

Transport for London



Customer Experience, Revenue Policy: Staff Briefing Notice **35**

'Temporary Child' discount trial

Effective date:	15 July 2013
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A 'Temporary Child' discount (providing half adult-rate pay as you go fares), loaded on to a Visitor Oyster card will be available for children aged 5-15 at Travel Information Centres (TICs) for a trial period.

Discount

The 'Temporary Child' discount is only available from TICs and can only be loaded on to a Visitor Oyster card.

The discount will give half adult-rate pay as you go fares and caps on bus, Tube, tram, DLR, London Overground and National Rail services. Adult pay as you go fares will be charged on the Emirates Air Line and on River Services (where pay as you go can be used to buy a ticket). It is important to note that the discount will provide half rate adult pay as you go fares and caps, not child rate fares or free bus and tram travel.

Travelcards and Bus & Tram Passes can't be loaded on to Visitor Oyster cards.

Eligibility

Children aged 5-15 are eligible for the discount. An adult must be present with the child when the discount is set on a Visitor Oyster card.

No identification is required; it will be at the discretion of TIC staff to decide if the child is eligible. No personal information will be recorded.

Remember: Children aged 5-10 can travel free on TfL and some National Rail services when accompanied with a fare paying adult and may have no need to get a Visitor Oyster card set with a discount.

Validity

The discount is temporary and can be set for up to 10 days. When the discount expires, adult-rate pay as you go fares will be charged.

The discount can be reset if needed. To do this, the child and an adult must return to a TIC. There is no limit to the number of times a discount can be reset but this will be monitored for possible fraud. Customers that get the discount reset will be advised to apply for a 5-10 or 11-15 Oyster photocard.

Card Issuing

TICs will only issue Visitor Oyster cards to children eligible for the discount; they will not issue Visitor Oyster cards to adults. Customers who wish to buy an adult-rate Visitor Oyster should be advised to visit: <http://visitorshop.tfl.gov.uk/>

The 'Temporary Child' discount option will appear on all TOMs. However, only TIC staff should attempt to set the discount on Visitor Oyster cards. Under no circumstances should non TIC staff set the discount.

The discount is being set on Visitor Oyster cards because:

- They can be easily identified from standard blue Oyster cards, this should stop adults accidentally using the wrong card and travelling at half adult rate
- Travelcards and Bus & Tram Passes can't be loaded

Customer Communication

As this is a trial and Visitor Oyster card stock is limited, there will be no advertising or customer communication. TIC staff will inform customers about the discount at TIC ticket windows.

All other staff should refrain from setting the discount and making customers aware of the trial to enable TIC staff to manage customer demand.

Revenue Inspection

On Oyster readers (MOVie devices) used by Revenue Inspectors, the temporary discount description will appear as 'NR'. The description will be changed to 'T/C' when MOVie software is updated.

The description on other issuing devices will appear as 'Temporary Child'.

Trial Period

The trial will run until 12 October 2013. If successful, it may continue until further notice.

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