



Transport for London

Customer Experience, Revenue Policies: Customer Services Briefing

City Year London volunteers

Effective date:	1 September 2012
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City Year London is a registered charity that operates a scheme for young people to work in schools on a voluntary basis.

TfL provides volunteers with a Bus & Tram Pass season ticket on Oyster over a period of three years. This is the final year of the three year agreement. Currently, there are no plans to extend the agreement.

Cards issued

This year, volunteers will get an Oyster card pre loaded with a Bus & Tram Pass expiring on the 31 July 2013.

Standard retail Oyster cards will be issued and registered with the following details:

- volunteer's name + "CY" to denote the charity name
- volunteer's address
- a default password of 'city', common to all cards issued for the scheme
- payment method = warrant

The volunteer will receive the Oyster card, a Privacy Notice and instructions to change the default password to one of their choice via tfl.gov.uk/oyster or the Oyster card helpdesk.

Refunds

No refunds should be made against the Bus & Tram Pass on the Oyster card. If an attempt to apply for a refund is made, the application should be rejected and TfL Public Affairs informed via email (**+Government & Stakeholder Relations** - on TfL's global address list). As the method of payment will be recorded as warrant, this should prevent refunds being made in error.

A volunteer can add pay as you go credit to the Oyster card. Existing refund processes should be followed if a refund request is made for the pay as you go credit on the card.

Lost, stolen and failed Oyster cards

Lost or stolen cards should be reported by the card holder via the Oyster card helpdesk or Oyster online. Existing processes for lost and stolen standard adult retail Oyster cards should be followed when issuing a replacement. However, **no refunds for interim tickets** should be made under any circumstances as the cards are issued for free.

Failed Oyster cards can be replaced at Tube station ticket offices as per existing processes for standard retail Oyster cards. If a customer finds it inconvenient to get to a Tube station a replacement can be issued via the Oyster card helpdesk.