

Transport for London



Customer Experience, Revenue Policy: Staff Briefing Notice **14**

October Fares Revision 2012

Effective date:	21 October 2012
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From 21 October 2012 some features of the fares and ticketing system will change.

Removal of some Alternative Chargeable Routes

From 21 October 2012, non Zone 1 travel will no longer be assumed as the default route on some journey combinations for Travelcard customers.

Travelcard customers must show they have not travelled in Zone 1 based on where they validate their Oyster card to avoid being charged an extension fare.

Default route changes:

1. Journeys from stations north of Euston on the Northern Line to selected London Overground stations

To avoid being charged a Zone 1 extension fare, customers must travel via a route that requires an out of station interchange at:

- Camden Town/Camden Road or,
- Kentish Town/Kentish Town West

[Appendix 1 - "IV Camden Town-Camden Road or Kentish Town-Kentish Town West"](#) shows the routes affected.

2. Journeys between Cricklewood and Elstree & Borehamwood to selected London Underground and Overground stations

To avoid being charged a Zone 1 extension fare, customers must travel via a route that requires an out of station interchange at West Hampstead.

[Appendix 2 - "IV at West Hampstead"](#) shows the routes affected.

3. Journeys from stations north on the Piccadilly line, Victoria line and First Capital Connect services to selected London Underground, Overground and National Rail stations

Customers taking a non Zone 1 route must validate on an Oyster route validator (pink card reader) at Stratford to avoid being charged a Zone 1 extension fare.

[Appendix 3 - "IV at Stratford"](#) shows the routes affected.

4. Journeys between Greater Anglia Chingford and Seven Sisters routes to stations in the south and east on London Underground, Overground and National Rail

To avoid being charged a Zone 1 extension fare, customers need to travel via Stratford using London Overground services and validate on an Oyster route validator located on the London Overground platforms.

For some journeys, customers can avoid a Zone 1 extension fare by travelling via a route that requires an out of station interchange at Tottenham Hale.

[Appendix 4 - "IV at Stratford or Tottenham Hale"](#) shows the routes affected.

Customer Impact:

- Customers who are charged a Zone 1 extension fare without any pay as you go on their Oyster card will go into a negative balance. This will need to be cleared before customers can re-enter the network, regardless of where they enter.
- Pay as you go customers will benefit from a non Zone 1 pay as you go fare (some of which weren't previously available) if they validate where described above or shown in the maps.
- Posters will be displayed at all Tube stations and a letter will be sent to registered customers that will remind them:
 - to ensure they have a valid ticket for the whole of the journey and
 - how and where to validate their Oyster card to avoid paying a Zone 1 extension fare

Introduction of Alternative Chargeable Routes

Customers who have a non Zone 1 Travelcard can avoid a Zone 1 extension fare by travelling on the following routes that involve using London Overground services:

- Notting Hill Gate to Northern Line stations south from Clapham Common by interchanging at Shepherd's Bush.
- South Acton, Acton Central and Willesden Junction to Northern Line stations south from Clapham Common by interchanging at Balham.
- Barking to Feltham via stations from and between Mortlake and Barnes Bridge by validating on an Oyster route validator at Gospel Oak.
- Crystal Palace to Brondesbury, Brondesbury Park and Kensal Rise.
- Cricklewood, Hendon, Mill Hill Broadway and Elstree & Borehamwood to stations from and between Putney and Kew Bridge, Norbiton and Hampton by travelling a route that requires an out of station interchange at West Hampstead.

Introduction of new out of station interchanges

New out of station interchange pairings have been introduced at:

- **West Ruislip and Ickenham**

Customers will have 30 minutes to make this interchange. The route between these stations is not signposted and it will not be shown or promoted on maps or Journey Planner. New chargeable routes will be introduced from West Ruislip and Ickenham. Example: Journeys from Ruislip to Ruislip Gardens will change from a Zone 3-6 fare to a Zone 5-6 fare.

Out of station interchanges have been introduced to improve access for customers with mobility issues at:

- **Woodford**
Out of station interchange settings between wide access gate (WAG) 21 and passenger validator 90 to allow step-free interchange access at street level.
- **Richmond**
Out of station interchange settings between gates 50-53 and wide access gate (WAG) 21 on the bridge and gates 60-65 and WAG 22 on the lower concourse. This is to enable customers to use the lift when alighting for or from South West Trains on platform 1, interchanging for London Underground or Overground services.

Corrections

Default fare

Changes to the default fare between Blackhorse Road and Limehouse NR stations from Zone 1-4 (with Zone 2-4 Travelcards accepted) to Zone 2-4 (with Zone 2-3 Travelcards accepted).

16+ Oyster photocards with an NR Railcard Discount entitlement

Changes have been made to ensure that 16+ Oyster photocard holders with a NR Railcard Discount entitlement are charged the correct entry charge, entry threshold, pay as you go single fare and daily cap.

Introduction of fares (non Zone 1 and Zone 1)

Non Zone 1 fares will be charged on different charging scales for the following journeys:

National Rail charging scale:

- Stations from Woodgrange Park, Wanstead Park and Leytonstone High Road to Barnes Bridge/Mortlake - Feltham by validating on an Oyster route validator at Gospel Oak.
- Camden Road or Kentish Town West to Fulwell or Hampton by validating on an Oyster route validator at Richmond.

TfL/National Rail through charging scale:

- Northern Line stations south of Stockwell and London Overground stations Brondesbury, Brondesbury Park and Kensal Rise by interchanging at Balham.

TfL charging scale:

- Brixton and Stockwell to Piccadilly/District Line Stations Earl's Court - Heathrow terminals, including London Overground stations Acton Central and South Acton via Vauxhall and Earl's Court.
- Mile End and Bethnal Green to Willesden Junction and Clapham Junction by interchanging and validating on the Oyster route validator at Stratford.
- Northern Line stations north of Camden Town to London Overground stations Canonbury - Stratford by interchanging at Camden Road. These journeys are currently charged via Zone 1 and customers are given an automatic refund. From 21

October, a non Zone 1 fare will be charged and the automatic refund settings will be removed.

A Zone 1 fare on the TfL charging scale will be charged for journeys:

- From Watford London Overground stations to Brockley - Anerley via Euston, Whitechapel, Shadwell and Canada Water.

Super Off-Peak National Rail fares

Super Off-Peak National Rail fare paper tickets will be available for selected journeys from ticket offices and self service machines located at Blackfriars, Seven Sisters, Tottenham Hale and Stratford.

London Overground extension

New chargeable routes have been introduced for the London Overground extension from Clapham Junction to Surrey Quays. The London Overground extension will open on 9 December 2012. Customers travelling between Clapham Junction and Surrey Quays before the 9 December may be charged against the TfL charging scale rather than National Rail but no fares will increase. Further information will follow in November 2012.

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