

Transport for London



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

May Fares Revision 2012

Effective date:	20 May 2012
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From 20 May 2012 some features of the fares and ticketing system will change.

Chargeable routes on Tube, DLR, London Overground and National Rail services

From 20 May 2012, the chargeable routes for some journeys will be changed. This will mean that the fare for the default route between some stations will increase, while others will decrease.

- for pay as you go customers this will mean that the single fare charged may change
- Travelcard customers may be charged a Zone 1 extension fare where they had not before (and vice versa) and they may need to buy their Travelcard for a different zonal combination

Journeys between North West London and North East/ East London

The non Zone 1 route will no longer be defined as the default route for cross town journeys by Travelcard season ticket holders. Therefore, the system will now assume that customers have travelled through Zone 1.

To avoid paying a Zone 1 fare (or a Zone 1 extension fare), customers must travel via a route that includes one of the following out of station interchange (OSI) pairings:

- Brondesbury / Kilburn
- Finchley Road / Finchley Road & Frognal
- West Hampstead (Tube/London Overground)

Please see the attached map “Affected Journeys – Removal of non Z1 Alternative Chargeable Routes” for more information on the journeys affected.

Journeys between some West London stations and Stratford

The non Zone 1 route will no longer be the default route for journeys from stations west of Turnham Green to Stratford. The system will assume that customers have travelled through Zone 1.

To avoid paying a Zone 1 fare (or a Zone 1 extension fare), customers must validate at an Oyster route validator located at either:

- Gunnersbury
- West Brompton
- Kensington Olympia

Journeys from Richmond, Kew Gardens and Gunnersbury - to stations east of Stratford.

The non Zone 1 route will no longer be the default route for Travelcard customers making journeys from Richmond, Kew Gardens and Gunnersbury to stations east of Stratford.

Travelcard journeys from Richmond, Kew Gardens and Gunnersbury to stations east of Stratford will now be assumed to involve travel through Zone 1 unless a touch has been registered at an Oyster route validator at Stratford.

Non Zone 1 Travelcard holders travelling between the Central line stations east of Stratford and Richmond/Kew Gardens will need to touch on one of the Oyster route validators on the London Overground platform at Stratford to avoid paying an extension fare.

Potential customer impact:

- Customers using Travelcards on Oyster that do not include Zone 1 will be charged an extension fare on exit. This may result in a negative pay as you go balance. They will need to clear the negative balance before they can travel again, regardless of where they enter the network
- Customers using pay as you go and not holding a Travelcard will not be affected
- For the first 2 weeks of this change taking effect, customers enquiring about the extension fare charge should be refunded on their first contact only. After this, no refunds should be paid - Customers should also be advised of what action they need to take
- Posters will be displayed at specific stations and emails will be sent out to remind customers:
 - 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

Other journey combinations

- A route specific fare has been created for journeys between stations on the High Barnet/Mill Hill East branches of the Northern Line and stations north of Willesden Junction. Customers travelling via West Hampstead stations (London Overground and Thameslink) will be charged a non Zone 1 fare
- The chargeable route for some journey combinations that interchange at Elephant & Castle or Waterloo East will be changed. *Examples:*
 - Bellingham to Bethnal Green
 - Petts Wood to Canary Wharf
- The chargeable route for some journey combinations will be changed, resulting in lower fares. *Examples:*
 - Brockley to Victoria London Underground
 - Blackhorse Road to Kenton via Gospel Oak.
 - Shepherds Bush National Rail /Kensington Olympia to Kennington/Oval/Stockwell, interchanging at Balham

- The Chargeable route for journeys from Woolwich Dockyard and Charlton (via Woolwich Arsenal) to stations located in East London (from Zones 3 to 6) will change - the default route will no longer assume travel through Zone 2.
- Fares between stations north of Bowes Park and stations north of Bounds Green via the Bowes Park/Bounds Green OSI will be corrected to exclude Zone 3.

Note: this is not an exhaustive list. Customers should be encouraged to check the correct fare between any 2 stations by visiting [single fare finder](#) (SFF). SFF will be updated with the new default fares and will continue to show alternative fares where they apply.

Extension fares

Some Oyster extension fares TfL/NR journeys, (in the North East London area) will be lowered to match the charging scale for the extension part of the journey.

Maximum Journey Times

Maximum journey times will be increased by 20 minutes (Monday to Saturday) and 25 minutes (Sunday) for the following journeys:

- Between Mitcham Eastfields and Honor Oak Park/Forest Hill/Sydenham
- Between South Merton - West Sutton and Reedham - Tattenham Corner

London Overground cash single fares

Some fares will be corrected, resulting in a reduction of 10p from £2.00 to £1.90

Out of Station Interchanges

Following the re-opening of Blackfriars station, the out of station interchange will be removed from:

- Blackfriars (National Rail) to Temple (London Underground)
- Blackfriars (National Rail) to Mansion House (London Underground)

Travelcards

TOMs will no longer be able to issue a 7 Day magnetic Travelcard

Customers buying magnetic 7 Day Travelcards from National Rail stations will need a photocard. They must carry their photocard with them at all times on all modes and must show it when asked to do so by a member of staff.

Tram stops

The proposed name change of Centrale to Tamworth Road has now been removed from this fare revision

If you have any questions, comments or suggestions concerning this briefing please email

