



Staff Guide to Fares and Ticketing

From 2 January 2020



Appendices

The Staff Guide to Fares and Tickets consists of three separate booklets plus appendices:

Book 1: Fares and tickets

Book 2: Types of tickets and ways to pay

Book 3: Discount schemes and photocards

Appendices: maps, tables of where to buy each ticket type, a full listing of Out of Station Interchanges and gate and validator codes

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Where to buy tickets

| Ticket Type | Oyster Paper | Where? | Notes |
|---------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Get an Oyster card | | | |
| Get an Oyster card | ✓ | <ul style="list-style-type: none"> Oyster Ticket Stops Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations Some National Rail stations¹ Ticket machines <ul style="list-style-type: none"> at Tube stations Oyster online tfl.gov.uk/oyster² Oyster photocards online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² Visitor Centres ** The Tramlink Shop (in Croydon) * | ¹ See pages 9 - 15 for National Rail stations that issue Oyster cards ² For customers living in the UK ³ To apply for 5 - 10, 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards |
| Buy a Visitor Oyster card | | | |
| Get a Visitor Oyster card | ✓ | <ul style="list-style-type: none"> Visitor Shop at visitorshop.tfl.gov.uk Overseas travel agents VisitBritain online shops Gatwick Airport (Concierge desk; National Express ticket desk & NR main ticket desks) Stansted Airport On board Eurostar trains to London Superbreak website London Pass website | <p>Cannot be bought in London.</p> <p>Can be bought in advance from any of the online outlets listed opposite, plus on arrival at Gatwick, Stansted or on the Eurostar.</p> |

Where to buy tickets

| Ticket Type | Oyster Paper | Where? | Notes |
|-----------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pay as you go | | | |
| Pay as you go credit | ✓ | <ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • TfL Rail stations • Selected National Rail stations¹ • Ticket machines <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at TfL Rail stations • at selected DLR stations • at most National Rail stations in London • Oyster online tfl.gov.uk/oyster² • Customer services 0343 222 1 234 • Oyster photocard online at tfl.gov.uk/photocard³ • Visitor Centres ** • Emirates Air Line terminals • The Tramlink Shop (in Croydon) * • TfL Oyster app⁴ | ¹ See pages 9 - 15 for National Rail stations that sell pay as you go top ups on Oyster ² Oyster online and customer services for adult Oyster cards ³ To top up 5 - 10, 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard ⁴ Adult rate only. Photocards can't be used with the app. |
| Set discount on an Oyster card | | | |
| National Railcard and Annual Gold Cards | ✓ | <ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • TfL Rail stations • National Rail stations¹ • Ticket machines <ul style="list-style-type: none"> • at Tube stations (with staff assistance) • Visitor Centres** | ¹ See pages 9 - 15 for National Rail stations that can set a discount |

Where to buy tickets

| Ticket Type | Oyster | Paper | Where? | Notes |
|-------------------------------------------------------------------------------|--------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Set discount on an Oyster card | | | | |
| Jobcentre Plus Travel Discount card, Bus & Tram Discount photocard | ✓ | | <ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket machines at Tube stations (with staff assistance) • Visitor Centres** | |
| Privilege Ticket Authority Card (PTAC) | ✓ | | <ul style="list-style-type: none"> • Ticket machines at Tube stations (with staff assistance) | |
| Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets | | | | |
| Paper single/return tickets for Tube/DLR/London Overground journeys | | ✓ | <ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • TfL Rail stations • Ticket machines¹ <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at TfL Rail stations • at selected DLR stations | ¹ Not all ticket machines sell the full range |
| Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets | | | | |
| Paper single and return tickets for National Rail through journeys | | ✓ | <ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • TfL Rail stations • National Rail stations • Ticket machines¹ <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at TfL Rail stations • at selected DLR stations • at National Rail stations in London | ¹ Not all ticket machines sell the full range |

Where to buy tickets

| Ticket Type | Oyster | Paper | Where? | Notes |
|--------------------------------------------------------------------------|--------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Group Travel | | | | |
| Group Day Travelcard Adults and under-16 only | | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations Ticket machines at Tube stations Visitor Centres ** & ¹ Visitor Shop at visitorshop.tfl.gov.uk | ¹ Not Gatwick Airport No photocard required for under-16s. |
| DLR only Group Travel Adults and under-18 only | | ✓ | <ul style="list-style-type: none"> Canary Wharf or London City Airport stations¹ Customer Services on 0343 222 1234² | ¹ Purchase on day of travel ² Purchase at least 7 days in advance |
| Travelcards | | | | |
| Day Travelcard Adult, National Rail Railcard and under-16 only | | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Ticket machines at <ul style="list-style-type: none"> Tube stations London Overground stations TfL Rail stations Selected DLR stations National Rail stations in London Tram Stops Visitor Centres** | ¹ Not always the full range |

Where to buy tickets

| Ticket Type | Oyster Paper | Where? | Notes |
|------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Travelcards | | | |
| 7 Day or monthly Travelcard | ✓ | <ul style="list-style-type: none"> Oyster Ticket Stops Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Ticket machines at <ul style="list-style-type: none"> Tube stations London Overground stations TfL Rail stations Selected DLR stations National Rail stations in London Oyster online tfl.gov.uk/oyster² Oyster photocards online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² Visitor Centres ** TfL Oyster app⁴ | ¹ See pages 9 - 15 for National Rail stations that sell tickets on Oyster All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards ⁴ Adult rate only. Photocards can't be used with the app. |
| 3 monthly Travelcard | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Oyster online tfl.gov.uk/oyster² Oyster photocards online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² Visitor Centres ** (except Gatwick North & South) | ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards |

Where to buy tickets

| Ticket Type | Oyster Paper | Where? | Notes |
|----------------------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Travelcards | | | |
| 6 monthly Travelcard Not Jobcentre Plus | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Oyster online tfl.gov.uk/oyster² Oyster photocard online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² Visitor Centres ** (except Gatwick North & South) | ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard |
| Odd period Travelcard up to 3 months for Jobcentre Plus | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Oyster online tfl.gov.uk/oyster² Oyster photocard online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² | ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard |
| Annual Travelcard Not Jobcentre Plus | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations¹ Oyster online tfl.gov.uk/oyster² Oyster photocard online at tfl.gov.uk/photocard³ Customer services 0343 222 1234² Visitor Centres ** TfL Oyster app⁴ | ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard ⁴ Adult rate only. Photocard can't be used with the app. |

Where to buy tickets

| Ticket Type | Oyster | Paper | Where? | Notes |
|------------------------------------|--------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bus and tram tickets | | | | |
| One Day Bus & Tram Pass | ✓ | | <ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres ** (except Gatwick North & South) | Issued on single use Oyster card. Also available as paper tickets (see below) |
| One Day Bus & Tram Pass | | ✓ | <ul style="list-style-type: none"> Ticket offices at <ul style="list-style-type: none"> London Overground stations TfL Rail stations National Rail stations Ticket machines at <ul style="list-style-type: none"> Tube stations London Overground stations Selected DLR stations National Rail stations | Also available on single use Oyster card (see above) |
| 7 Day Bus & Tram Pass | ✓ | | <ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres ** Ticket machines at <ul style="list-style-type: none"> Tube stations¹ London Overground stations¹ Selected DLR stations National Rail stations² TfL Oyster app³ | ¹ Not all (passenger) types are available at all machines. ² see pages 9-15 for list of National Rail stations that sell tickets on Oyster ³ Adult rate only. Photocards can't be used with the app. |
| Monthly Bus & Tram Pass | ✓ | | <ul style="list-style-type: none"> Oyster Ticket Stops Visitor Centres ** TfL Oyster app³ Ticket machines at <ul style="list-style-type: none"> Tube stations¹ London Overground stations¹ Selected DLR stations National Rail stations² | ¹ Not all (passenger) types are available at all machines. ² see pages 9 - 15 for list of National Rail stations that sell tickets on Oyster ³ Adult rate only. Photocards can't be used with the app |

Where to buy tickets

| Ticket Type | Oyster | Paper | Where? | Notes |
|-----------------------------------------------------------------|--------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Annual Bus & Tram Pass Adult, 18+ Student and 16+ | ✓ | | <ul style="list-style-type: none"> Oyster online tfl.gov.uk/oyster/¹ Customer services 0343 222 1234¹ Visitor Centres ^{**2} TfL Oyster app³ | ¹ Only available online/by phone for adults when getting an Oyster card for the first time ² Not available at half adult rate ³ Adult rate only. Photocards can't yet be used with the app |
| Tram tickets | | | | |
| | | | Paper tickets are not available at tram stops. Use Oyster or Contactless to pay for tram journeys | |

*Croydon Tramlink Shop
 5 George Street
 East Croydon
 CR0 IPE

** see TfL website for location and opening hours of Visitor Centres
tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres

Where to buy tickets

Oyster retailing at National Rail stations

TfL rail operators: London Overground

All stations have Oyster enabled ticket machines. Most issue Oyster cards and sell Travelcard season tickets and can top up pay as you go on Oyster at ticket offices. The following London Overground stations do not have Oyster retail capability at ticket offices:

| | | | | |
|-----------------------|-----------------------|---------------------|---------------|-----------------|
| Bethnal Green | Cambridge Heath | Clapham High Street | Crouch Hill | Emerson Park |
| Harringay Green Lanes | Leyton Midland Rd | Leytonstone High Rd | London Fields | South Tottenham |
| Upper Holloway | Walthamstow Queens Rd | Wandsworth Road | Wanstead Park | Woodgrange Park |

TfL rail operators: TfL Rail

All stations issue Oyster cards, sell Travelcard season tickets and can top up pay as you go on Oyster at ticket offices and have Oyster enabled ticket machines, except Hayes and Harlington, which cannot issue new Oyster cards nor sell travelcards or season tickets from a ticket office. Oyster-enabled TVM is available

National Rail operator: c2c

| Station | Issue Oyster cards | Travelcard seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Barking | Yes | Yes | No |
| Chafford Hundred | Yes* | No | Yes |
| Dagenham Dock | Yes* | No | Yes |
| Fenchurch St | Yes | Yes | Yes |
| Grays | Yes* | No | Yes |
| Limehouse | Yes | Yes | Yes |
| Ockendon | Yes* | No | Yes |
| Purfleet | Yes* | No | Yes |
| Rainham | Yes* | No | Yes |
| Upminster | Yes | Yes | Yes |

National Rail operator: Chiltern Railways

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|-----------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Marylebone | Yes | Yes | Yes |
| Northolt Park | Yes | Yes | Yes |
| Sudbury & Harrow Road | No | No | No |
| Sudbury Hill Harrow | No | No | No |
| Wembley Stadium | No | No | Yes |

* Stations where Oyster cards with a pre-loaded deposit are available.

Where to buy tickets

National Rail operator: Greater Anglia

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|---------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Angel Road | No | No | No |
| Brimsdown | Yes | Yes | Yes |
| Broxbourne | Yes | Yes | Yes |
| Cheshunt | Yes | Yes | Yes |
| Enfield Lock | Yes | Yes | Yes |
| Hertford East | Yes | Yes | Yes |
| Liverpool Street | Yes | Yes | Yes |
| Northumberland Park | Yes | Yes | Yes |
| Ponders End | Yes | Yes | Yes |
| Rye House | Yes | Yes | Yes |
| Shenfield | No | Yes | Yes |
| St Margarets Herts | Yes | Yes | Yes |
| Tottenham Hale | Yes | Yes | Yes |
| Waltham Cross | Yes | Yes | Yes |
| Ware | Yes | Yes | Yes |

* Stations where Oyster cards with a pre-loaded deposit are available.

National Rail operator: Govia Thameslink Railway

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|-----------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Alexandra Palace | No | No | Yes |
| Beckenham Hill | Yes* | No | Yes |
| Bellingham | Yes* | No | Yes |
| Blackfriars | Yes | Yes | Yes |
| Bowes Park | Yes* | No | Yes |
| Catford | Yes* | No | Yes |
| City Thameslink | Yes | Yes | Yes |
| Crews Hill | No | No | No |
| Cricklewood | No | No | Yes |
| Crofton Park | Yes* | No | Yes |
| Denmark Hill | Yes* | No | Yes |
| Drayton Park | Yes* | Yes | Yes |
| Elephant & Castle | No | No | Yes |
| Elstree & Borehamwood | No | No | Yes |
| Enfield Chase | No | No | Yes |
| Essex Road | Yes | Yes | No |
| Finsbury Park | Yes | Yes | Yes |
| Gordon Hill | No | No | Yes |
| Grange Park | No | No | Yes |
| Hadley Wood | No | No | Yes |
| Harringay | No | No | Yes |

Where to buy tickets

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|---------------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Haydons Road | No | No | Yes |
| Hendon | No | No | Yes |
| Hornsey | No | No | Yes |
| Kings Cross | No | No | Yes |
| Loughborough Junction | No | No | Yes |
| Mill Hill Broadway | No | No | Yes |
| Morden South | No | No | Yes |
| New Barnet | No | No | Yes |
| New Southgate | No | No | Yes |
| Nunhead | Yes* | No | Yes |
| Oakleigh Park | No | No | Yes |
| Palmers Green | No | No | Yes |
| Ravensbourne | Yes* | No | Yes |
| South Merton | No | No | Yes |
| St Helier | No | No | Yes |
| St Pancras International | Yes | Yes | Yes |
| Sutton Common | No | No | Yes |
| Tooting | No | No | Yes |
| West Hampstead Thameslink | No | No | Yes |
| West Sutton | No | No | Yes |
| Wimbledon Chase | No | No | Yes |

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|----------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Winchmore Hill | No | No | Yes |

* Stations where Oyster cards with a pre-loaded deposit are available.

National Rail operator: Great Western Railway

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|-----------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Castle Bar Park | No | No | No |
| Drayton Green | No | No | No |
| Hanwell | No | No | Yes |
| Paddington | No | No | Yes |
| South Greenford | No | No | No |
| West Drayton | No | No | Yes |

Where to buy tickets

National Rail operator: West Midlands Trains

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Euston | No | No | Yes |
| Watford Junction | No | No | Yes |

National Rail operator: Southern

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|--------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Balham | Yes | Yes | Yes |
| Banstead | No | No | Yes |
| Battersea Park | No | No | Yes |
| Belmont | No | No | Yes |
| Birkbeck | No | No | Yes |
| Carshalton | Yes* | No | Yes |
| Carshalton Beeches | Yes* | No | Yes |
| Caterham | Yes* | No | Yes |
| Cheam | No | No | Yes |
| Chipstead | No | No | Yes |
| Coulsdon South | Yes* | No | Yes |
| Coulsdon Town | Yes* | No | Yes |
| Earlswood | No | No | Yes |

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|---------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| East Croydon | Yes | Yes | Yes |
| East Dulwich | No | No | Yes |
| Epsom Downs | No | No | Yes |
| Ewell East | Yes* | No | Yes |
| Gatwick Airport | Yes* | No | Yes |
| Gipsy Hill | Yes* | No | Yes |
| Hackbridge | No | No | Yes |
| Horley | No | No | Yes |
| Kenley | No | No | Yes |
| Kingswood | No | No | Yes |
| London Bridge 8-1 6 | No | No | Yes |
| Merstham | No | No | Yes |
| Mitcham Eastfields | No | No | Yes |
| Mitcham Junction | No | No | Yes |
| Norbury | No | No | Yes |
| North Dulwich | No | No | Yes |
| Peckham Rye | No | No | Yes |
| Purley | Yes* | No | Yes |
| Purley Oaks | No | No | Yes |
| Queens Rd Peckham | No | No | Yes |
| Redhill | No | No | Yes |
| Reedham | No | No | Yes |

Where to buy tickets

| | | | |
|-------------------|------|-----|-----|
| Riddlesdown | No | No | Yes |
| Salfords | No | No | Yes |
| Sanderstead | No | No | Yes |
| Selhurst | No | No | Yes |
| South Bermondsey | No | No | No |
| South Croydon | No | No | Yes |
| Streatham | No | No | Yes |
| Streatham Common | No | No | Yes |
| Streatham Hill | No | No | Yes |
| Sutton | No | No | Yes |
| Tadworth | No | No | Yes |
| Tattenham Corner | No | No | Yes |
| Thornton Heath | No | No | Yes |
| Tulse Hill | No | No | Yes |
| Upper Warlingham | No | No | Yes |
| Victoria (9-19) | Yes | Yes | Yes |
| Waddon | No | No | Yes |
| Wallington | No | No | Yes |
| Wandsworth Common | No | No | Yes |
| West Norwood | No | No | Yes |
| Whyteleafe | No | No | Yes |
| Whyteleafe South | No | No | Yes |
| Woodmansterne | Yes* | No | Yes |

* Stations where Oyster cards with a pre-loaded deposit are available.

National Rail operator: Southeastern

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|--------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Albany Park | Yes* | No | Yes |
| Barnehurst | Yes* | No | Yes |
| Beckenham Junction | Yes* | No | Yes |
| Belvedere | Yes* | No | Yes |
| Bexley | Yes* | No | Yes |
| Bexleyheath | Yes* | No | Yes |
| Bickley | Yes* | No | Yes |
| Blackheath | Yes* | No | Yes |
| Brixton | Yes* | No | Yes |
| Bromley North | Yes* | No | Yes |
| Bromley South | Yes* | No | Yes |
| Cannon Street | Yes* | No | Yes |
| Catford Bridge | Yes* | No | Yes |
| Charing Cross | Yes* | No | Yes |
| Charlton | Yes* | No | Yes |
| Chelsfield | Yes* | No | Yes |
| Chislehurst | Yes* | No | Yes |
| Clock House | Yes* | No | Yes |
| Crayford | Yes* | No | Yes |
| Dartford | Yes* | No | Yes |
| Deptford | Yes* | No | Yes |
| Eden Park | Yes* | No | Yes |

Where to buy tickets

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|--------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Elmers End | Yes* | No | Yes |
| Elmstead Woods | Yes* | No | Yes |
| Eltham | Yes* | No | Yes |
| Erith | Yes* | No | Yes |
| Falconwood | Yes* | No | Yes |
| Greenwich | Yes* | No | Yes |
| Grove Park | Yes* | No | Yes |
| Hayes | Yes* | No | Yes |
| Herne Hill | Yes* | No | Yes |
| Hither Green | Yes* | No | Yes |
| Kent House | Yes* | No | Yes |
| Kidbrooke | Yes* | No | Yes |
| Knockholt | Yes* | No | Yes |
| Ladywell | Yes* | No | Yes |
| Lee | Yes* | No | Yes |
| Lewisham | Yes* | No | Yes |
| London Bridge 1 -6 | Yes* | No | Yes |
| Lower Sydenham | Yes* | No | Yes |
| Maze Hill | Yes* | No | Yes |
| Mottingham | Yes* | No | Yes |
| New Beckenham | Yes* | No | Yes |
| New Cross | Yes* | No | Yes |
| New Eltham | Yes* | No | Yes |

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|--------------------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Orpington | Yes* | No | Yes |
| Penge East | Yes* | No | Yes |
| Petts Wood | Yes* | No | Yes |
| Plumstead | Yes* | No | Yes |
| Shortlands | Yes* | No | Yes |
| Sidcup | Yes* | No | Yes |
| Slade Green | Yes* | No | Yes |
| St Johns | Yes* | No | Yes |
| St Mary Cray | Yes* | No | Yes |
| St Pancras International | No | No | Yes |
| Stratford International (HS1) | Yes* | No | Yes |
| Sundridge Park | Yes* | No | Yes |
| Swanley | Yes* | No | Yes |
| Sydenham Hill | Yes* | No | Yes |
| Victoria 1 -8 | No | No | Yes |
| Waterloo East | No | No | Yes |
| Welling | Yes* | No | Yes |
| West Dulwich | Yes* | No | Yes |
| West Wickham | Yes* | No | Yes |
| Westcombe Park | Yes* | No | Yes |
| Woolwich Arsenal | Yes* | No | Yes |
| Woolwich Dockyard | Yes* | No | Yes |

Where to buy tickets

* Stations where Oyster cards with a pre-loaded deposit are available.

National Rail operator: South Western Railway

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|-------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Barnes | No | No | Yes |
| Barnes Bridge | No | No | Yes |
| Berrylands | No | No | Yes |
| Brentford | No | No | Yes |
| Chessington North | No | No | Yes |
| Chessington South | No | No | Yes |
| Chiswick | No | No | Yes |
| Clapham Junction | No | No | Yes |
| Earlsfield | No | No | Yes |
| Ewell West | No | No | Yes |
| Feltham | No | No | Yes |
| Fulwell | No | No | Yes |
| Hampton | No | No | Yes |
| Hampton Court | No | No | Yes |
| Hampton Wick | No | No | Yes |
| Hounslow | No | No | Yes |
| Isleworth | No | No | Yes |
| Kew Bridge | No | No | Yes |
| Kingston | No | No | Yes |
| Malden Manor | No | No | Yes |
| Mortlake | No | No | Yes |

| Station | Issue Oyster cards | Travelcard Seasons and pay as you go top up at ticket office | Oyster enabled ticket machines |
|---------------------|--------------------|--------------------------------------------------------------|--------------------------------|
| Motspur Park | No | No | Yes |
| New Malden | No | No | Yes |
| Norbiton | No | No | Yes |
| North Sheen | No | No | Yes |
| Putney | No | No | Yes |
| Queenstown Road | No | No | Yes |
| Raynes Park | No | No | Yes |
| Richmond | No | No | Yes |
| St Margarets London | No | No | Yes |
| Stoneleigh | No | No | Yes |
| Strawberry Hill | No | No | Yes |
| Surbiton | No | No | Yes |
| Syon Lane | No | No | Yes |
| Teddington | No | No | Yes |
| Thames Ditton | No | No | Yes |
| Tolworth | No | No | Yes |
| Twickenham | No | No | Yes |
| Vauxhall | No | No | Yes |
| Wandsworth Town | No | No | Yes |
| Waterloo | No | No | Yes |
| Whitton | No | No | Yes |
| Wimbledon | No | No | Yes |
| Worcester Park | No | No | Yes |

Discount rates

The tables below show the discount rate applied, where applicable, to each passenger type

| | Tube, DLR, London Overground and TfL Rail | | | | | | | | | | |
|---------------------------|-------------------------------------------|------|---------|---------|---------------|---------------|---------------|---------|------------|------------------------------|-------------------|
| | Adult | 5-10 | 11 - 15 | 16+ | Young Visitor | 18+ | Apprentice | JCP | Bus & Tram | National Railcard/ Gold Card | Disabled Railcard |
| Cash | Adult | Free | Child | Adult | Adult | Adult | Adult | Adult | Adult | Adult | Adult |
| Pay as you go - peak | Adult | Free | Child | ½ adult | ½ adult | Adult | Adult | ½ adult | Adult | Adult | 1/3 off adult |
| Pay as you go - off peak | Adult | Free | Child | ½ adult | ½ adult | Adult | Adult | ½ adult | Adult | 1/3 off adult | 1/3 off adult |
| Day Travelcard - Anytime | Adult | Free | Child | Adult | Adult | Adult | Adult | Adult# | Adult | Adult | Adult# |
| Day Travelcard - off peak | Adult | Free | Child | Adult | Adult | Adult | Adult | Adult# | Adult | 1/3 off adult | 1/3 off adult |
| Daily cap – all day | Adult | Free | Child | ½ adult | ½ adult | Adult | Adult | ½ adult | Adult | Adult | 1/3 off adult |
| Daily cap – off-peak* | Adult | Free | Child | ½ adult | ½ adult | Adult | Adult | ½ adult | Adult | 1/3 off adult | 1/3 off adult |
| Travelcard 7 Day | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | Child | Adult | Adult | Adult |
| Travelcard - Monthly | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | Child | Adult | Adult | Adult |
| Travelcard - Annual | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | N/A | N/A | Adult | Adult |

- * Off peak caps apply as follows:
- If all travel is made after 09:30 Mondays to Fridays and all day on Saturdays, Sundays and public holidays
- Adult, 18+, Apprentice, 16+, Jobcentre Plus - in Zones 7-9 plus Epsom/Gatwick Airport/Grays/ Hertford East & North/Radlett/Potters Bar/Shenfield/Watford Junction. In zones 1 - 6 the All Day cap applies at all times.
 - Under 16s – in Zones 1 - 9 plus Epsom/Gatwick Airport/Grays/Hertford East & North/Shenfield/Watford Junction

Discount rates

| | |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> National Railcard and Gold Card holders - in Zones 1 - 9 plus Epsom/Gatwick Airport/Grays/ Hertford East & North/Radlett/Potters Bar/Shenfield/Watford Junction |
| # Day Travelcards | Available at discounted rates for journeys starting from National Rail stations outside Zones 1 -9 (plus Watford Junction) which include travel within the London fare zones |
| 5 - 10 year olds | Need a 5 - 10 Zip Oyster photocard to travel free on TfL's rail services or be accompanied by an adult (over 16) with a valid ticket (but NOT Group Day Travelcard), Freedom Pass, 60+ London or Veterans Oyster photocard or who is using pay as you go (up to four children per adult). Otherwise they pay child rate. |
| 11 - 15 year olds | Need an 11 - 15 Zip Oyster photocard to buy tickets and to travel at child rate on all rail services in London. |
| 18+ Students | Need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount |
| Apprentice | Need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount |
| 16 - 18 year olds | Need a 16+ Zip Oyster photocard to buy tickets and to travel at child or half adult rate |
| Jobcentre Plus Travel Discount Card holders | Need to set the Jobcentre Plus discount entitlement on an Oyster card to pay as they go at half adult rate and to buy child-rate Travelcard season tickets |
| National Railcard holders | Need to set the National Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and off peak daily capping |
| Disabled Railcard holders | Need to set the Disabled Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and daily capping at all times |

Discount rates

| Bus & Tram | | | | | | | | | | |
|---------------------------|-------|--------|---------|-------------------|---------------------------|---------------|---------------|---------|------------|--------------------------------|
| | Adult | 5 - 10 | 11 - 15 | 16+ with free bus | 16+- non London residents | 18+ | Appren-tice | JCP | Bus & Tram | National and Disabled Railcard |
| Pay as you go | Adult | Free | Free | Free | ½ adult | Adult | Adult | ½ adult | ½ adult | Adult |
| Daily cap | Adult | Free | Free | Free | ½ adult | Adult | Adult | ½ adult | ½ adult | Adult* |
| Bus & Tram Pass 7 Day | Adult | Free | Free | Free | ½ adult | 30% off adult | 30% off adult | ½ adult | ½ adult | Adult |
| Bus & Tram Pass - Monthly | Adult | Free | Free | Free | ½ adult | 30% off adult | 30% off adult | ½ adult | ½ adult | Adult |
| Bus & Tram Pass - Annual | Adult | Free | Free | Free | ½ adult | 30% off adult | 30% off adult | N/A | N/A | Adult |

Notes:

| | |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 - 10 year olds | Do not need a 5-10 Zip Oyster photocard to travel free on buses and trams unless they look older than 10. |
| 11 - 15 year olds | Need an 11-15 Zip Oyster photocard to travel free on buses and trams and at child rate on all rail services in London. If they have had their free travel concession withdrawn they pay half adult rate on buses and trams |
| 18+ Students | Need an 18+ Student Oyster photocard to buy Bus & Tram Pass season tickets at 30% discount |
| Apprentice | Need an Apprentice Oyster photocard to buy Bus & Tram season tickets at 30% discount |
| 16 - 18 year olds | Need a 16+ Zip Oyster photocard to travel free or at half adult rate on buses and trams. If they have had their free travel concession withdrawn, they pay half adult rate on buses and trams |
| Jobcentre Plus Travel Discount Card holders | Need to set the Jobcentre Plus discount on an Oyster card to travel at half adult rate |
| Bus & Tram Discount card holders | Need to set the Bus & Tram discount on an Oyster card to travel at half adult rate |

Discount rates

| National Rail | | | | | | | | | | | |
|---------------------------|-------|-------|-------|-----------|---------------|---------------|---------------|--------------------|------------|------------------------------|--------------------|
| | Adult | 5-10 | 11-15 | 16+ | Young Visitor | 18+ | Apprentice | JCP | Bus & Tram | National Railcard/ Gold Card | Disabled Railcard |
| Cash | Adult | Child | Child | Adult | Adult | Adult | Adult | Adult | Adult | Adult | 1/3 off adult |
| Pay as you go - peak | Adult | Free | Child | 1/2 adult | 1/2 adult | Adult | Adult | 1/2 adult | Adult | Adult | 1/3 off adult |
| Pay as you go - off peak | Adult | Free | Child | 1/2 adult | 1/2 adult | Adult | Adult | 1/2 adult | Adult | 1/3 off adult | 1/3 off adult |
| Day Travelcard - Anytime | Adult | Child | Child | Adult | Adult | Adult | Adult | Adult [#] | Adult | Adult | Adult [#] |
| Day Travelcard - Off peak | Adult | Child | Child | Adult | Adult | Adult | Adult | Adult [#] | Adult | 1/3 off adult | 1/3 off adult |
| Daily cap - peak | Adult | Free | Child | 1/2 adult | 1/2 adult | Adult | Adult | 1/2 adult | Adult | Adult | 1/3 off adult |
| Daily cap - off peak* | Adult | Free | Child | 1/2 adult | 1/2 adult | Adult | Adult | 1/2 adult | Adult | 1/3 off adult | 1/3 off adult |
| Travelcard 7 Day | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | Child | Adult | Adult | Adult |
| Travelcard - Monthly | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | Child | Adult | Adult | Adult |
| Travelcard - Annual | Adult | Free | Child | Child | Adult | 30% off adult | 30% off adult | N/A | N/A | Adult | Adult |

Notes

- * Off peak caps apply as follows:
- If all travel is made after 09:30 Mondays to Fridays and all day on Saturdays, Sundays and public holidays
- Adult, 18+, Apprentice, 16+, Jobcentre Plus, - in Zones 7-9 plus Epsom/Gatwick Airport/Grays/ Hertford East & North/Radlett/Potters Bar/Shenfield/Watford Junction. In zones 1-6 the All Day cap applies at all times.
 - Under 16s – in Zones 1-9 plus Epsom Gatwick Airport/Grays/Hertford East & North/Radlett/Potters Bar/Shenfield/Watford Junction
 - National Railcard and Gold Card holders - in Zones 1-9 plus Gatwick Airport/Grays/Hertford East/Radlett/Potters Bar/Shenfield/Watford Junction

Discount rates

| # | Day Travelcards | Available at discounted rates for journeys starting from National Rail stations outside Zones 1 - 9 (plus Watford Junction) only which include travel within the London fare zones (Jobcentre Plus entitled to child rate; Disabled Railcard entitled to 1/3 off adult rate) |
|---|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 5-10 year olds | need a 5 - 10 Zip Oyster photocard to travel at free on most National Rail services. If they do not have a 5 - 10 Oyster photocard they need to buy a child-rate paper single or return ticket or a paper Travelcard. |
| | 11-15 year olds | need an 11 - 15 Zip Oyster photocard to travel at child rate on all rail services in London. |
| | 18+ students | need an 18+ Student Oyster photocard to buy Travelcard season tickets at 30% discount |
| | Apprentice | need an Apprentice Oyster photocard to buy Travelcard season tickets at 30% discount |
| | 16-18 year olds | need a 16+ Zip Oyster photocard to travel at child or half adult rate |
| | Jobcentre Plus Travel Discount Card holders | need to add the Jobcentre Plus discount entitlement to an Oyster card to pay as they go at half adult rate and to buy child-rate Travelcard season tickets |
| | National Railcard holders | need to add the National Railcard discount entitlement to an Oyster card to get 1/3 discount on off-peak pay as you go fares and off-peak daily capping |
| | Disabled Railcard holders | Need to set the Disabled Railcard discount entitlement on an Oyster card to get 1/3 discount on off-peak pay as you go fares and daily capping at all times |

Discount rates

| Emirates Air Line | | | | | | | | | | | |
|--------------------------|-------|-------|-------|-------|---------------|-------|------------|-------|------------|------------------------------|-------------------|
| | Adult | 5-10 | 11-15 | 16+ | Young Visitor | 18+ | Apprentice | JCP | Bus & Tram | National Railcard/ Gold Card | Disabled Railcard |
| Cash | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |
| Pay as you go - peak | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |
| Pay as you go - off peak | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |

Travelcards and Bus & Tram Passes cannot be used to travel on the Emirates Air Line. However, discounted Boarding Pass fares are available to customers who show an Oyster card or paper Travelcard.

Pay as you go fares on Emirates Airline do not count towards caps

| Thames Clippers River Bus services | | | | | | | | | | | |
|------------------------------------|-------|-------|-------|-------|---------------|-------|------------|-------|------------|------------------------------|-------------------|
| | Adult | 5-10 | 11-15 | 16+ | Young Visitor | 18+ | Apprentice | JCP | Bus & Tram | National Railcard/ Gold Card | Disabled Railcard |
| Cash | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |
| Pay as you go - peak | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |
| Pay as you go - off peak | Adult | Child | Child | Adult | Child | Adult | Adult | Adult | Adult | Adult | Adult |

Travelcards and Bus & Tram Passes cannot be used to travel on River Bus services. However, customers who show an Oyster card or paper Travelcard at the pier kiosk or on the boat can get 1/3 off most standardised adult and child fares.

Pay as you go fares on River Bus services do not count towards caps

Out of station Interchanges

The following shows pairs of stations recognised as Out of Station Interchanges (OSIs) and River piers where a same pier interchange can be made

Blue stations are London Underground Teal stations are DLR Orange stations are London Overground Black stations are National Rail River Piers are yellow Emirates Airline termini are red

| | |
|------------------------------|------------------------------|
| Aldgate | Fenchurch St |
| Archway | Upper Holloway |
| Baker Street | Marylebone |
| Balham | Balham |
| Bank | Cannon Street |
| Bank | Monument |
| Bank | Liverpool St |
| Bank | Fenchurch St |
| Bankside Pier | Bankside Pier |
| Battersea Power Station Pier | Battersea Power Station Pier |
| Bayswater | Queensway |
| Blackfriars | Blackfriars |
| Blackfriars Pier | Blackfriars Pier |
| Bond Street | Oxford Circus |
| Bounds Green | Bowes Park |
| Bow Road | Bow Church |
| Bromley South | Bromley North |
| Brixton | Brixton NR |
| Catford Bridge | Catford |
| Camden Town | Camden Road |

| | |
|-------------------------|------------------------------|
| Canary Wharf | Canary Wharf |
| Canary Wharf | Heron Quays |
| Canary Wharf * | Poplar |
| Canary Wharf * | West India Quay |
| Canary Wharf Pier | Canary Wharf Pier |
| Cannon Street | Cannon Street |
| Charing Cross | Charing Cross |
| Clock House | Kent House |
| Dalston Kingsland | Dalston Junction |
| Embankment | Charing Cross |
| Embankment | Waterloo |
| Embankment | Waterloo East |
| Embankment Pier | Embankment Pier |
| Clapham North | Clapham High Street |
| Edgware Road (H&C) | Marylebone |
| Edgware Road (Bakerloo) | Edgware Road (H&C) |
| Elephant & Castle | Elephant & Castle |
| Emirates Royal Docks | Emirates Greenwich Peninsula |
| Euston | Euston Square |
| Euston | Euston |

Out of station Interchanges

| | |
|-------------------|--------------------------|
| Euston | St Pancras International |
| Euston | Kings Cross |
| Euston Square | Euston |
| Euston Square | Warren Street |
| Finchley Road | Finchley Road & Frognal |
| Forest Gate | Wanstead Park |
| Greenwich Pier | Greenwich Pier |
| Hammersmith (D&P) | Hammersmith (H&C) |
| Hanger Lane | Park Royal |
| Harringay | Harringay Green Lanes |
| Hackney Downs | Hackney Central |
| Ickenham | West Ruislip |
| Kings Cross | Kings Cross |
| Kings Cross | St Pancras International |
| Kentish Town | Kentish Town West |
| Kenton | Northwick Park |
| Kilburn | Brondesbury |
| Lancaster Gate | Paddington |
| Lewisham | Lewisham |
| Leytonstone | Leytonstone H Rd |
| Limehouse | Limehouse |
| Liverpool Street | Liverpool Street |
| Liverpool Street | Fenchurch Street |

| | |
|-------------------------------------------|------------------------------------------|
| London Bridge | London Bridge |
| London Bridge City Pier | London Bridge City Pier |
| Manor Park | Woodgrange Park |
| Mansion House | Cannon St NR |
| Marylebone | Marylebone |
| Marylebone | Paddington |
| Monument | Fenchurch Street |
| New Cross | New Cross Gate |
| North Greenwich Pier | North Greenwich Pier |
| Paddington | Paddington |
| St Pancras International | Kings Cross |
| St Pancras International (platforms 1 -4) | St Pancras International (Platforms A-B) |
| Penge East | Penge West |
| Putney | East Putney |
| Seven Sisters | South Tottenham |
| Shadwell | Shadwell |
| Shepherd's Bush | Shepherds Bush |
| Southwark | Waterloo East |
| Southwark | Blackfriars |
| Sudbury Hill | Sudbury Hill Harrow |
| St George Wharf Pier | St George Wharf Pier |
| Tottenham Hale | Tottenham Hale |

Out of station Interchanges

| | |
|---------------------|--------------------------|
| Tower Gateway | Fenchurch Street |
| Tower Gateway | Aldgate |
| Tower Hill | Tower Gateway |
| Tower Hill | Fenchurch Street |
| Tower Pier | Tower Pier |
| Vauxhall | Vauxhall |
| Victoria | Victoria |
| Upper Warlingham | Whyteleafe |
| Walthamstow Central | Walthamstow Central |
| Walthamstow Central | Walthamstow Queen's Road |

| | |
|------------------|---------------------------|
| Waterloo | Waterloo |
| Waterloo | Waterloo East |
| Waterloo East | Waterloo |
| West Hampstead | West Hampstead |
| West Hampstead | West Hampstead Thameslink |
| West Hampstead | West Hampstead Thameslink |
| Westminster Pier | Westminster Pier |
| Wood Lane | White City |

Out of station Interchanges also apply between different gatelines within the same Underground station, such as Waterloo, Victoria and Kings Cross.

An up-to-date list of OSIs can also be found at the following link:

<https://tfl.gov.uk/corporate/publications-and-reports/out-of-station-interchanges>

Gate and validator error codes

On bus, Tube, tram, DLR, London Overground, TfL Rail and National Rail

The driver and passenger oriented display (POD) will give a brief description of the issue. On buses the driver can print out guidance about how to deal with the issue to give to the customer.

| Error code | Description | Comments | Action |
|--------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 11 | Out of Date | Ticket expired | Use alternative ticket/card |
| 12 | Not valid at this time | Ticket not yet valid | Use alternative ticket/card |
| 16/57 | Outside zone/station | Ticket not valid within zone/station presented | |
| 20 | Card expired | | Use alternative ticket/card |
| 21 | Double exit attempted | Already used on entry | |
| 22 | Double exit attempted | Already used on exit | |
| 24/35 | Insufficient pay as you go | Unpaid pay as you go | Top up pay as you go |
| 25 | Unstarted journey | Not validated on entry | |
| 26 | Entry/exit at same station | Customer possibly decided not to travel | |
| 30 | Card disabled | Hot listed card disabled | Contact Customer Services |
| 36 | Insufficient pay as you go | No valid ticket/insufficient pay as you go | Top up pay as you go |
| 37 | Customer type expired | Expired Oyster photocard | Use alternative card |
| 40/67/69/ 79/95 | Card not accepted for travel | Card not accepted for travel on TfL services | Contact card issuer |
| 42 | Card has been touched on a reader at same station within last 30 minutes (Passback) | Customers can only pay for one person per journey, per card. If card is assed back after being touched on a reader, it will be rejected for travel when touched a second time | Advise customer of one person per card per journey and second customer should use alternative card |
| 43/45/46 | ITSO product not valid | Ticket type not valid on TfL services | Use alternative card |
| 44 | Already used | ITSO product already used for travel | Use alternative card |
| 47 | ITSO validation error | | Use alternative card |
| 61 | Too long at interchange | Interchange time exceeded | Use alternative card |

Gate and validator error codes

| Error code | Description | Comments | Action |
|------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 62 | Too long on journey | Taken too long to complete journey | |
| 63 | Too long on platform | Platform ticket expired | |
| 64/65 | Entry/exit time exceeded | | |
| 71 | Multiple cards | More than one card detected | Represent one card |
| 74/95 | Card not approved for travel | Contactless payment card not currently approved for travel by TfL – could be failed revenue inspection or suspicious travel history | Contact Customer Services |
| 78/86/89 | Card is not accepted by TfL | We only accept contactless payment cards showing the contactless symbol | Use alternative card |
| 80 | Card is currently not approved for travel by the card issuer | The card issuer has refused authorisation for payment | Customer should contact card issuer and use alternative card until resolved |
| 85 | The card has expired | The card is out of date so cannot be used | Customer should contact card issuer for a replacement and use alternative card until resolved |
| 91 | Card not yet valid | Card being used before 'valid from' date | Use alternative card |
| 92/93 | Card is damaged | Card is corrupted and cannot be read | Customer should contact card issuer for a replacement and use alternative card until resolved |
| 99 | Transaction timed out | Reader takes too long to read the card | Customer should touch reader again/try another reader |

When an issue has been resolved and the card is re-approved, it can take up to 30 minutes for all readers across the network to be updated. If the customer wants to travel immediately they should be advised to use another way to pay.

Glossary of contactless payment card terms

BIN: Bank Identification Number - The first four to six digits of a credit, debit, charge or pre pay card. The bank identification number identifies the institution issuing the card.

Card issuer: A card issuer is a bank or financial institution that provide “card association” branded payment (credit, debit, prepaid or charge) cards. Card association brands include Visa, MasterCard and American Express.

Charge card: A credit card for use with an account which must be paid in full when a statement is issued.

Chip and PIN: The word "chip" refers to a computer chip embedded in most European issued credit and debit cards; the word PIN refers to a Personal Identification Number supplied by the card holder.

CVV: The Card Verification Value (CVV) is a 3 digit number on the signature strip of Visa, MasterCard and Discover Credit and Debit cards. On American Express cards it's a 4 digit number and is shown on the front of the card.

Joint account: Is a bank account held by more than one person, each individual having the right to deposit and withdraw funds.

Mobile payments: customers can add payment cards to their mobile phones and use them to travel where pay as you go is accepted. Current schemes accepted on our services are:

- Apple Pay (using an iPhone or Apple watch);
- Fitbit Pay
- Garmin Pay
- Google Pay
- Samsung Pay

PAN: Primary Account Number (PAN) is the long card number on the front of credit, debit and charge cards.

Prepaid card: A prepaid card is a payment card that is loaded with money. A prepaid card looks like any normal credit or debit card, with a card number, signature strip and company branding. Prepaid cards don't provide credit, just the value up to the amount pre-loaded.

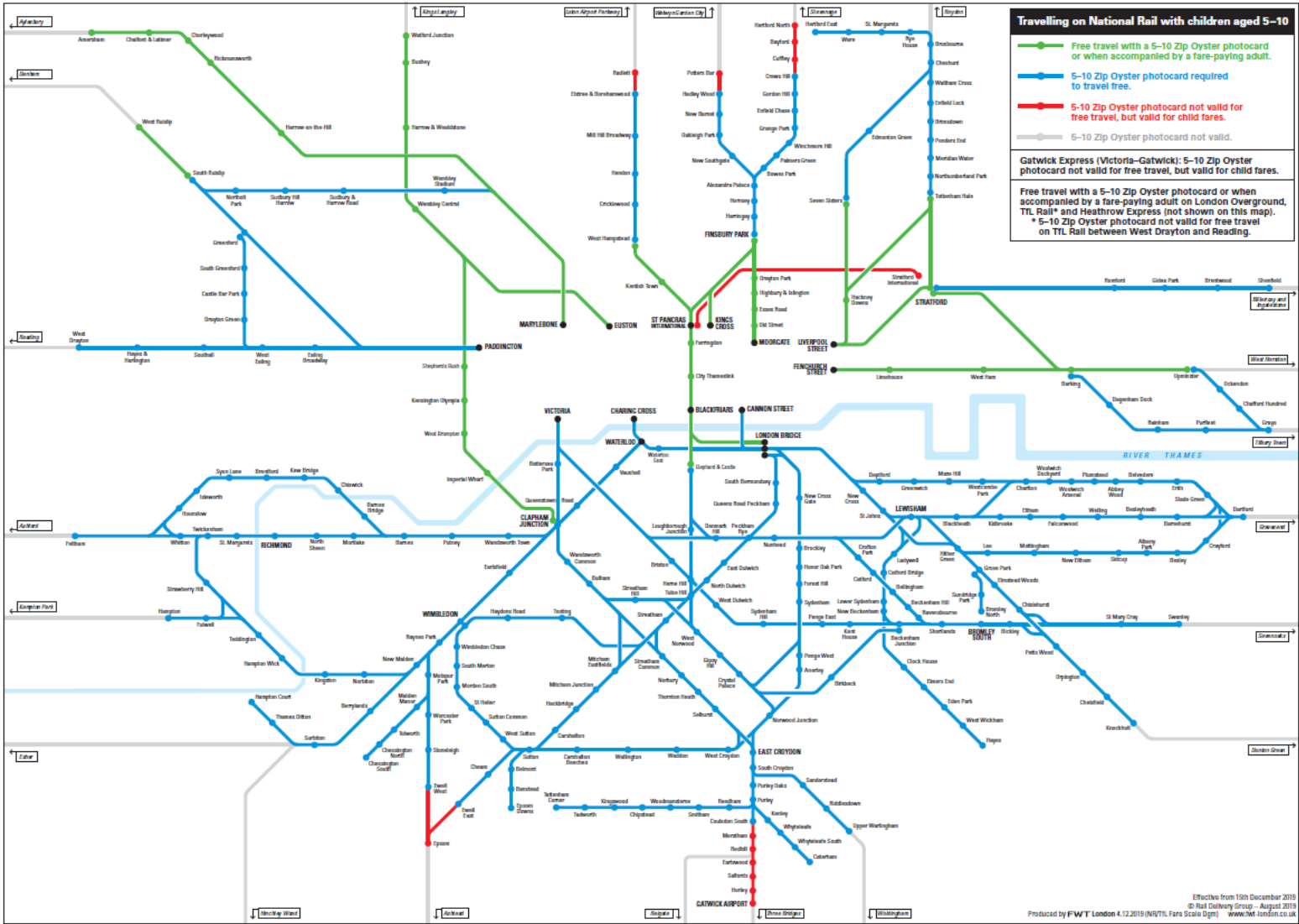
RID: A Revenue Inspection Device (RID) is carried by Revenue Inspectors to check that contactless payment and Oyster cards being used for travel are valid.

V Pay: V PAY is a chip-only, PIN based, European debit product offered by some European banks.

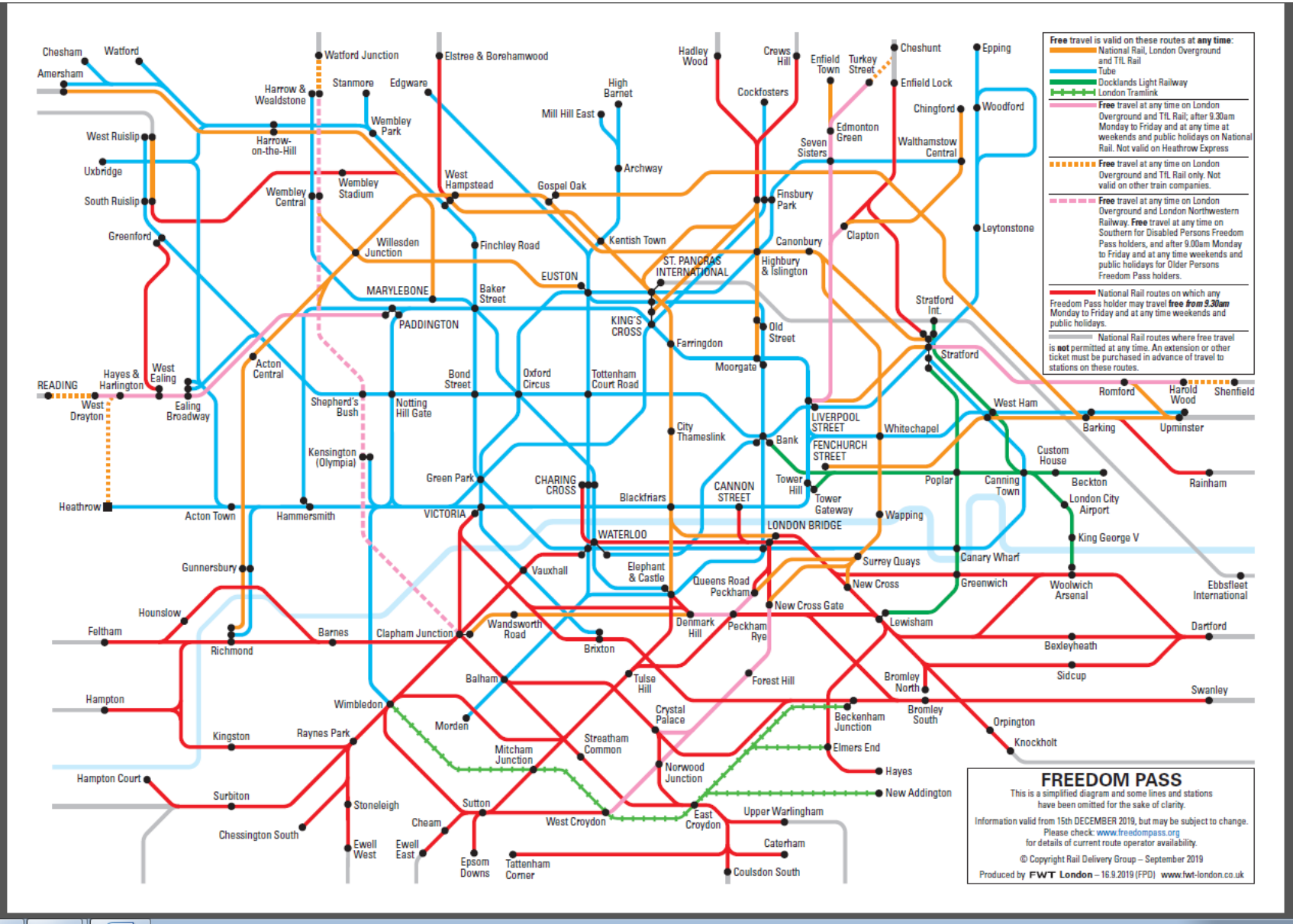
Although similar, there are some important differences to note between Contactless Payment cards and Oyster cards:

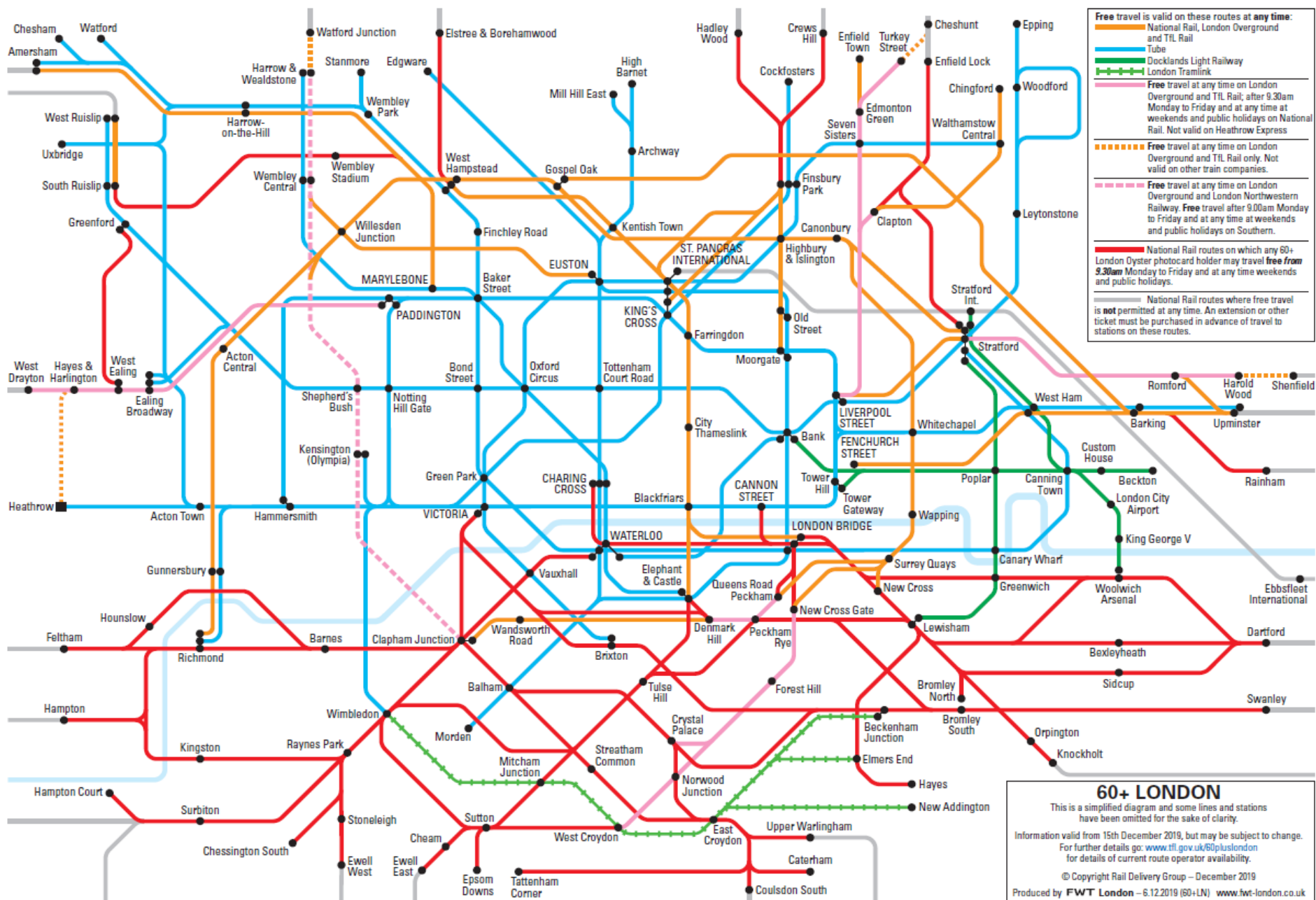
| Contactless payment cards | Oyster |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| TICKET TYPES | |
| Adult-rate pay as you go only | Adult rate and discounted pay as you go |
| Daily and Weekly capping | Daily capping only |
| Discounts can't be added | Discounts can be added |
| No season tickets | Season tickets can be added |
| Not valid on Heritage buses | Valid on Heritage buses |
| USING | |
| Pay after travel | Pay before travel |
| No need to add credit before travel | Needs topping up/set up Auto top-up before travel |
| No deposit | £5 deposit payable |
| Fares charged not shown on passenger displays | Fares charged shown on passenger displays on buses, station gates and validators |
| Can be temporarily 'not approved for travel' but card is not disabled | Card disabled after it has been hotlisted |
| Journey history only available online | Can get limited journey history at station ticket machines on system |
| Problems can only be resolved off system | Staff can help resolve some problems on system |
| ONLINE ACCOUNTS | |
| 12 months journey and payment history | 8 weeks journey history and payment history |
| Customers who don't have an online account can access 7 days journey history | Customers who don't have an online account can't access journey history |
| REVENUE INSPECTION | |
| Revenue inspectors cannot see if a card was touched in at the start of a journey | Card can be interrogated to check it was touched in at the start of the journey (irrespective of mode) |
| Penalty Fares Notice can be issued on the spot for cards that have been on the Deny List for more than 4 hours | Penalty fares can be issued on the spot for cards that have not been touched in |

Travelling on National Rail with children aged 5 - 10



Freedom Pass on National Rail





Veterans Oyster photocard on National Rail

