

## Transport for London



### Customer Experience, Revenue Policy: Staff Briefing Notice **09**

#### Magnetic 7 Day Travelcard acceptance - Update

Effective date:	20 May 2012
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It was stated in the May fares revision staff briefing (issued on 2 and 18 May) that:

- 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.

However, it has been recently highlighted that there is an exception to this:

- Customers issued with a magnetic 7 Day Travelcard from National Rail that has the word 'GROUNDLINE' printed in the photocard box and the account number 68373 printed on the bottom of the ticket **do not** need to hold a photocard to travel using this ticket.
- Some National Rail ticketing issuing machines may be unable to include all characters in the word 'GROUNDLINE' in the photocard box on the magnetic 7 Day Travelcard. In these circumstances, provided the word 'GROUNDLINE' has been closely matched, the Travelcard should be accepted without a photocard.

*If you have any questions, comments or suggestions concerning this briefing please email  
**[darrenkelly@tfl.gov.uk](mailto:darrenkelly@tfl.gov.uk)***