

Transport for London



Customer Experience, Revenue Policy: Staff Briefing Notice **16**

October Fares Revision - Watford Junction extension fares

Effective date:	21 October 2012
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Following the successful resolution of the issue highlighted in [Staff Briefing 15](#) (sent on 19 October), a further issue has been identified.

Issue

Oyster customers, who make a journey on both TfL and National Rail services from or to Watford Junction using a combination of a Travelcard and pay as you go credit, are being charged incorrect Oyster extension fares.

Oyster extension fares

Oyster extension fares are charged when customers travel outside the zones of their Travelcard. Extension fares cover the cost of travel outside the zones of the Travelcard. They are calculated based on where the customer has touched in and out and deducted from a customer's pay as you go balance.

Automatic Refunds

Customers who are overcharged Oyster extension fares travelling from and to Watford Junction using TfL and National Rail services will be automatically refunded.

Automatic refunds will be available to collect from the gateline of the station the customer most frequently uses approximately 3 days after they were overcharged.

This process is being put in place as quickly as possible but there may be a delay of up to a week before the first refunds become available for collection.

Resolution

This issue will be resolved as part of the 2 January 2013 fares revision.

Automatic refunds will apply until the issue is resolved.

If you have any questions or comments about this briefing please email [Darren Kelly](#)