



Transport for London

Customer Experience, Revenue Policies: Customer Services Briefing

Emirates Air Line – Additional information

Effective date:	28 June 2012
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This briefing provides additional information to customer service staff about the Emirates Air Line and how to resolve other potential customer service issues/queries.

5+ Reward has not loaded

If a customer claims that the 5+ Reward has not loaded on to their Oyster card you should take the following action:

- **Identify that the customer is eligible for the 5+ Reward**

Look back at the customer's journey history for the previous week (Sunday to Saturday) and identify if they have made 5 journeys or more on the Emirates Air Line. If they have not, tell the customer they are not eligible for the 5+ Reward.

- **Identify what gateline the 5+ Reward has been sent to**

A customer's journey history statement on OCTA will list what terminal the 5+ Reward has been sent to. A sample is shown below:

25	134	29-Jun-12	4:30	Emirates Royal Docks	Refund Pending	Gate	0	N	0	0.00	.	.	8.00	0.00	Oyster Pay As You Go
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If a customer is due the 5+ Reward, it is always shown as 'Refund Pending'. In the sample above, Emirates Royal Docks is where the 5+ Reward will be available for collection and the reward amount will be £8.00.

Remember that the 5+ Reward is only available to collect from the following week for a period of 6 weeks.

- **Identify that the Oyster card is not faulty**

If the card is faulty and you identify a 5+ Reward is pending, you can manually reprocess the 5+ Reward as an ad hoc refund. However, the ad hoc refund should only be sent to an Emirates Air Line terminal gateline.

- **Identify that the reward is still available to collect**

The 5+ Reward stays at the gateline for up to 6 weeks, after this time it expires. If the 5+ Reward has expired, it cannot be re-issued. Tell the customer that they are no longer eligible for the 5+ Reward as they did not collect it within 6 weeks.

- **Re-issuing the 5+ Reward**

The 5+ Reward can only be re-issued if a customer's Oyster card is lost, stolen or faulty and you identified that a 5+ Reward is pending. You can re-issue the 5+ Reward as an ad hoc load to be collected at the Emirates Air Line terminal only.

Apart from this scenario, the 5+ Reward should not be re-issued. The terminal that the 5+ Reward has been sent to cannot be changed and it can only be collected as part of a journey on the Emirates Air Line.

- **5+ Reward not sent to the gateline**

If after all the checks made you identify a 5+ Reward has not been sent to the gateline, contact the Oyster Control Centre (OCC) (OysterControlCentre@tfl.gov.uk) via email with full customer details and Oyster card number.

The OCC will re-send the 5+ Reward ready for collection the following day.

- Thank the customer for their call and apologise for any inconvenience caused
- Assure the customer that this is not a normal occurrence and that we would have identified the 5+ Reward was not sent to the gateline through reports ran on a daily basis and taken appropriate action had they not contacted us.
- Advise that the 5+ Reward will be available to collect the following day

Same station exit

If a customer touches in and out at the same Emirates Air Line terminal gates within 10 minutes they will be refunded in full.

The refund will be processed by the OCC approximately 3 days later. The refund will be sent as an ad hoc load to the Tube, DLR, London Overground or National Rail station that the customer most regularly uses.

Journey delays

If a customers journey is delayed by 15 minutes or more they can claim a refund which will be based against the price paid for the single journey. Details on how to apply can be found on the website: <http://www.tfl.gov.uk/tickets/23854.aspx>

Page 9 of the Emirates Air Line Conditions of Carriage (<http://www.tfl.gov.uk/assets/downloads/emirates-conditions-of-carriage.pdf>) lists all refund scenarios and criteria for the Emirates Air Line.

Penalty fares

Customers who fail to produce a valid Boarding Pass when travelling on the Emirates Air Line will be issued with a penalty fare of £80 which will be reduced to £40 if paid within 21 days. Details of how to pay and appeal can be found on the TfL website: <http://www.tfl.gov.uk/tickets/14436.aspx>

Lost Property

Lost property on the Emirates Air Line will be sent to the Lost property office at Baker Street

If you have any questions, comments or suggestions concerning this briefing please email darrenkelly@tfl.gov.uk