

# Transport for London



## Customer Experience, Revenue Policy: Staff Briefing Notice **23**

### Non Zone 1 journeys between South West Trains stations and Canary Wharf ('E2' gates)

Effective date:	02 January 2013
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#### Issue

Some pay as you go and non Zone 1 Travelcard customers are being charged Zone 1 fares regardless of the route taken on the following journey pattern to/from Canary Wharf LU station:

- Travelling on South West Train services for part of the journey
- Avoiding Zone 1 by travelling via Canada Water and touching on the pink card reader
- Entering/exiting Canary Wharf station using the E2 gates located in the middle of the station ([as shown in appendix](#))

Customers who enter/exit the station using the E1 gates only at Canary Wharf station are not affected by this issue.

[Open the appendix to view Canary Wharf LU station layout](#)

#### Resolution

This issue will be resolved on **19 May 2013**.

Until then, customers can avoid incurring any overcharges by exiting the station using the E1 gates.

An automatic refund process will be put in place for any customers overcharged. It may take up to 2 weeks for this to be set up and refunds will be backdated (from 2 January 2013).

Once the automatic refund process is set up, refunds will be available to collect the day after the overcharge. Customers will be automatically refunded when they touch in or out at the station they use most often.

Customers can't apply for a refund via Oyster online if they have been overcharged as a result of this issue.

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