#)

Behaviour Code

11-15 year olds who use an 11-15, Under-14 or Child Oyster photocard must comply with TfL's [Behaviour Code](#). If they do not, they may have their free travel concession withdrawn.

Under-16s

Non concessionary Zip Oyster photocards

All 11-15 Oyster photocards are enabled with the free travel concession by default. However, non concessionary 11-15 Oyster photocards (giving half adult-rate travel on buses and trams) are issued if the applicant has had their card withdrawn by Community Safety, Enforcement & Policing (CSEP).



Non-concessionary zip Oyster photocards have an 'N' to show that the entitlement to free Bus and Tram travel has been withdrawn. Note that some non concessionary cards that were issued because the data transfer consent was not signed are still in use

Valid Oyster photocards for 11-15 year olds

11-15 Zip Oyster photocards have joint TfL and National Rail branding and have all expiry dates printed on the front of the card. The following pre 2010 designs with TfL only branding are still valid



The following 11-15 Oyster photocard design is also valid for free and discounted travel



Note: Child and under 14 Oyster photocards are also valid for free and discounted travel until 1 March 2012. For more information [see page 125](#)

Under-16s

Under-11s

All children aged under 11 can travel free anywhere on London's buses and trams at any time.

Up to four children can travel free on the Tube, DLR and London Overground at any time when accompanied by an adult who has a valid ticket, is using Oyster to pay as they go, a Freedom Pass or a Veterans Concessionary Travel Scheme Oyster photocard. Children do not need tickets to travel free and should not use an Under-14 or Child Oyster photocard (or they will be charged a fare). Just let the group through the gates. Adults need to touch in and touch out as normal.

- Children aged 5-10 travelling unaccompanied on Tube, DLR and London Overground services **need** a valid 5-10 Oyster photocard to travel free at any time.
- Children travelling unaccompanied with a Child or Under-14 Oyster photocard will be charged a fare. To travel free they need to exchange their existing Oyster photocard for a 5-10 Oyster photocard.
- Children aged 5-10 who use National Rail services can use a 5-10, Under-14 or Child Oyster photocard to travel at child rate. However, these cards will not be valid after 1 March 2012
- Accompanied 5-10 year olds can only travel free on some National Rail services – see [page 73](#)

An Oyster photocard is **not needed** for:

- Under-11s travelling for free with an adult with a valid ticket. (If the child has an Under-14 or Child Oyster photocard it must not be used to enter/exit the Tube/DLR/London Overground when travelling with an adult or they will be charged a fare).
- Anyone aged 5-10 when using a cash single or return ticket or a Day Travelcard.
- Anyone under the age of 11 years to travel free on buses and trams at any time.

Under-16s

Valid Oyster photocards for 5-10 year olds

5-10 year olds do not need an Oyster photocard to travel free on buses and trams. The following designs show which Oyster photocards allow free or child-rate travel on Tube, DLR and London Overground services.



These are the only valid designs for 5-10 Oyster photocards. This is the only Oyster photocard that allows free travel on Tube, DLR and London Overground and some National Rail services.

Applying for a 5-10 or 11-15 Oyster photocard

All applications for 5-10 and 11-15 Oyster photocards are subject to a £10 non-refundable administration fee. Applications for London residents can be made at a Post Office in London or online.

All applications for under-16s must be made by their parent/guardian. A £10 administration fee applies for each application to cover processing application forms, photocard production and postage.

London Residents

London residents can apply online at tfl.gov.uk/photocard or at a Post Office in London.

To apply online they'll need to provide:

- machine readable passport number for the parent/guardian
- machine readable passport numbers for the child
- A digital photo of the child
- Debit or credit card to pay the £10 fee

Under-16s**Applying for a 5-10 or 11-15 Oyster photocard**

If applying at a Post Office, the parent/guardian needs to take:

- A full face passport type photo of the child. It must be a true likeness of the young person and they should not be wearing anything that covers their head unless it is worn for medical or religious reasons
- £10 administration fee (cheques are no longer accepted)
- Proof of parent/guardian identity and address which must be one of the following and dated in the last three months:
 - Residential utility bill
 - Council tax bill
 - Bank, building society or credit card statement
 - Council or housing association rent book or statement
 - Driving licence (full or provisional)
- Proof of age of the child, which must be one of the following:
 - Passport
 - ID card from a European Economic Area country
 - Birth certificate

They must provide the original document as we don't accept photocopies.

Both online and Post Office applications take up to two weeks to be processed and the Oyster photocard will be posted to the applicant.

Young people living outside London

Visitors to London can also apply for a 5-10 or an 11-15 Oyster photocard online at tfl.gov.uk/photocard for their children. The parent/guardian needs to supply:

- Their (the parent's or guardian's) machine readable passport number
- The child's machine readable passport number
- A digital photo - It must be a true likeness of the child and they should not be wearing anything that covers their head unless it is worn for medical or religious reason
- Debit or credit card to pay the £10 fee

Under-16s**Applying for a 5-10 or 11-15 Oyster photocard**

If we can verify the parent/guardian's details and the child's age online, we will post the Oyster photocard to them. Applicants should allow two weeks for their photocard to be delivered.

If we cannot verify the parent/guardian's details or the applicant's age online, the photocard will have to be collected from a Travel Information Centre. The parent/guardian can choose which Travel Information Centre during the application process. Applicants must allow a minimum of four weeks from the application date to the collection date from the Travel Information centre.

Young people who live outside the UK

The applicant's parent guardian must apply online at tfl.gov.uk/photocard.

We cannot post Oyster photocards overseas, so the parent/guardian making the application needs to select a Travel Information Centre to collect the photocard from.

To apply the parent/guardian will need to supply:

- A digital photo of the child - It must be a true likeness and they should not be wearing anything that covers their head unless it is worn for medical or religious reason
- Debit or credit card to pay the £10 fee

They need to provide proof of the young person's identity when they collect their Oyster photocard from a Travel Information Centre. This can be either:

- Passport
- ID card from a European Economic Area country
- Birth certificate
- Driving licence (full or provisional)

Applicants must allow a minimum of four weeks from the application date to the collection date from the Travel Information Centre. The cards are available for collection for a maximum of 3 months from the application date.

Under-16s

Lost, stolen or damaged 5-10 and 11-15 Oyster photocards

If a 5-10 or 11-15 Oyster photocard has been lost, stolen or damaged/defaced, the card holder will need to re-apply to get a replacement and pay a non-refundable fee of £10. They should apply online at tfl.gov.uk/photocard or phone 0845 331 9872. In most cases we will issue a like for like replacement.

If required, customers can change their photo as part of the lost/stolen/ damaged online process.

If appropriate, a refund of the unused value of any ticket or credit to pay as you go balance on the lost/stolen Oyster photocard may be made. The customer should contact the Oyster Ticketing and Refunds Office, 14 Pier Walk, London SE10 0ES. Alternatively, they can 0845 330 9876.

Child and Under-14 Oyster photocards

Child and Under-14 Oyster photocards give the same benefits as an 11-15 Oyster photocard. However these are gradually being phased out and from January 2012, all current holders will be given the opportunity to exchange their Child or Under-14 Oyster photocard for an 11-15 Zip Oyster photocard. Child and Under-14 Oyster photocards will not be valid for travel after March 1st 2012.

If a parent/guardian orders a replacement for a lost/stolen/damaged Child or Under-14 Oyster photocard, their child will be issued with an 11-15 or 5-10 Oyster photocard depending on their age.



Under-14 Oyster photocard



Child Oyster photocard

Under-5s

All children under 5 can travel FREE anywhere on bus, Tube, tram, DLR and London Overground services at any time when accompanied. They do not need a photocard or Oyster photocard.

Behaviour Code

Holders of Oyster photocards for Under-18s are asked to comply with TfL's Behaviour Code. If they do not or if an Oyster photocard holder commits a crime on London's public transport network or premises, it could result in one of the following:

- Customers using a 16+ Oyster photocard on one of our services, may have their Oyster photocard and travel concession withdrawn
- Customers using an 11-15 Oyster photocard on one of our services, may have their free travel concession withdrawn

The Behaviour Code states that:

If you are an 11-15 or 16+ Oyster photocard holder you are required to adhere to TfL's Behaviour Code and the Terms and Conditions of issue. If you do not, your Oyster photocard and/or your travel concession may be withdrawn.

This Behaviour Code is in place to ensure you travel safety and show respect for our passengers, staff and property. Expected behaviours include, but are not limited to the following:

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet of the seats

Look after your Oyster photocard:

- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away

Use your Oyster photocard correctly:

- Always touch in on the yellow reader on buses and trams

Behaviour Code

- Always touch in and touch out on the Tube, London Overground, DLR and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any Penalty fare that has been issued to you

You must not:

- Smoke, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach the Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw

Earn Your Travel Back

An initiative called 'earn your travel back' provides young people (aged 11-19 years old) who have had their travel concession and/or Zip Oyster photocard removed for a breach of our Behaviour Code, the opportunity to earn it back early by volunteering in the community.

We contact the young person's parent or carer to tell them their travel concession has been withdrawn and provide details on how to apply for the initiative should they be eligible and wish to participate.

Young people who participate in one day (six hours) of volunteering can earn back their concession as follows:

- 11-15 scheme - free travel concession
- 16+ scheme - Zip Oyster photocard with either the free or half adult-rate travel concession (whichever they are eligible for)

Any young person who has had their free travel concession withdrawn as a result of criminal behaviour will not be eligible for earn your travel back. Those who have already taken part in earn your travel back for a previous withdrawal will not be able to participate again.

Athlete's London Travelcards



Athlete's London Travelcards are given to athletes who are 'Gold' Olympic Passport holders, as defined by the British Olympics Association (BOA).

It is an Oyster photocard loaded with a Zones 1-9 Travelcard. The concession expiry date is shown on the reverse of the Oyster photocard.

It allows the athlete to travel free at all times, on all TfL modes and National Rail services within the London zonal area except on the following:

- Heathrow Express
- Heathrow Connect services between Hayes & Harlington and Heathrow
- Southeastern high speed service between Stratford and St Pancras International

The Oyster photocard is issued to the holder for their use only.

All new and replacement cards are issued by the BOA. Any customer calling about a lost, stolen or failed card should call the BOA on 020 7842 5729.

Any customer calling about a refund should be advised that they are not eligible and should be told to call the BOA on 020 7842 5729.

Jobcentre Plus Travel Discount Card

The Work Programme is a UK government employment system comprising a number of schemes to help different social groups of unemployed people who are claiming benefit back into work. The programme changed at the beginning of November 2011; the New Deal photocard was renamed the 'Jobcentre Plus Travel Discount Card'. New Deal photocards will not be valid for discounted travel after the end of December 2011. A Jobcentre Plus Travel Discount Card holder can



- Buy and use child-rate Tube, DLR, London Overground and National Rail cash single/return tickets.

If they get an Oyster card and load the Jobcentre Plus discount on it, they can also:

- Pay as they go at half the adult-rate
- Buy reduced-rate 7 Day, monthly and longer period season tickets (maximum 3 months)



Applying for a Jobcentre Plus Travel Discount Card

Those on the government's Work Programme are eligible for a Jobcentre Plus Travel Discount Card if they are claiming:

- Jobseekers Allowance, are aged 18 to 24 and have been unemployed from 6 to 9 months
- Jobseekers Allowance, are aged 25 and over and have been unemployed from 6 to 12 months
- Incapacity Benefit/Employment and Support Allowance/Income Support and are actively engaged with an adviser in returning to employment

Applications for a Jobcentre Plus Travel Discount Card must be made through Job Centre Plus.

Jobcentre Plus Travel Discount Card

Adding the discount entitlement to an Oyster card

If a customer wants to use Oyster to pay as they go or buy Travelcard or Bus & Tram Pass season tickets at half rate, they must get their Jobcentre Plus discount entitlement added to an Oyster card first.

They need to take their Jobcentre Plus Travel Discount Card to any Tube station, London Travel Information Centre or Oyster Ticket Stop and ask for the discount entitlement to be loaded onto an Oyster card. If they don't already have one, they will need to pay a £5 refundable deposit to get an Oyster card.

Bus & Tram Discount photocard

A Bus & Tram Discount photocard holder can get the Bus & Tram Discount entitlement added to an Oyster card to travel on buses and trams at half adult-rate:

- using Oyster to pay as they go, or
- 7 day, monthly or longer period Bus & Tram Passes (maximum 6 months).

No discount is available for travel on Tube/DLR/London Overground/ National Rail services.

Customers must fulfil all of the following criteria to apply for a Bus & Tram Discount photocard. They must be:

- A London resident
- Over 18 and under 60
- Claiming Income Support or Employment and Support Allowance, or receiving Jobseeker's Allowance for a minimum of 13 weeks
- Not currently receiving any free or discounted travel concessions (such as a Freedom Pass or a Jobcentre Plus Travel Discount Card)

Note: Bus & Tram discount can NOT be combined with a National Railcard discount on the same Oyster card.

Bus & Tram Discount photocard

Applying for a Bus & Tram Discount photocard

Customers can download an application form from tfl.gov.uk/discountcard or pick up one from any Post Office in the Greater London area.

Completed application forms must be taken in person to the Post Office along with:

- Two passport-sized photographs
- Proof of identity – one of the following: a passport, ID card from European Economic Area country, driving licence, bank card, Post Office Card Account card, birth certificate, marriage certificate, divorce/separation/annulment papers, NHS medical card, a utility bill issued in the last 3 months (mobile phone bills are not acceptable) or Home Office Application Registration Card (ARC). The document used must show their current name.
- The applicant's letter from the Department of Works and Pensions (DWP) or Jobcentre Plus (JCP), stating their entitlement to the qualifying benefit and showing their current address, which must be in a London borough. This must be the original, not a photocopy
- If the letter is more than three months old they'll also need a bank statement less than three months old that shows payments are still being made or some other proof that they are still receiving the relevant benefit payment, such as a cheque from DWP



Adding the discount entitlement to an Oyster card

To get the discount entitlement added to an Oyster card, the cardholder needs to go to any Oyster Ticket Stop, London Travel Information Centre or Tube station ticket office and ask to have the discount entitlement loaded onto an Oyster card.

Freedom Passes

Freedom Passes allow older and eligible disabled people who live in a London borough to travel free on London's public transport network. The pass is paid for by the holder's local council and application forms are available from either their local Post Office or London Borough office(s).

Freedom Pass holders can:

- travel free at any time on bus, Tube, tram, DLR and London Overground services
- travel free on National Rail services in London; time restrictions apply

Freedom Passes on Buses

Blind passengers travelling with an assistance dog do not need to show or validate their Freedom Pass on any bus operating across the London bus network. All wheelchair users travel free on buses at all times.

Freedom Passes on National Rail services

Freedom Pass holders can travel free on National Rail services:

- from 0930 on weekdays (or at anytime on certain routes as shown on the Freedom Pass map – [see page 179](#)) and
- at any time on weekends and public holidays

Older persons Freedom Passes can also be used from 0900 Monday-Friday on Southern services between Clapham Junction and Harrow & Wealdstone.

Although Freedom Pass holders can travel on London Overground services between New Cross Gate and Crystal Palace or West Croydon at any time, Southern will only accept Freedom passes after 9.30 Monday – Friday and at weekends on their services between these stations

When travelling outside of the stipulated times on National Rail services, the appropriate full fare is payable.

Freedom Passes are not valid for first class travel.

For travel beyond the Freedom Pass area customers must buy a separate extension ticket before they travel.

Freedom Passes

Freedom Passes are **not valid** on the following services:

- London Midland/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow Express
- Heathrow Connect between Hayes & Harlington and Heathrow.
- Arriva Cross Country
- Grand Central
- Hull Trains
- East Midlands Trains
- Gatwick Express
- National Express East Coast
- Virgin Trains

Freedom Passes on Thames River services

Freedom Pass holders get a discount on the following Thames Riverboat services:

City Cruises:	Westminster to Greenwich
Crown River Cruises:	Westminster to St Katherine's #
WPSA (upriver):	Westminster to Hampton Court #
Thames Clippers	Hilton Docklands to Canary Wharf
Thames Clippers	Woolwich to QEII Greenwich to Canary Wharf
Thames Clippers	Embankment to Woolwich Arsenal
Thames Clippers	Bankside to Millbank

Senior citizen rates apply for those who do not have a Freedom Pass

On the following services, a senior citizen discount is available to all those of a pensionable age. Customers do not need to hold a Freedom Pass to get discounted travel

Campion Launches	Greenwich Sunday Evening Sightseeing Cruise
BA London Eye	London Eye - River Cruise Experience
Turks Launches	Richmond to Hampton Court*

* Senior citizen rates available on Monday to Friday only

Freedom Passes

Bus services outside London

The majority of Freedom Passes include a red rose symbol in the top left hand corner, a red ribbon across the card and a hologram. These indicate that the pass is valid for free travel on local bus services anywhere outside London within England between 0930 and 2300 weekdays and at any time on weekends and public holidays. However, some Disabled Freedom Passes do not include the rose symbol and hologram. These passes are not valid on bus services outside London and are only valid according to the terms of the Freedom Pass scheme.

Applying for a Freedom Pass

Customers can apply for a Freedom Pass at their local Post Office unless they live in Barking & Dagenham, Camden or Sutton, in which case they must apply via their local borough council.

Older person's Freedom Pass

Customers can [fill in a form online](#), print it off and then take it to their local Post Office. Alternatively they can get one from their local Post Office. Customers living in Barking & Dagenham, Camden or Sutton cannot use the online form – they have to apply via their local borough council.

Disabled person's Freedom Pass

Customers with a disability who believe they may be eligible for a Freedom Pass should contact their local council.

Customers should take their completed application form to a Post Office in person and take:

- proof of name
- proof of age
- proof of address and
- one recent passport-sized photograph.

Every new and renewed Freedom Pass is now issued as a combined Oyster photocard.

Customers should receive their new Freedom Pass within 10 working days of applying.

[Find out more at freedompass.org](http://freedompass.org)

Freedom Passes

Freedom Pass Oyster photocards



Older person's Freedom Pass

These may have expiry dates of either March 31 2015 or 2016



Disabled person's Freedom Pass



Discretionary Disabled Freedom Pass

Concessionary Bus Passes issued by English local authorities outside London

English National Concessionary Travel Scheme bus passes issued by English local authorities outside London are valid within Greater London on all bus services operated on behalf of TfL which display this sign:



English National Concessionary Travel Scheme bus pass holders can travel free at all times on TfL bus services.

English National Concessionary Travel Scheme bus passes issued by English local authorities outside London **are not valid for free travel** on trams, the Tube, DLR, London Overground and National Rail.

The English National Concessionary Travel Scheme bus passes include a red rose symbol in the top left hand corner, a red ribbon across the card and a hologram. All local authorities in England issue passes to this same design - the only variation is in the top right-hand area which shows the issuing authority.



Veterans Concessionary Travel Scheme

The Veterans Concessionary Travel Scheme (VCTS) is 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.

Eligible applicants are issued with an Oyster photocard which enables them to travel free at any time within London on bus, Tube, tram, DLR, London Overground and some National Rail services and after 0930 Monday to Friday (all day weekends and public holidays) on most National Rail services. A map showing the National Rail routes where the Veterans Concessionary Travel Scheme pass is valid is shown on [page 180](#)

This scheme is of particular benefit to veterans who live in London but do not yet qualify for a Freedom Pass and those who live outside London. For more information on all veterans issues please visit veterans-uk.info/

How to apply

Customers should call 0845 331 9872 to ask for an application form to be sent to them. They have to complete this and return it to TfL with:

- A photocopy of their Awards Notification or annual uprating letter from the Service Personnel and Veterans Agency, showing their entitlement to an ongoing payment under the War Pensions Scheme or Armed Forces Compensation Scheme
- A passport size photo

Expiry

London Residents: expires one month after they turn 60. If their card has expired and they are not yet eligible for a Freedom Pass, they should phone 0845 331 9872

Non London residents: The VCTS concession is valid until 31 May 2012.

Veterans Concessionary Travel Scheme

Lost, stolen or damaged cards

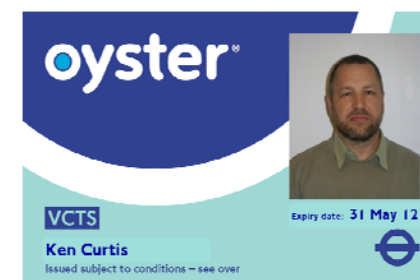
Customers who have lost or had their VCTS photocard stolen, or it has been damaged, need to apply for a duplicate by calling 0845 331 9872. Once this is done, the lost/stolen VCTS Oyster photocard will be stopped so it can no longer be used. A £10 fee is payable.

If required, customers can change their photo as part of the replacement process.

Faulty cards

If a VCTS pass fails, the cardholder needs to phone the Oyster helpline on 0845 330 9876. The card will be stopped and a replacement card will be sent to the cardholder.

If required, customers can change their photo as part of the replacement process; a £10 administration fee applies.



National Railcards

Customers may be eligible for one of a range of National Railcards which offer travel discounts, including on Tube, DLR, London Overground and National Rail. See [pages 45-51](#) for details of discounts on off-peak Oyster single fares and daily price capping.

The Railcards available are:



Network Railcard

Costs £28 and is valid for 12 months.

For more information on eligibility and discounts available visit railcard.co.uk

16-25 Railcard

Costs £28 and is valid for 12 months.

For more information on eligibility and discounts available visit railcard.co.uk



Senior Railcard



Costs £28 and is valid for 12 months.

For more information on eligibility and discounts available visit railcard.co.uk

National Railcards

Family & Friends Railcard

Costs £28 and is valid for 12 months.

For more information on eligibility and discounts available visit railcard.co.uk



HM Forces Railcard

Costs £15 and is valid for 12 months.

For more information on eligibility and discounts available visit hmforces-railcard.co.uk



Disabled Persons Railcard

Costs £20 and is valid for 12 months or £54 for three years.

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-rate Zones 1-6 Off-Peak Day Travelcard.



NOTE: the Disabled Persons Railcard holder must use their Railcard with a valid ticket to travel or an Oyster card with the National Railcard Discount loaded on it. If they also have a Disabled person's Freedom Pass they cannot use the Disabled Persons Railcard to buy a discounted ticket for their companion, and then use the Freedom Pass to travel

For more information on eligibility and discounts available visit railcard.co.uk

National Railcards

Loading National Railcard discount on an Oyster card

Customers who hold **Annual Gold Cards, Disabled Persons, HM Forces, Senior and 16-25 National Railcards** can get an Oyster card and have their Railcard discount entitlement loaded on to it. Oyster cards with National Rail discount must be registered and can only be used by the registered cardholder.

The Railcard Discount Entitlement can be loaded on to an Oyster card, 18+ Student Oyster photocard or 16+ Oyster photocard at

- Tube and London Overground* station ticket offices
- Some National Rail station ticket offices
- Oyster Ticket Stops
- London Travel Information Centres

* **NOTE:** London Overground stations south of New Cross cannot load National Rail discount entitlement to an Oyster card/Oyster photocard

All Railcard holders must carry their Railcard with them on their journeys.

Two Together Railcard

A trial of a new Railcard called the “Two Together Railcard” was launched in September 2011.

The Two Together Railcard aims to encourage new and additional journeys by two named people aged over 16 travelling together on the train. The card will only be able to be bought from a limited number of stations in the West Midlands area and online. However the Railcard can be used to buy tickets for travel anywhere in Britain.

The Two Together Railcard

- is on sale from 5th September until 19th May 2012 only
- costs £28
- is valid for 1 year from the date of purchase
- gives 1/3 off all Standard and First Class Anytime, Off-Peak, Super Off-Peak and Advance fares across the National Rail network for two people travelling together

National Railcards

The Two Together Railcard also offers discounts on:

- Anytime Day Travelcard, when bought as part of a ticket to London from outside Zones 1-9 (subject to a minimum fare).
- Off-Peak Day Travelcard, when bought as part of a ticket to London from outside Zones 1-9 (subject to a minimum fare).
- Gatwick Express, Stansted Express, Heathrow Express and Heathrow Connect Services
- Single and return tickets from outside London to U Zones 1-6.

Two Together Railcard discounts are not valid for travel between 04:30-09:30 hours, Monday to Friday, except on Public Holidays.



Two Together Railcard and photo ID issued by Stations



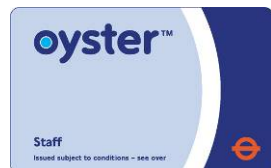
Two Together Railcard issued online

Staff Passes

Staff Passes are issued by TfL to active staff and their nominees. They are also issued to retired staff. They are issued on Oyster and allow free travel on all TfL modes.



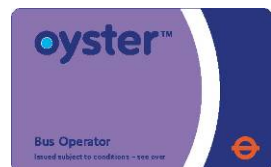
Staff and Staff Nominee Passes:



Staff Pass



Staff Nominee Pass



Bus Operator Pass



Bus Operator Nominee Pass



Retired Staff Pass

Staff Passes must be used with the associated photocards above, unless supported by a [PTAC](#) photocard.

Staff Passes

Where can staff passes be used for free travel?

All staff, bus operator, retired and nominee passes are valid at anytime,

- on all buses showing this sign:
- on trams



- on Tube, DLR and London Overground services

Staff, retired and nominee passes also allow free travel on the following National Rail services (standard class only) between the following stations:-

- Amersham – Marylebone
- Finsbury Park – Moorgate (via Drayton Park only)
- Fenchurch Street – Upminster
- Stratford – Liverpool Street
- Kentish Town – Elephant & Castle or London Bridge
- Euston – Watford Junction

Bus Operator Passes are **not** valid on any National Rail services

Staff cannot add pay as you go credit to Staff Passes to use on the National Rail services in London where they are not valid. They can get a standard adult Oyster card and add credit to pay as they go which is cheaper than paying cash.

Staff who are eligible for a PTAC can get an Oyster card and get the privilege discount entitlement added, to get 75% discount on pay as you go single fares.

For more information on staff passes, contact staff travel.

Privilege Ticket Authority Card (PTAC)

Privilege Ticket Authority Cards (PTACs) are issued to some staff (and their partners and dependants) employed by London Transport before 1 April 1996.



A Privilege Ticket Authority Card (PTAC) allows cardholders to travel at privilege rate, which is 75% discount on equivalent adult or child-rate fares on Tube, DLR, London Overground and National Rail services. The discount applies to:

- pay as you go on Oyster
- cash single tickets
- Point to point Season tickets

PTAC holders do not get discounted travel on bus or tram services.

Privilege rate tickets and Oyster single fares are valid for travel on:

- London Underground
- London Overground
- Docklands Light Railway
- National Rail

Privilege Ticket Authority Cards are valid for 2 years.



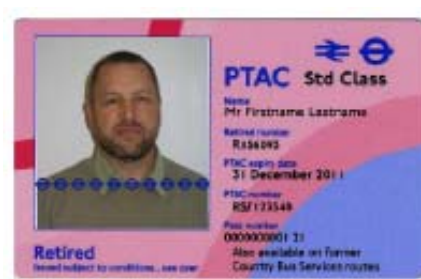
Staff PTAC



Partner PTAC



Dependant PTAC



Retired PTAC

Child PTACs state whether they are under 16 or 16 & over.

Privilege Ticket Authority Card (PTAC)

Restricted PTACs

Restricted PTACs are issued to child dependants of staff not eligible for full privilege facilities.



These cards are endorsed 'TfL Rail' adjacent to the legend PTAC on the right of the photograph. Holders of Restricted PTACs can only buy Privilege rate tickets for travel on London Underground, Docklands Light Railway and London

Overground services. **They cannot buy Privilege rate tickets or use pay as you go at Privilege rate for travel on any National Rail service.** If they have the discount loaded on their Oyster photocard, they cannot use it to pay as they go on National Rail services; they will have to buy cash single tickets instead.

Loading Privilege discount on an Oyster card

To set Privilege discount on an Oyster card or Oyster photocard, the PTAC holder needs to complete a form (available on Source) and get it authorised by the employee's line manager. They then need to take it, together with their Oyster card or Oyster photocard to a London Underground station ticket office to get the discount added. The discount entitlement on Oyster expires when the PTAC expires.

When the Privilege Ticket Authority Card is renewed, the card holder simply needs to take their new PTAC to a London Underground station ticket office to get the discount renewed; they do not need to complete another application form. They simply need to present their new PTAC and ask for the date to be extended.

Under 18s who change from a 5-10 to an 11-15, or an 11-15 to 16+ Oyster photocard, simply need to take their new Oyster photocard together with their PTAC to a London Underground station ticket office and ask for the Privilege discount to be transferred to their new Oyster photocard.

For more information, please contact Staff Travel or go to the [staff travel pages on Source](#).

Discount schemes and photocards

Police Officers and Traffic Wardens

Police Officers, Special Constables, Police Community Support Officers and Traffic Wardens can travel free on TfL's services.

Full time Police Officers from the following forces may travel free on bus, Tube, tram, DLR and London Overground services when in or out of uniform, on or off duty on production of Warrant card:

British Transport Police (All Divisions)	Kent
City of London	Metropolitan
Essex	Surrey
Hertfordshire	Thames Valley

Special Constables from the following forces may travel free on bus, Tube, tram, DLR and London Overground services when in or out of uniform, on or off duty on production of Warrant card:

British Transport Police	City of London
	Metropolitan

Police Community Support Officers (PCSOs) from the following forces may travel free on bus, Tube, tram, DLR and London Overground services **only** when on duty and in uniform and on production of Police Staff card:

City of London	Kent
Essex	Surrey
Hertfordshire	Thames Valley

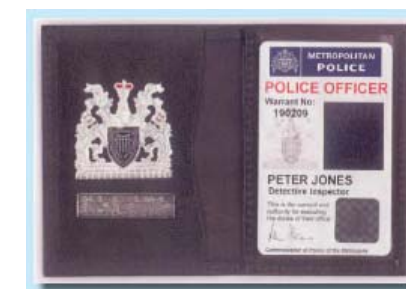
Police Community Support Officers (PCSOs) from the following forces may travel free on Tube, tram, DLR and London Overground services **only** when on duty and in uniform and on production of Police Staff card. In addition they can travel free on buses when in or out of uniform, on or off duty on production of unique PCSO Traffic Warden identification card:

British Transport Police (London-based officers only)	Metropolitan
--	--------------

Discount schemes and photocards

Police Officers and Traffic Wardens

Traffic Wardens from Metropolitan division can travel free on buses when in or out of uniform, on or off duty on production of unique PCSO/Traffic Warden identification card.



Engineer's Passes

Oyster equipment engineers are issued with an Oyster card that allows free travel on all modes (TfL and National Rail), at all times in all zones (1-9 plus Watford Junction/Grays) to enable them to travel to stations to maintain and repair Oyster ticketing equipment.



Engineer's passes are **not** 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

Other cards issued with Oyster capability

This section covers:

- Barclaycard OnePulse
- Borough cards

Barclaycard OnePulse

Barclaycard OnePulse is a UK payment card which combines the ease and convenience of an Oyster card with Barclaycard.

The card has been designed to make life more convenient for commuters who live and work around London. Features of the Barclaycard OnePulse card include:

- Oyster card; the card can be topped up with credit for pay as you go or have season tickets loaded on it.
- Credit card
- OneTouch payment - a cashless way to pay for purchases of up to £10 which is quicker, convenient and more secure than cash.

The arrangements for refunds and replacements are different to standard Oyster cards. For more information visit

www.barclaycard-onepulse.co.uk



Barclaycard OnePulse cards are no longer being marketed or sold. However customers with OnePulse cards with Oyster capability still need to be supported.

Other cards issued with Oyster capability

Borough cards

Some London boroughs issue smartcards for use in libraries and leisure centres, which also operate as Oyster cards. Those that operate as Oyster cards have the Oyster and Transport for London logos printed on the back.



The Newham Oyster card is issued by libraries within the borough. The card must be registered and activated at Stratford, West Ham, Canning Town, Plaistow, Upton Park, or East Ham ticket offices, before pay as you go credit or season tickets can be loaded onto the card. To register a Newham Oyster card, customers must complete an original Newham Oyster registration form.

Oyster cards issued by the London Boroughs of Croydon, Greenwich and Lewisham boroughs are issued as unregistered Oyster cards. Customers can only register their card at nominated local ticket outlets in the boroughs concerned. Once the card has been registered, tickets and pay as you go credit can be loaded from any Tube station ticket office, or touchscreen ticket machine.



If there is a problem with any card, holders must contact the issuing borough. Details and helpline numbers are shown on back of cards.

Where to buy tickets and top up Oyster cards

Where to buy tickets and top up Oyster cards - contents

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For details of where each ticket type can be bought please see [pages 167-173](#).

* These sections have  from the last edition

Where to buy tickets and top up Oyster cards

Oyster online and telesales

Adults can get an Oyster card, top up their pay as you go credit and buy Travelcard season tickets online or by phone. Oyster photocard holders cannot use Oyster online, because we cannot prove they are entitled to discounted travel online..

- Visit tfl.gov.uk/oyster or call **0845 330 9876**, 24 hours a day.
- Allow a minimum of 2 working days for delivery if ordering a new Oyster card.
- If already an Oyster card holder, the online/phone order can be collected at a nominated Tube station, DLR station, London Overground or National Rail station or tram stop. To collect the order, customers must touch their Oyster card on a yellow card reader (but not on the touchscreen ticket machines). Orders placed before 2300 can be collected the following morning.
- Customers can set up an Auto top-up account online so that whenever their balance to pay as they go falls below £8, it is topped up automatically. Further details are available on [page 97](#) or at tfl.gov.uk/oyster

Tube and London Overground stations

At ticket machines a wide range of tickets is available. Customers can also top up their Oyster card at touchscreen ticket machines. Oyster cards can also be obtained from some passenger operated ticket machine (AFMs) that have been fitted with Oyster card dispensers.

Ticket offices at busier Tube stations are generally open throughout the day. In addition to 7 Day, monthly and annuals, season tickets can also be bought at ticket offices for any period between 1 month and up to 10½ months – prices are available at the ticket office. The following Tube stations do not have ticket offices: **Wood Lane, Chigwell, Grange Hill, Regent's Park, Roding Valley, Upminster Bridge, and Theydon Bois**. At other, less busy stations, ticket office windows are only open for part of the day, and a small number are closed entirely at weekends.

If a customer wishes to buy a ticket to a National Rail destination from a ticket machine at a Tube or London Overground station but their destination is not shown, they may be able to buy it from the station ticket office.

Where to buy tickets and top up Oyster cards

Tube and London Overground stations

If they are unable to buy the ticket they want or they are at an unstaffed station, they will need to buy a ticket or pay as they go for their Tube/DLR/London Overground journey and buy another ticket when they join National Rail services.

Customers topping up their pay as you go credit at Tube station ticket offices will have to add a minimum of £5.

The £5.00 limit will not apply to;

- Clearance of a negative balance
- Child or 16+ Oyster Photocards
- Cards with a valid discount entitlement

Customers will be able to continue to load smaller amounts to their Oyster card at POMs, by using the appropriate coins. However, if the passenger operated machines are not working, customers will be able to add any amount at the ticket office.

DLR stations

Customers can get Oyster cards, top them up and add season tickets at Canary Wharf and London City Airport station information points.

They can also top up their Oyster card and add season tickets at all stations using self service ticket vending machines.

Note that holders of National Railcards cannot buy discounted off-peak Day Travelcards from self service machines at DLR stations.

National Rail stations

Many National Rail stations in London have self-service ticket machines. Please see [page 172](#) 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.

Passengers can buy Travelcard season tickets and pay as you go credit from Oyster online and select any National Rail station that accepts Oyster pay as you go to pick it up.

Where to buy tickets and top up Oyster cards

National Rail stations

They can also 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	Northolt Park
East Croydon	Richmond
Elmers End	Romford
Essex Road	Stratford
Euston	St Pancras International
Fenchurch Street	Upminster
Finsbury Park	Walthamstow Central
Gospel Oak	Watford Junction
Greenwich	Woolwich Arsenal
Hackney Downs	Wimbledon

London Travel Information Centres

Customers can get an Oyster card, top up their pay as you go credit or buy/renew tickets on an Oyster card or Oyster photocard and buy printed tickets.

London Travel Information Centres are at:

Liverpool Street Underground station	Victoria Rail station (opposite Platform 8)
Piccadilly Circus Underground station	Heathrow 123 Underground station
Euston Rail Station (opposite Platform 10)	King's Cross (Western Ticket Hall)

Where to buy tickets and top up Oyster cards

Oyster Ticket Stops

Adults and holders of Jobcentre Plus Travel Discount Cards, Bus & Tram Discount photocards and National Railcards can get an Oyster card from an Oyster Ticket Stop.

Customers can top up their pay as you go credit or buy/renew tickets on an Oyster card or Oyster photocard at an Oyster Ticket Stop:

- 7 Day Bus & Tram Pass (Adult and Discount*)
- 7 Day Travelcard (Adult, Child and Discount*)
- Monthly Bus & Tram Pass (Adult and Discount*)
- Monthly Travelcards (Adult, Child and Discount*)
- Annual Bus & Tram Pass (Adult and Discount*)
- Oyster pay as you go

*Discount = 16+, 18+ Student, Jobcentre Plus and Bus & Tram Discount (different rates apply between these categories)

For the location of Oyster Ticket Stops, customers should be advised to visit tfl.gov.uk/ticketstopfinder

Oyster Sales Service

Oyster Sales Service manages bulk sales of bus Savers and other printed tickets for corporate customers.

Interested companies should phone 020 7712 1000 for details or email xxxxxxxx@xx.xxx

How to pay

Cash

is accepted at all ticket selling outlets, except at:

- the smaller touchscreen ticket machines at Tube stations
- Oyster online and telesales.

Personal cheques

Tube station ticket offices, London Overground station ticket offices and London Travel Information Centres do not accept payment by personal cheque.

How to pay

Company cheques

are accepted at Tube stations and London Travel Information Centres for monthly or longer period season tickets

- The customer needs to provide two proofs of their identity and their home address
- They need to provide proof of name and address for the company issuing the cheque when buying tickets at London Travel Information Centres
- At Tube stations, the cheque must be made payable to 'London Underground Ltd'
- At London Travel Information Centres, cheques must be made payable to 'Transport Trading Limited'
- When paying using a company cheque, the company name and address should be written on the back of the cheque
- When paying at other ticket selling outlets, the customer may need to ask for cheque payment details

LUL no longer accepts company cheques for pay as you go or any season tickets less than one month.

London Overground do not accept payment by company cheque.

Credit/Debit cards

Tube stations and London Travel Information Centres accept:

(Note: Travel Information Centres do not accept Diners Club)



Oyster Online and telesales accept:



NOTE: those Oyster Ticket Stops that accept bank cards may impose a minimum value transaction for using bank cards or may impose a fee.

Buying tickets in advance

- Day Travelcards can be bought up to 7 days in advance of the day of validity/start date.*
- Group Day tickets can be bought up to 7 days in advance of the day of validity/start date.*
- 7 Day, monthly or longer period tickets on Oyster can be bought in advance of the start date:
 - ◆ up to 30 days before at Tube station and London Overground ticket offices
 - ◆ 7 days before at Oyster Ticket Stops and London Travel Information Centres
 - ◆ up to 4 days before from Tube and London Overground station touchscreen ticket machines.
- * Tube station touchscreen ticket machines issue printed tickets on the start date only.

Tickets for Visitors

This section covers:

- Visitor Oyster cards
- Paper 7 Day Travelcards
- Visitor attraction admission tickets

Visitor Oyster cards

Visitor Oyster cards can only be used to pay as you go.

- The cards are sold with an initial balance of between £10 and £50 on them for pay as you go
- They are only available at adult-rate
- The cards cost £3 each (i.e. a card with a £10 pay as you go balance will cost £13)
- They can be topped up with additional credit to pay as you go at all standard outlets at Tube stations, DLR, London Overground and National Rail stations with Oyster retailing facilities, Oyster Ticket Stops and Travel Information Centres
- They cannot be loaded with Travelcards or Bus & Tram Pass season tickets.
- They cannot be registered or protected



Where can customers get a Visitor Oyster card?

At present, Visitor Oyster cards are available from

- Visitor online shop visitorshop.tfl.gov.uk
- Visit Britain visitbritain.com
- Some overseas travel agents who sell tickets on our behalf.
 - Gatwick Express: from the ticket office at Gatwick and at Gatwick and the Gatwick Express desks in both Terminals
 - Stansted Express Ticket Office at the Airport rail station
 - National Express coaches: ticket offices throughout the UK including major airports such as Gatwick, Stansted and Luton.
 - Eurostar: on board trains travelling to London
 - Oxford Tube Coach Service: in Oxford from ticket offices at Gloucester Green Coach Station and Thornhill Park and Ride
 - Superbreak (online)
 - East Midland Trains Booking Offices.



Tickets for Visitors

Visitor Oyster cards

Allowing visitors to purchase their Oyster card before they arrive in the Capital enables them to travel to their final destination with ease.

For more information go to visitorshop.tfl.gov.uk

Paper 7 Day Travelcards

Customers can order 7 Day Travelcards from the Visitor online shop visitorshop.tfl.gov.uk The tickets do not require a supporting photocard and the Travelcards are over-stamped to that effect.



Visitor attraction admission tickets

Tickets are available at Travel Information Centres for the following:



Big Bus Sightseeing Tour	London Zoo
Hampton Court Palace	Madame Tussaud's, including admission to the Marvel Super Heroes 4D experience
Kensington Palace	
Kew Gardens	Original London Sightseeing Tour
London Aquarium	St Paul's Cathedral
London Bridge Experience	Tower Bridge Experience
London Dungeon	Tower of London
London Eye	Windsor Castle
London Eye, including London Eye River Cruise & champagne	Windsor Castle excluding state rooms

- Tickets are valid for admission only and not for travel.
- Prices are available at London Travel Information Centres

General Information

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Care of Oyster cards, Oyster photocard and tickets

- A damaged Oyster card may not operate the Oyster card readers
- A damaged ticket may not operate the ticket gates at Tube, London Overground or National Rail stations
- A damaged or defaced Oyster card or ticket may not be accepted by a ticket inspector
- If an Oyster card fails to work on an Oyster card reader, the customer should ask at any Tube station, where it can be replaced free of charge. If the customer is unable to do so, they should visit tfl.gov.uk/oyster or call the Oyster helpline on **0845 330 9876**
- The encoded information on the back of printed tickets can become damaged if it comes into close contact with magnetic objects such as handbag clasps, keys and security passes
- If a printed ticket is damaged or becomes illegible, the customer should ask at any Tube station where it can be replaced free of charge. Printed National Rail season tickets should be referred back to the issuing office

What happens if ...?

The customer loses their season ticket /Oyster card or has it stolen?

If a customer loses their Oyster card or has it stolen, they must call the Oyster helpline on 0845 330 9876. They will:

- **arrange** to stop the missing card so that nobody **can use it**.
- arrange the issue of a duplicate Oyster card or a refund in accordance with the [Conditions of Carriage](#) (subject to the customer providing proof of identity)

If the missing Oyster card had pay as you go loaded on it, a refund may be made of any credit remaining at the time the card was reported missing. We do not make refunds or replace lost or stolen unregistered or unprotected Oyster cards.

If a customer loses their Barclaycard OnePulse advise them to contact Barclaycard Lost and Stolen on **01604 230230**, (open daily, 24 hours). Barclaycard will advise TfL that the card has been lost or stolen and it will be stopped.

What happens if ...?

A customer loses their 5-10, 11-15, 16+ , 18+ Student or Veterans Concessionary Travel Scheme Oyster photocard or has it stolen, they must:



- go to tfl.gov.uk/photocard to arrange a like for like replacement of a their Oyster photocard on payment of a £10 fee

The missing photocard will be stopped so that nobody can use it

- If we cannot provide a like for like replacement for all tickets held on the lost/stolen/damaged Oyster card, the customer should be advised to call the Oyster helpline on 0845 330 9876 to arrange a refund of any season ticket on the missing photocard
- 18+ Student customers can apply for a duplicate photocard in the same way as if applying for a new one.

NOTE: Customers must pay for their travel while awaiting delivery of their replacement Oyster photocard.

The customer no longer needs their season ticket or pay as you go credit and wants a refund?

Refunds are calculated from the day that the customer's season ticket is cancelled on their Oyster card or it is returned to us. If the season ticket is not cancelled, or a customer starts using it again, a refund will not be made.

Refunds for season tickets may be made at a Tube station.

Customers can also send their Oyster card (and accompanying Record Card) by recorded/registered delivery to the:

**Oyster Ticketing and Refunds Office,
14 Pier Walk
North Greenwich
London SE10 0ES.**

If a customer is unable to cancel their season ticket immediately, independent third party evidence or a medical certificate must be included with the refund application.

Refunds for unused pay as you go credit can be made by the Oyster Ticketing and Refunds Office. On the spot refunds are also available at ticket offices if the customer is surrendering their card.

General Information

What happens if ...?

Additional information on how refunds are assessed is contained within the [Conditions of Carriage](#).

The customer needs a season ticket for a different journey

They can:

- exchange their season ticket once only. Advise them to ask at a Tube station ticket office or call the Oyster helpline on **0845 330 9876** so that the exchange can be arranged.
- If the customer only holds a 7 Day or monthly season ticket or a longer period season ticket where the period of validity remaining is one month or less, they should apply for a refund.

The customer changes address or job

To change any personal details on an Oyster card, the customer should go to their online account or call the Oyster helpline on **0845 330 9876**.

The customer does not have their Oyster card with them

Explain that they must pay the correct fare for their journey **before** they travel. If they do not, they will be liable to a Penalty fare or prosecution. Where the Oyster card holds a season ticket, they can claim a refund of any additional fare paid twice in any twelve month period. For additional information refer to the [Conditions of Carriage](#).

Customer Charter

If a **Tube** journey is delayed for more than 15 minutes by circumstances within our control, the customer can apply for a refund.

For a refund form and details of London Underground's Customer Charter, the customer should visit tfl.gov.uk/tube, pick up a form from any Tube station ticket office, or call the Customer Service Centre (London Underground) on **0845 330 9880**.

General Information

Customer Charter

If a **London Overground** journey is delayed for more than 30 minutes by circumstances within our control, the customer can apply for a refund to the value of the single delayed journey.

For a refund form and details of London Overground's Customer Charter, the customer should visit tfl.gov.uk/overground pick up a form from any London Overground station ticket office, or call the Customer Service Centre (London Overground) on **0845 601 4867**.

Penalty fares and prosecution for irregular travel

When using bus, Tube, tram, DLR or London Overground services, it is the customer's responsibility to:



- have sufficient credit on their Oyster card to cover the cost of their journey
- have touched in at the start of their journey and, if using the Tube, DLR, London Overground or National Rail to have touched out at the end of their journey
- if using a cash single, return, Day, 7 Day, monthly or longer period ticket, it must cover the whole of the journey and all the zones in which the customer wishes to travel. It is the customer's responsibility to have the correct ticket.

If a customer travels without a valid ticket or validated Oyster card they may be issued with a Penalty fare or may be liable to prosecution.

A Penalty fare of £80 applies on bus, Tube, tram, DLR and London Overground services. This is reduced to £40 if paid within 21 days of the date following issue of the Penalty fare notice.

Penalty fares also apply on some National Rail services.

Where to buy ticket types

Ticket Type	Oyster	Printed	Where?	Notes
Pay as you go				
Top up pay as you go credit	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices² • Oyster Ticket Stops • Touchscreen ticket machines at Tube stations • Self service ticket machines at London Overground stations • Self service ticket machines at selected DLR stations • Self service ticket machines at selected National Rail stations in London³ • London Travel Information Centres 	<ul style="list-style-type: none"> • Adults and holders of Bus & Tram Discount photocard or a Jobcentre Plus Travel Discount Card need an Oyster card to pay as they go. • Under-18s and Students need an Oyster photocard to pay as they go. <p>¹ Oyster online and salesline only allow adult Oyster cards to be topped up</p> <p>² see page 155 for list of National Rail ticket offices selling tickets on Oyster.</p> <p>³ see page 172 for list of National Rail stations that have self service machines to top up Oyster cards</p>
Tube/DLR/London Overground tickets and National Rail through tickets				
Cash single/return tickets	✓		<ul style="list-style-type: none"> • Tube station ticket offices • Touchscreen ticket machines at Tube stations¹ • London Overground station ticket offices • Self service ticket machines at London Overground stations¹ • Self service ticket machines at DLR stations 	¹ Not all ticket machines sell the full range
National Rail through tickets - cash single fares	✓		<ul style="list-style-type: none"> • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices • Touchscreen ticket machines at Tube stations¹ • Self service ticket machines at London Overground stations¹ • Self service ticket machines at DLR stations¹ • Self service ticket machines at National Rail stations¹ 	¹ Not all ticket machines sell the full range

Where to buy ticket types

Ticket Type	Oyster	Printed	Where?	Notes
Tube/DLR/London Overground Group Day Tickets <i>Adults and under-18 only</i>		✓	<ul style="list-style-type: none"> • Tube station ticket offices • London Overground station ticket offices • Touchscreen ticket machines at Tube stations 	No photocard required for under-18s.
DLR tickets				
DLR only Group Travel <i>Adults and under-18 only</i>		✓	<ul style="list-style-type: none"> • Canary Wharf or London City Airport stations¹ • DLR Customer Services on 020 7363 9700² 	¹ Purchase on day of travel ² Purchase at least 7 days in advance
DLR Rail & River Rover <i>Adult and under-16 only</i>		✓	<ul style="list-style-type: none"> • City Cruises ticket offices at Westminster, Waterloo, Tower and Greenwich piers¹ • DLR Customer Services on 020 7363 9700² 	¹ Purchase on day of travel ² Purchase at least 7 days in advance
Travelcards				
Day Travelcard <i>Adult, National Rail Railcard and under-16 only</i>		✓	<ul style="list-style-type: none"> • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices • Touchscreen ticket machines at Tube stations¹ • Self service ticket machines at London Overground stations¹ • Self service ticket machines at DLR stations¹ • Self service ticket machines at National Rail stations¹ • Tram Stops • London Travel Information Centres 	¹ Not always the full range

Where to buy ticket types

Ticket Type	Oyster	Printed	Where?	Notes
7 Day or monthly Travelcard	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices² • Touchscreen ticket machines at Tube stations • Self service ticket machines at London Overground stations¹ • Self service ticket machines at selected National Rail stations in London³ • Oyster Ticket Stops • London Travel Information Centres 	¹ Oyster online and salesline only sell adult-rate ² Only selected stations (see page 155 for current list) sell Travelcards on Oyster. All National Rail stations continue to sell Travelcards as printed tickets ³ see page 172 for a list of National Rail stations that have self service machines to top up Oyster cards
3 monthly Travelcard	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices² • London Travel Information Centres¹ 	¹ adult-rate only ² Only selected stations (see page 155 for current list) sell Travelcards on Oyster. All National Rail stations continue to sell Travelcards as printed tickets
6 monthly Travelcard <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices² • London Travel Information Centres¹ 	¹ adult-rate only ² Only selected stations (see page 155 for current list) sell Travelcards on Oyster. All National Rail stations continue to sell Travelcards as printed tickets
Annual Travelcard <i>Not Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices² • London Travel Information Centres³ 	¹ Oyster online and salesline only sell adult-rate ² Only selected stations (see page 155 for current list) sell Travelcards on Oyster. All National Rail stations continue to sell Travelcards as printed tickets ³ Not annual child rate Travelcards,

Where to buy ticket types

Ticket Type	Oyster	Printed	Where?	Notes
Odd period Travelcard <i>up to 3 months for Jobcentre Plus</i>	✓		<ul style="list-style-type: none"> • Tube station ticket offices • London Overground station ticket offices • National Rail station ticket offices¹ 	¹ Only selected stations (see page 155 for current list) sell Travelcards on Oyster. All National Rail stations continue to sell Travelcards as printed tickets
Bus tickets				
Cash single & return tickets <i>Adult rate only</i>		✓	<ul style="list-style-type: none"> • On bus¹ • Roadside Ticket Machines 	¹ Buses in Central London do not sell tickets. Purchase from roadside ticket machine before boarding.
7 Day Bus & Tram Pass	✓	✓	<ul style="list-style-type: none"> • Tube station ticket offices • Oyster Ticket Stops • London Travel Information Centres • Touchscreen ticket machines at Tube stations¹ • Ticket Vending Machines at London Overground stations • Ticket Vending Machines at selected National Rail stations 	¹ Not all types are available at all machines. Also sell Bus & Tram discount, 18+ Student, Jobcentre Plus, 16+ (Not 16+ on Queue Buster Machines – touchscreen ticket machines at Tube stations that only accept payment by credit or debit card)
Monthly Bus & Tram Pass	✓		<ul style="list-style-type: none"> • Tube station ticket offices • Oyster Ticket Stops • Touchscreen ticket machines at Tube stations¹ • London Travel Information Centres • Ticket Vending Machines at London Overground stations • Ticket Vending Machines at selected National Rail stations 	
Odd period Bus & Tram Pass <i>up to 3 months for Jobcentre Plus up to 6 months for Bus & Tram Discount</i>	✓		<ul style="list-style-type: none"> • Tube station ticket offices 	

Where to buy ticket types

Ticket Type	Oyster	Printed	Where?	Notes
Annual Bus & Tram Pass <i>Adult, 18+ Student and 16+ only</i>	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster¹ • Oyster salesline 0845 330 9876¹ • Tube station ticket offices • Oyster Ticket Stops • London Travel Information Centres² 	¹ Available online/by phone only for adults when getting an Oyster card for the first time. ² not available at half adult rate
Tram tickets				
Cash single tickets		✓	<ul style="list-style-type: none"> • Self service machines at tram stops • Tram feeder bus services 	

Where to buy ticket types

National Rail 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:

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

Where to buy ticket types

southeastern



Abbey Wood	Deptford	New Cross	Balham	Queens Road Peckham
Albany Park	Eden Park	New Eltham	Battersea Park	Reedham
Barnehurst	Elmers End	Nunhead	Belmont	Riddlesdown
Beckenham Hill	Elmstead Woods	Orpington	Carshalton	Sanderstead
Beckenham Junction	Eltham	Penge East	Carshalton Beeches	Selhurst
Bellingham	Erith	Petts wood	Caterham	Smitham
Belvedere	Falconwood	Plumstead	Cheam	South Croydon
Bexley	Greenwich	Ravensbourne	Chipstead	Streatham
Bexleyheath	Grove Park	Shortlands	Clapham High Street	Streatham Common
Bickley	Hayes	Sidcup	Coulsdon South	Streatham Hill
Blackheath	Herne Hill	Slade Green	East Croydon	Sutton
Bromley North	Hither Green	St Johns	East Dulwich	Tadworth
Bromley South	Kent House	St Mary Cray	Epsom Downs	Tattenham Corner
Cannon Street	Kidbrooke	Sundridge Park	Ewell East	Thornton Heath
Catford	Knockholt	Sydenham Hill	Gipsy Hill	Tulse Hill
Catford Bridge	Ladywell	Victoria 1-8	Hackbridge	Upper Warlingham
Charing Cross	Lee	Waterloo East	Kenley	Victoria 9-19
Charlton	Lewisham	Welling	Kingswood	Waddon
Chelsfield	London Bridge 1-6	West Dulwich	Mitcham Eastfields	Wallington
Chislehurst	Lower Sydenham	West Wickham	Mitcham Junction	Wandsworth Common
Clock House	Maze Hill	Westcombe Park	Norbury	Wandsworth Road
Crayford	Mottingham	Woolwich Arsenal	North Dulwich	West Norwood
Crofton Park	New Beckenham	Woolwich Dockyard	Peckham Rye	Whyteleafe
Denmark Hill			Purley	Whyteleafe South
			Purley Oaks	Woodmansterne

Out of station Interchanges

The following pairs of stations are recognised out of station interchanges

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



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

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

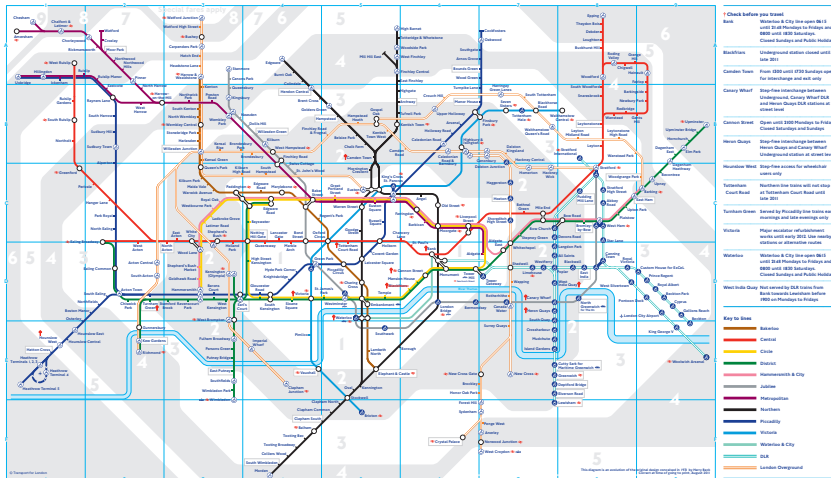
Out of station Interchanges

Kilburn	Brondesbury
Lancaster Gate	Paddington
Lewisham	Lewisham
Leytonstone	Leytonstone H Rd
Limehouse	Limehouse
Liverpool Street	Liverpool Street
Liverpool Street	Fenchurch Street
London Bridge	London Bridge
Manor Park	Woodgrange Park
Mansion House	Blackfriars
Mansion House	Cannon St NR
Marylebone	Marylebone
Marylebone	Paddington
Monument	Fenchurch Street
New Cross	New Cross Gate
Paddington	Paddington
St Pancras International	Kings Cross
Penge East	Penge West
Putney	East Putney
Seven Sisters	South Tottenham
Shadwell	Shadwell
Shepherd's Bush	Shepherds Bush
Southwark	Waterloo East

Sudbury Hill	Sudbury Hill Harrow
Temple	Blackfriars
Tottenham Hale	Tottenham Hale
Tower Gateway	Fenchurch Street
Tower Gateway	Aldgate
Tower Hill	Tower Gateway
Tower Hill	Fenchurch Street
Vauxhall	Vauxhall
Upper Warlingham	Whyteleafe
Victoria (Gatwick Express)	Victoria (Southern)
Victoria (Gatwick Express)	Victoria (Southeastern)
Victoria (Gatwick Express)	Victoria
Victoria	Victoria (Southern/Southeastern)
Walthamstow Central	Walthamstow Central
Walthamstow Central	Walthamstow Queen's Road
Waterloo	Waterloo East
Waterloo	Waterloo
Waterloo East	Waterloo
West Hampstead	West Hampstead
West Hampstead	West Hampstead Tramlink
West Hampstead	West Hampstead Tramlink
Wood Lane	White City

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

Tube map



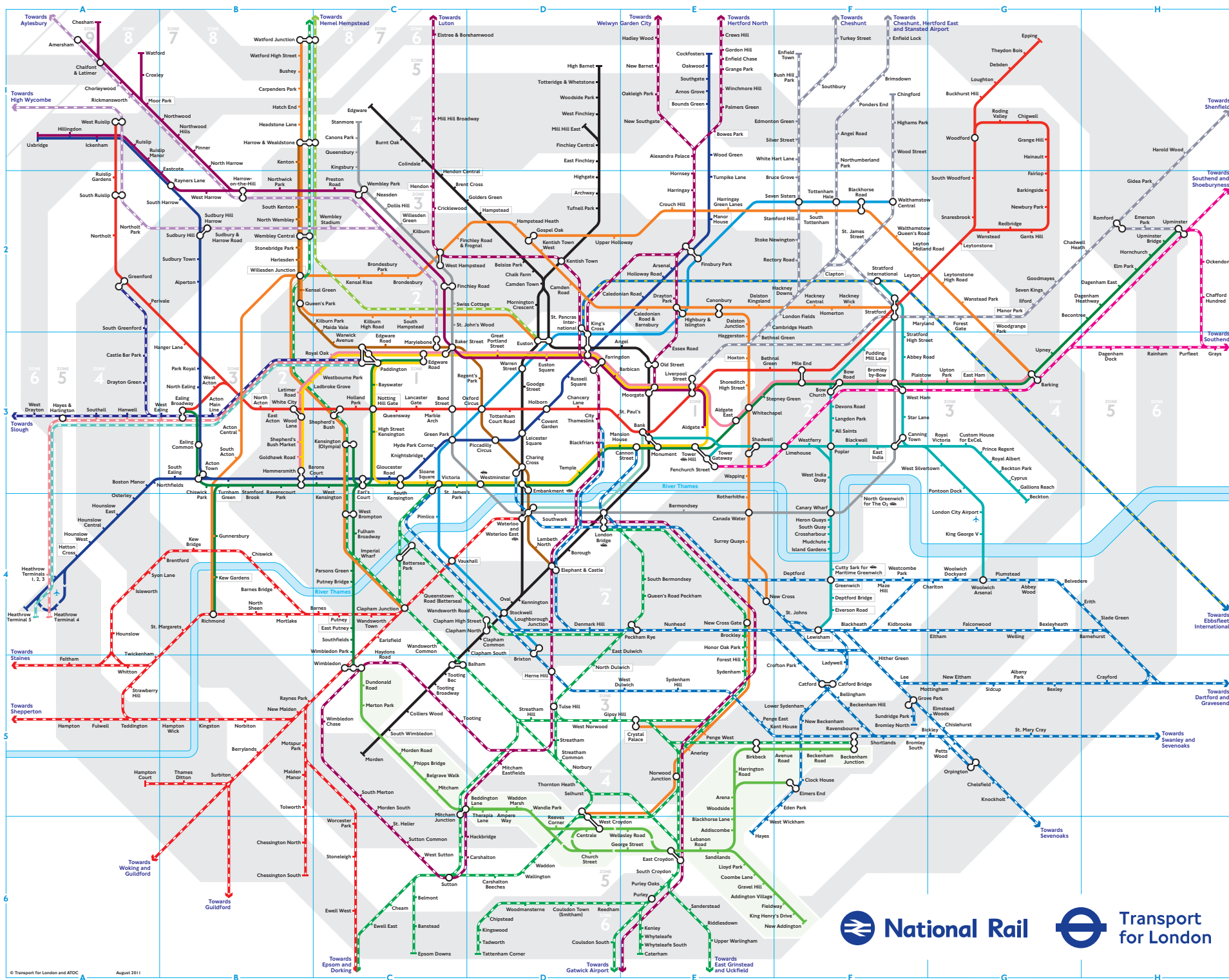
London's Rail & Tube services

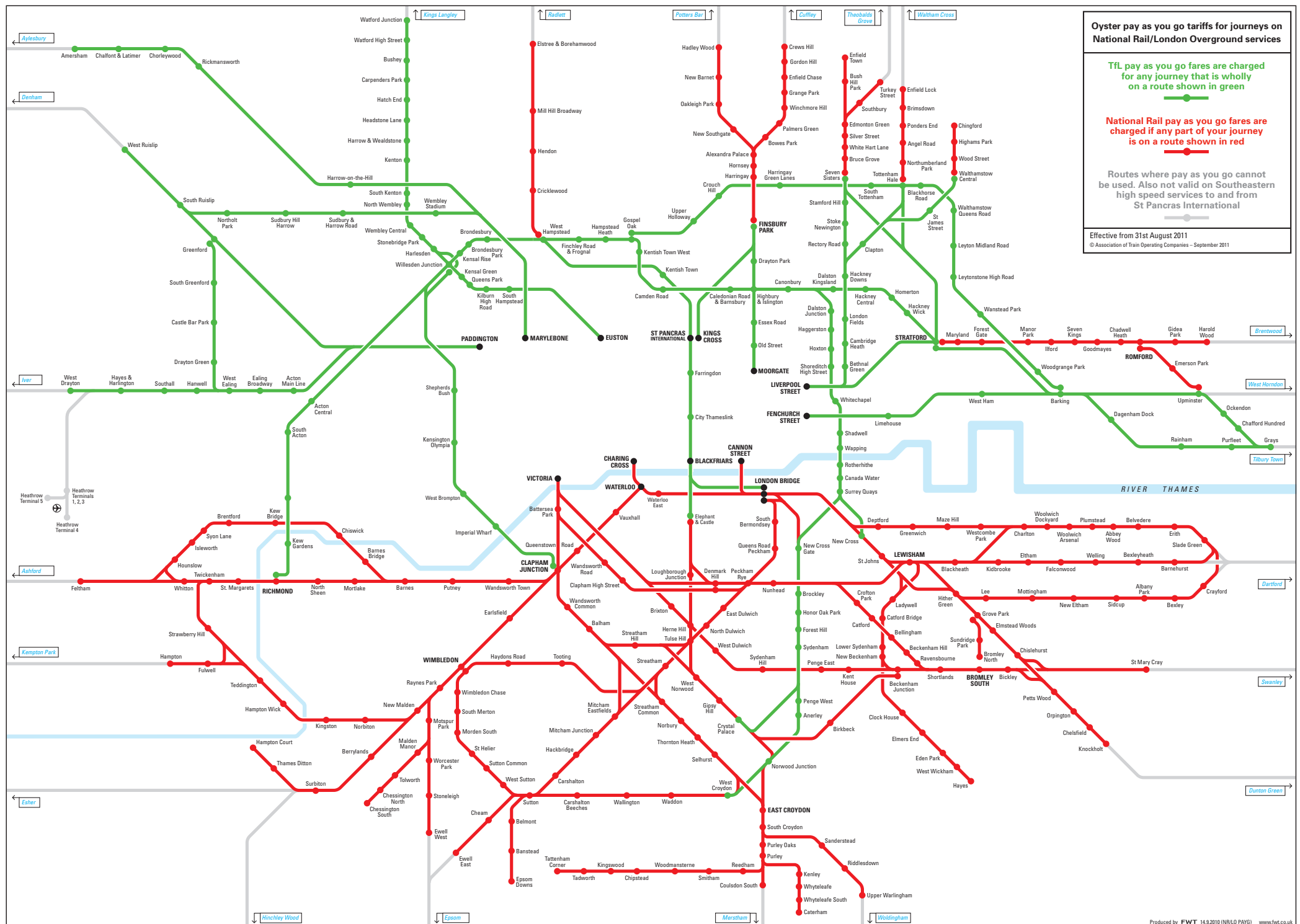
Oyster pay as you go

Oyster pay as you go is valid at all stations and on all services shown on this map, except on Southeastern High Speed, Heathrow Express and Heathrow Connect between Hayes & Harlington and Heathrow Airport.

Key to lines and symbols

- Bakerloo
- Central
- Circle
- District
- Hammersmith & City
- Jubilee
- Metropolitan
- Northern
- Piccadilly
- Victoria
- Waterloo & City
- Docklands Light Railway
- London Overground
- London Tramlink
- Chiltern Railways
- c2c
- First Capital Connect
- First Great Western
- Heathrow Connect
- Heathrow Express
- London Midland
- National Express East Anglia
- Southern
- Southeastern high speed
- South West Trains
- Interchange stations
- Airport
- Riverboat services
- Station in both fare zones
- Tramlink fare zone





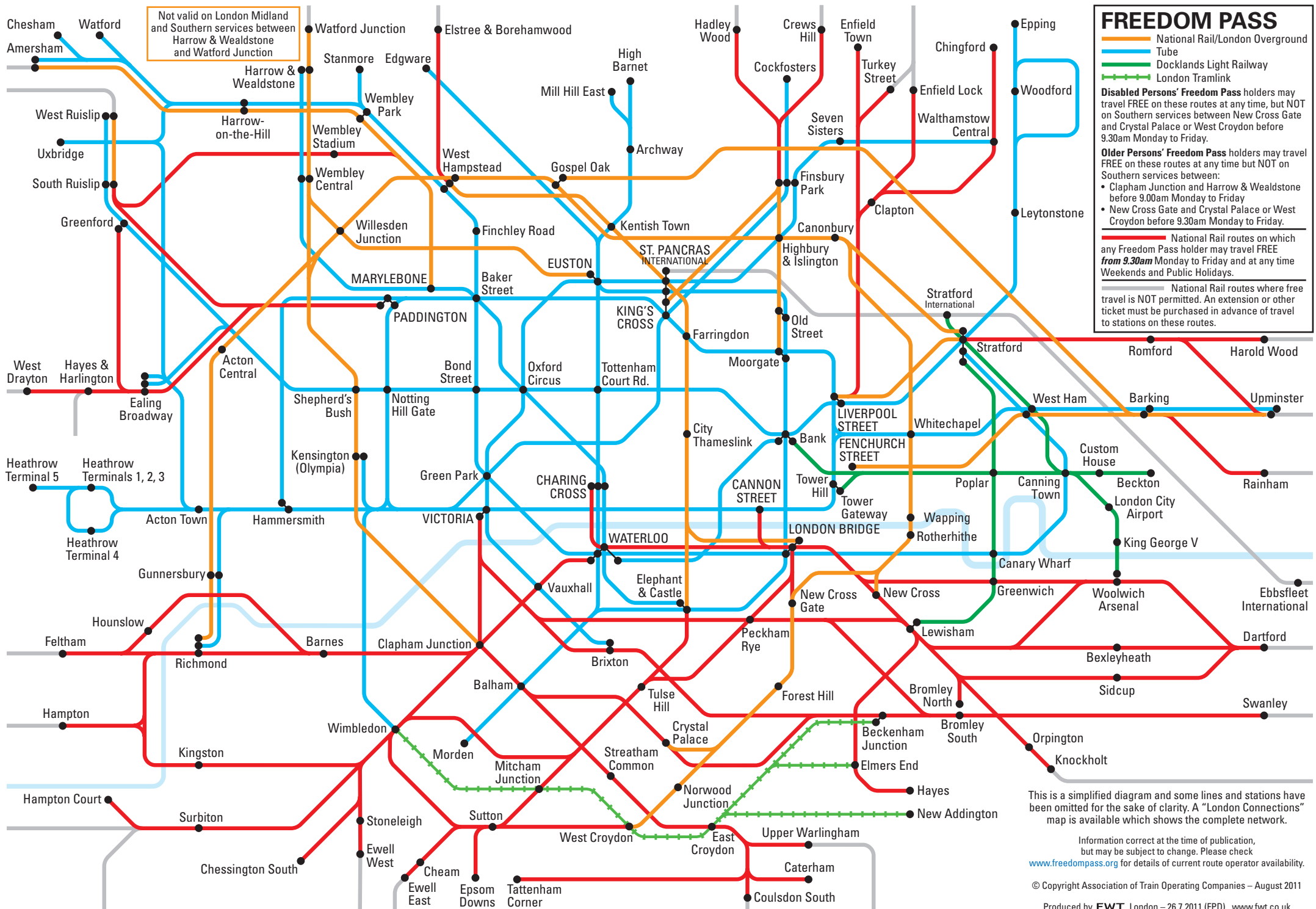
Oyster pay as you go tariffs for journeys on National Rail/London Overground services

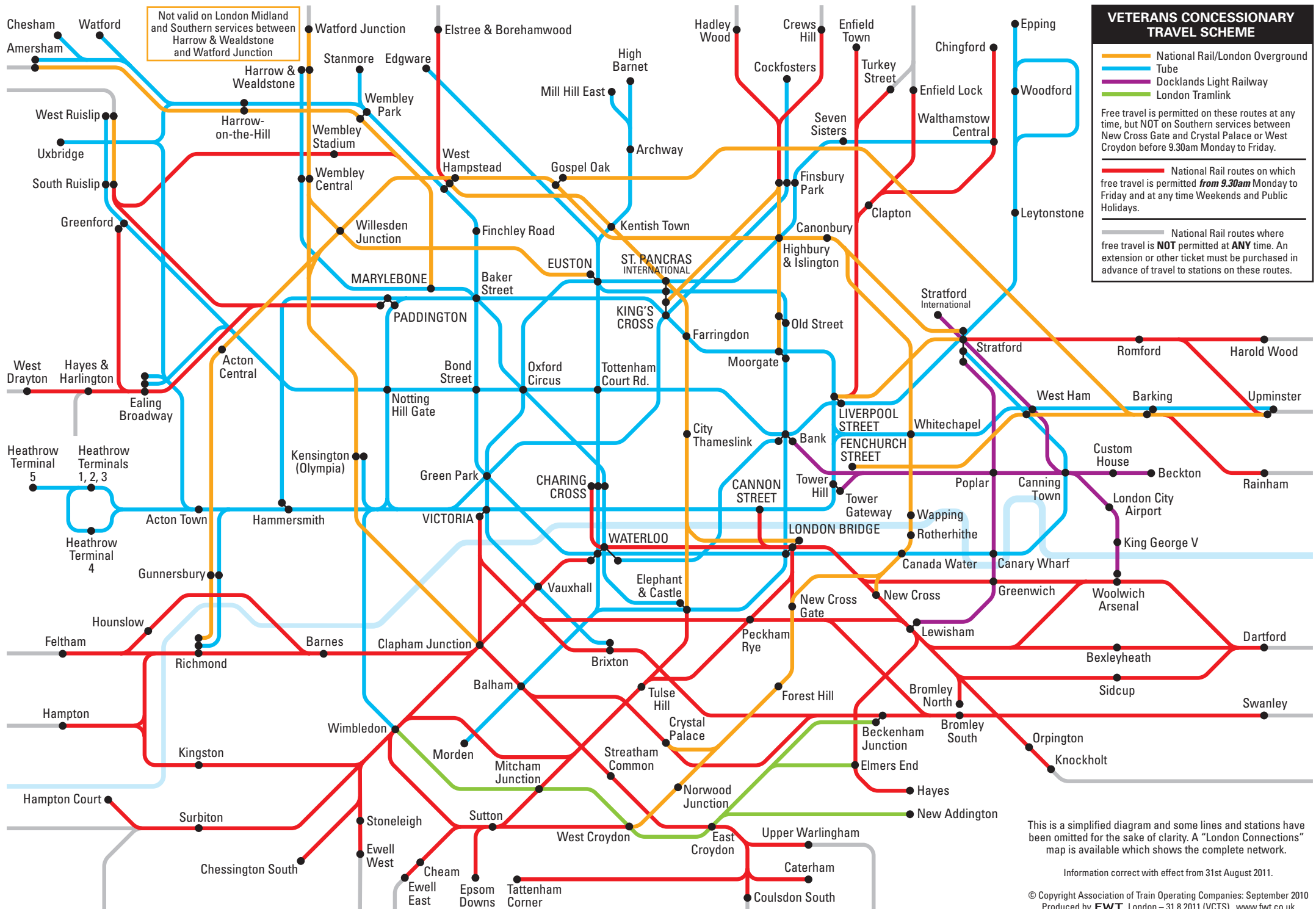
TfL pay as you go fares are charged for any journey that is wholly on a route shown in green

National Rail pay as you go fares are charged if any part of your journey is on a route shown in red

Routes where pay as you go cannot be used. Also not valid on Southeastern high speed services to and from St Pancras International

Effective from 31st August 2011
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VETERANS CONCESSIONARY TRAVEL SCHEME

— National Rail/London Overground
— Tube
— Docklands Light Railway
— London Tramlink

Free travel is permitted on these routes at any time, but NOT on Southern services between New Cross Gate and Crystal Palace or West Croydon before 9.30am Monday to Friday.

— National Rail routes on which free travel is permitted **from 9.30am** Monday to Friday and at any time Weekends and Public Holidays.

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

This is a simplified diagram and some lines and stations have been omitted for the sake of clarity. A "London Connections" map is available which shows the complete network.

Information correct with effect from 31st August 2011.

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