



Transport for London

Customer Experience, Revenue Policies: Staff Briefing Notice **08**

Games Day Travelcards

Effective date:	Olympics: 27 July–12 August Paralympics: 29 August–9 September
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London 2012 Games event ticket holders will be issued with a Games Day Travelcard which will be valid for travel on bus, Tube, tram, DLR, London Overground and most National Rail services in London.

Games Day Travelcards will be posted to customers with their London 2012 event tickets. Games Day Travelcards will only be issued for events in and around London.

Games Day Travelcards images



Games Day Travelcard validity

Games Day Travelcards are valid:

- Only when accompanied with a London 2012 Games event ticket. See Appendix A and B for sample images of Games event tickets
- Across Zones 1-9 from 0430 on the day printed on the front of the Travelcard and for any journey starting before 0429 the following day
- On bus, Tube, tram, DLR, London Overground and National Rail services in London (**not** valid on Heathrow, Gatwick or Stansted Express services).
- On Heathrow Connect services between Paddington and Hayes & Harlington only.
- On Javelin® services between St. Pancras and Stratford International stations
- On London Midland, Southern and London Overground services to and from Watford Junction (**not** valid on Virgin Trains and Scotrail services)

Games Day Travelcard holders can also show their Travelcard to get:

- a one third discount on single tickets on some river services
- the discounted Emirates Air Line Boarding Pass fare.

Travel validity outside London

Games Day Travelcards are also valid for travel to the following stations for events just outside London. Only Games event ticket holders for the following events will be able to use their Games Day Travelcard to get there:

Games Venue	Games event and dates	Valid to and from station/s
Eton Dorney	Canoe Sprint <ul style="list-style-type: none"> Olympic event: 6–11 August Rowing <ul style="list-style-type: none"> Olympic event: 28 July–4 August Paralympic event: 31 August–3 September 	To Slough or Windsor & Eton Riverside
Brands Hatch	Cycling Road <ul style="list-style-type: none"> Paralympic event: 5-8 September 	To Sevenoaks
Hadleigh Farm	Cycling Mountain Bike <ul style="list-style-type: none"> Olympic event: 11-12 August 	To Leigh-on-Sea
Lee Valley White Water Centre	Canoe Slalom Olympic event: 29 July–2 August	To Cheshunt

Games Day Travelcards are only valid on National Rail train services to and from these stations on the dates printed on the front of the card. However, the tickets are not valid if a holder alights or boards at any intermediate station outside the London network on the line.

Lost, stolen and damaged

- Lost, stolen, damaged and not received Games Day Travelcards should be reported to the London Organising Committee of the Olympic and Paralympic Games (LOCOG) on 0844 847 2012. LOCOG may not be able to re-issue Games Day Travelcards.
- If a Games Day Travelcard does not work the gate, it will be accepted on visual inspection by a member of staff provided it is valid and accompanied with a Games event ticket.

Games Day Travelcard fulfilment

- Games Day Travelcards are only valid for use on the day printed on the front of the ticket.** If a customer's Games Day Travelcard shows different dates to their Games event ticket they should contact LOCOG on 0844 847 2012. LOCOG may not be able to re-issue Games Day Travelcards.
- Games Day Travelcards are not issued for events at the following venues: Box Hill, Weymouth, Coventry, Glasgow, Cardiff, Manchester and Newcastle.
- Customers who do not receive a Games Day Travelcard with their Games event ticket for events in or around London should contact LOCOG on 0844 847 2012.
- Customers who collect or print their Games event tickets will have to pay for their travel to and from the Games venue.

Cancelled/rescheduled games events

If a Games event is cancelled or rescheduled for another day, Games Day Travelcards will not be re-issued or be valid for use on the rescheduled day. If this happens customers will have to pay for their travel to and from the venue.

Refund policy

No refunds should be paid for Games Day Travelcards under any circumstances.

Not Transferable

- Games Day Travelcards are not transferable and are only valid with a Games event ticket.
- The various Conditions of Carriage of each operator apply as appropriate to customers travelling with a Games Day Travelcard.

Dedicated information is available to help customers and offer advice on how to buy tickets in advance of the Games: <http://www.tfl.gov.uk/tickets/24165.aspx>

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