



Customer Experience, Revenue Policy: Staff Briefing Notice **03**

Olympic 'Games Family' Oyster cards - Update

Effective date:	22 May 2012 – supersedes 13 April 2012 briefing
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This is an update of the staff briefing effective 13 April 2012 and supersedes that document. In particular a visual of another Permanent Accreditation Pass has been added to the images.

Since 1 March 2012, a range of Oyster cards with new designs have been used across the network. These are issued by the London Organising Committee of the Olympic and Paralympic Games (LOCOG) to people associated with the Olympic and Paralympic Games, known collectively as the 'Games Family'.

Temporary Accreditation Passes ceased to be valid on 15 May. Only Permanent Accreditation Passes should now be accepted.

Availability/validity

Games Family Oyster cards have the same functionality as standard retail Oyster cards but are issued without a deposit. They are loaded with either

- a Zones 1-6 Travelcard season ticket (with a range of validity dates) or
- pay as you go credit (£10, £50 or £90 credit)

They should be used according to the normal business rules associated with the product on the card. The cards are valid for use only when accompanied by an official Accreditation Pass.

The cards are not transferable.

Registration

Games Family cards are issued with the registration flag set but TfL do not hold any personal data. Card holders must not protect their card online (although this cannot be prevented) or register their personal details at a station, Oyster Ticket Stop or London Travel Information Centre.

Adding products

Travelcard or Bus & Tram Pass season tickets, pay as you go credit or auto top-up must not be added to these cards, although this cannot be prevented.

Replacement cards

The card holder must report lost, stolen, damaged or failed cards to LOCOG. They are responsible for issuing replacements, not TfL.

Refunds

No refunds should be given on:

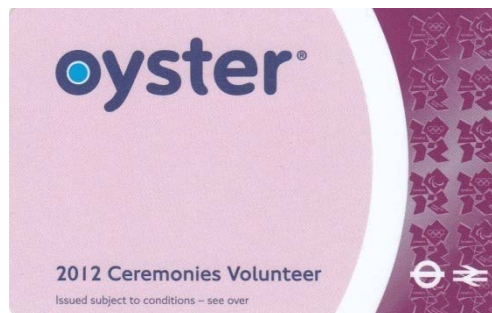
- any season ticket or pay as you go credit remaining on the card, including any loaded by the holder in error
- any tickets purchased and used by the holder whilst waiting for a replacement card from LOCOG
- any tickets purchased and used by the holder if they do not carry their card when travelling on LOCOG business.

Hotlisting

All cards will be hotlisted at the end of their use, in line with dates provided by LOCOG.

2012 Ceremonies Volunteer Oyster card & Accreditation Pass images

2012 Ceremonies Volunteer Oyster card – issued with a Travelcard season ticket (various validity dates) or pay as you go. These cards must be supported by one of the Permanent Accreditation Passes shown below. If not, the Oyster card is not valid for travel.



Permanent Ceremonies Accreditation Passes and lanyards



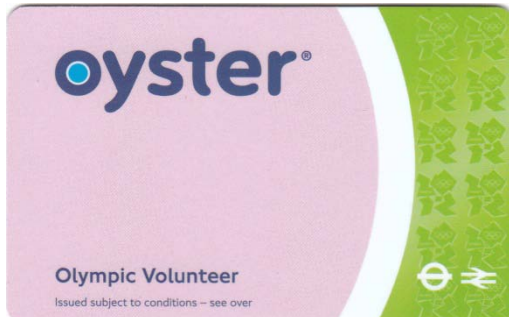
Could also be titled OCC, POC or PCC

Temporary Accreditation Passes - not accepted after 15 May 2012.

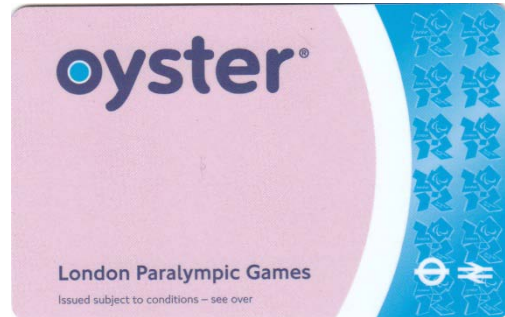


Other Games Family Oyster Cards & Accreditation Pass image

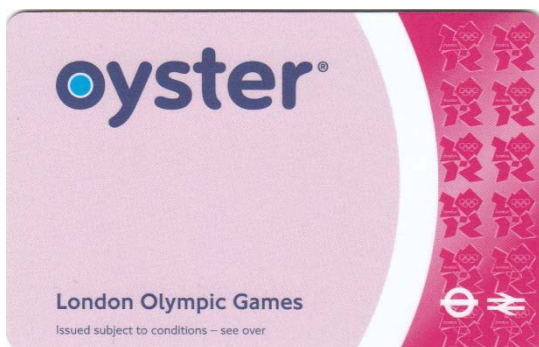
Olympic Volunteer – issued with a Travelcard season ticket valid 25 June to 15 August 2012 or pay as you go



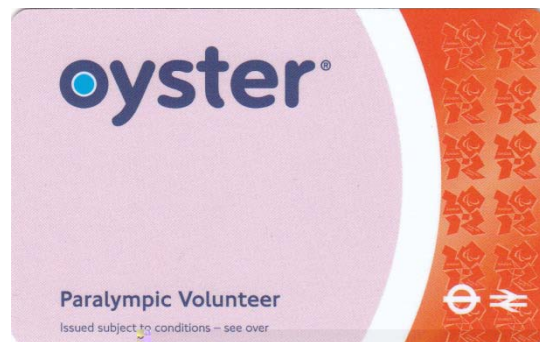
London Paralympic Games – issued with a Travelcard season ticket valid 16 August to 12 September 2012



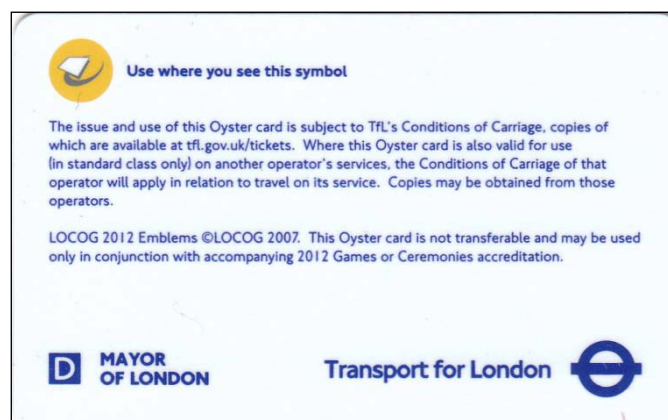
London Olympic Games – issued with a Travelcard season ticket valid 9 July to 15 August 2012



Paralympic Volunteer – issued with a Travelcard season ticket valid 16 August to 16 September 2012



Conditions of carriage – all cards



Permanent Accreditation Pass – issued from 15 May 2012

The following is the Permanent Accreditation Pass for the Olympic Volunteer, London Olympic Games, Paralympic Volunteer and London Paralympic Games cards.



Name SURNAME

FUNCTION

ORGANISATION

3193810 - 02

