



Staff Guide to Fares and Ticketing From 2 January 2016



Book 3: Discount schemes and photocards

The Staff Guide to Fares and Tickets comprises three books plus appendices:

Book 1: Fares and tickets

Book 2: Types of tickets and ways to pay

Book 3: Discount schemes and photocards

Appendices: are also available with maps and tables of where to buy each ticket type

Discount schemes and photocards

This guide gives information about the different discount schemes available, what discounts are offered, who is eligible and how to apply. There are schemes for a range of adults and under 18s.

This guide gives details for each of the following:

Adults:

- 18 + Student Oyster photocard
- Apprentice Oyster photocard
- Older people
 - 60+ London Oyster photocard
 - Freedom Pass
 - English National Concessionary Travel Scheme
- Disabled people
 - Freedom Pass
- Veterans
- Unemployed persons and those on Income Support
 - Jobcentre Plus participants
 - Bus & Tram Discount
- National Railcards
- Gold Card holders

Under 18s

- 16+ Zip Oyster photocard
- 11-15 Zip Oyster photocard
- 5-10 Zip Oyster photocard
- Under 5s
- School Party Travel Scheme

Discount schemes and photocards

Other discount schemes and photocards:

- Athletes Oyster photocard
- Staff Passes
- Privilege Ticket Authority cards (PTAC)
- Engineers passes
- Contractor Oyster card
- Police Oyster card
- Armed Forces
- Parking Attendants
- Puppy walkers

A photocard or Oyster photocard is needed to buy some of our discounted tickets or to get free travel.

Customers with a discount set on their Oyster card must have their supporting photocard with them at all times.

Oyster photocards allow the holder to travel free or to buy tickets at reduced rates. They are not transferable.

For further details about Oyster photocards, advise customers to



visit tfl.gov.uk/fares



call Customer Services on 0343 222 1234

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Discount schemes and photocards

The range of photocard and discount schemes available is:

Photocards	Where to apply:
Adult discounts and concessions	
18+ Student & Apprentice Oyster photocards	online at tfl.gov.uk/photocard
60+ London Oyster photocard	online at tfl.gov.uk/photocard
Freedom Pass	online at londoncouncils.gov.uk/services/freedom-pass or contact their London borough
Veterans Oyster photocard	Application forms must be requested by phone 0343 222 1234
National Railcards	National Rail station ticket offices, National Rail licensed travel agents or online at railcard.co.uk
Gold Cards	Issued with Annual Travelcards
Jobcentre Plus	Jobcentre Plus office
Bus & Tram Discount photocard	Application forms are available at: <ul style="list-style-type: none"> • Post Offices in Greater London • download at tfl.gov.uk/discountcard • Jobcentre Plus Office
Under 18s	
16+, 11-15 and 5-10 Zip Oyster photocards	Apply online at tfl.gov.uk/photocard
Other photocard schemes	
Athletes Oyster photocard	British Olympics Association
Staff Oyster cards	Staff Travel
Privilege Ticket Authority card	Staff Travel
Contractor Oyster card	Staff Travel

18+ Student Oyster photocard

18+ Student Oyster photocard

Holders of 18+ photocards get 30% off adult-rate Travelcard and Bus & Tram Pass season tickets.

They do **not** get any discount on

- pay as you go
- Day Travelcards
- One Day Bus & Tram Passes
- Cash single and return tickets

Who is eligible?

Applicants must meet the eligibility criteria for

- Full and Part time students
- Work placement students

Full and Part time students

Students can apply for an 18+ photocard if they are:

- Aged 18 or over
- Resident in London during term time
- Enrolled with a participating education establishment registered on the TfL scheme
- And one of the following:
 - Enrolled on a full-time course made up of at least 15 tuition-led and/or structured learning hours a week (between Mon-Fri – 0900-1700) over a minimum of 14 weeks on the same course
 - Receiving NHS bursary money as a full-time student
 - Enrolled on a part-time course lasting at least 14 weeks and receiving NHS bursary money
 - A full time postgraduate student
 - A part time postgraduate student enrolled on a course lasting at least 14 weeks and receiving financial help from the Access to Learning fund.
 - A full-time student registered and studying on a higher education course with an education establishment not registered on the scheme, but on mandatory work placement in London for at least 14 weeks
 - A sabbatical officer

18+ Student Oyster photocard

Students undertaking on the job training with an employer who pays their wages are not eligible for an 18+ Student Oyster photocard.

Work placement students

Students at a college or university that is not registered on the scheme, who are coming to London on a work placement, may be able to get an 18+ photocard.

To be eligible, they must be:

- At least 18 years old
- Enrolled on a full-time course of at least 15 or more tuition-led and/or structured-learning hours a week over a period of at least 14 weeks
- On a placement which is an essential part of their course
- On a placement in London for at least 14 weeks

Applying for an 18+ photocard

- The student needs to check whether their university, college or school is participating in the scheme; if so they can give the student full details on how to apply.



Students must apply for their 18+ photocard online at tfl.gov.uk/photocard

To get an 18+ photocard they will need:

- A digital passport-type photo
- A valid credit or debit card to pay the £20.00 fee
- To live in London so have a London address
- An active, valid email address
- Their student, enrolment ID from their school, college or university

They should allow two weeks for their application to be processed.

Work placement students



Must apply online at tfl.gov.uk/photocard and provide a letter from their educational establishment

Applications for 18+ Student Oyster photocard can be made between 1 September and 31 July

18+ Student Oyster photocards

Online accounts

A web account is created as part of the application process and customers can use it to:

- track the status of their application
- order replacements
- check pay as you go balances and top up or add Travelcards
- View their journey history and order journey statements

If their application is rejected, they will be able to correct errors up to three times without paying extra.

Multi-year validity

Students must provide the start and end dates of their course.

The 18+ Student discount is valid for up to 3 years, depending on the length of their course.

At the start of each academic year the education establishments are asked to confirm new and existing students' eligibility. If they report a student is no longer being eligible, their photocard will be stopped.

Lost, stolen or damaged 18+ photocards

If an 18+ photocard has been lost or stolen, the card holder must pay a £10 fee to get a replacement. They can get one by:



Signing in to their 18+ web account at
tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234

Any pay as you go credit or ticket on the lost, stolen or damaged 18+ photocard will be transferred to the replacement one. If this can't be done, any remaining pay as you go credit and/or unused value on any ticket on the photocard will be refunded.

18+ Student Oyster photocard

Expiry

The Student-rate travel discount is issued for up to a maximum of three academic years and expires on the cardholder's course end date. If their course is longer, we will send them a new photocard at the start of the fourth academic year.

If a student has a card that is valid for more than one year and their education establishment reports them as no longer eligible at the start of the next academic year their Student-rate travel discount or their card will stop working.

18+ photocard can continue to be used after the discount has expired to buy adult-rate season tickets and to pay as you go. Once the discount has expired the photocard can be given to someone else to use if they only have pay as you go credit on them, even though they have a photo of the registered holder.

Valid 18+ photocard



Current designs.



This is the old design. Cards may continue to be used, but may have reverted to Adult Oyster cards without the 18+ discount.

18+ Student Oyster photocards

Other discounts available to 18+ students

- They can get a discount on some river services if they show their 18+ photocard. Many river services also offer discounts to holders of NUS cards. See



<http://www.thamesclippers.com>

- They can get a 16-25 National Railcard ([see page 26](#)), and set the discount entitlement on their 18+ photocard. This will give them 1/3 off:
 - off-peak pay as you go fares on Tube, DLR, London Overground, TfL Rail and National Rail services in London.
 - daily caps for travel after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays in Zones 1-6
 - off-peak daily caps if their travel includes journeys made in Zones 7-9, or to/from Gatwick Airport (on Southern or Thameslink services), Hertford East, Shenfield or Watford Junction
 - Journeys on Gatwick Express and Southeastern high speed services do not count towards caps
- They can have 75% discount on adult-rate rail pay as you go fares if they have a PTAC ([see page 57](#)) and have the appropriate Priv discount set on their 18+ photocard

18+ photocards are not transferable while the discount entitlement is valid; they can only be used by the holder even if they only have credit to pay as they go on the card.

Further details on 18+ photocards are available at:



tfl.gov.uk/18plus

Apprentice Oyster photocards

Holders of Apprentice photocards can get 30% off adult-rate Travelcard and Bus & Tram Pass season tickets.

They do **not** get any discount on

- pay as you go
- Day Travelcards
- One Day Bus & Tram Passes
- Cash single and return tickets

Who is eligible?

Apprentices can apply for an Apprentice photocard if they are:

- Aged 18 or over
- Living in a London Borough
- Enrolled on an SASE (Specification for Apprenticeship Standards in England) compliant apprenticeship with a further education college or training organisation (approved or funded by the Skills Funding Agency) for a minimum of 12 months
- In the first 12 months of their apprenticeship

Apprentices are **not** eligible if they:

- Live outside London, even if their apprenticeship is in London
- Already have an Oyster photocard, Freedom Pass or a Bus & Tram Discount photocard
- Are on a planned break from their apprenticeship learning
- Are on a pre-apprenticeship access programme

Applying for an Apprentice photocard



Apprentices must apply for their Apprentice photocard online at tfl.gov.uk/photocard

Applications can only be made once the applicant is fully enrolled on an apprenticeship.

Apprentice Oyster photocards

To apply online, apprentices will need:

- Their Unique Learner Number
- A UK Provider Reference Number
- A colour, digital photo
- An active, valid email address
- A valid debit or credit card to pay the £20.00 fee

The Unique Learner Number and UK Provider Reference Number will be supplied by the apprenticeship training provider.

They should allow two weeks for their application to be processed.

Online accounts

A web account is created as part of the application process and customers can use it to:

- track the status of their application,
- order replacements,
- check pay as you go balances and top up or add Travelcards
- View their journey history and order journey statements

Lost, stolen or damaged Apprentice photocards

If an Apprentice photocard has been lost or stolen, the card holder will need to pay a £10 fee to get a replacement. They can get a replacement by:



Signing in to their Apprentice web account at
tfl.gov.uk/photocard

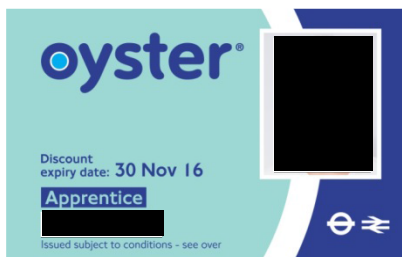


calling Customer Services on 0343 222 1234

Any pay as you go credit or season ticket on the lost, stolen or damaged Apprentice photocard will be transferred to the replacement. Where this can't be done, any remaining pay as you go credit and/or unused value on any ticket on the card will be refunded.

Apprentice Oyster photocards

Apprentice photocard design



Apprentice photocard design.

Expiry

Apprentice photocards are valid for 12 months from the date of issue regardless of the end date of the apprenticeship. Once the Apprentice photocard expires it will be stopped and the holder will be unable to use it.

Apprentices who are removed from, or leave their apprenticeship early will have their Apprentice discount entitlement and Apprentice photocard stopped.

Remember, Apprentice Oyster photocards are not transferable

Other discounts available to Apprentices

- They can get a 16-25 National Railcard, ([see page 26](#)) and set the discount entitlement on their Apprentice photocard. This will give them 1/3 off:
 - off-peak pay as you go fares on Tube, DLR, London Overground, TfL Rail and National Rail services in London.
 - daily caps for travel after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays in Zones 1-6
 - off-peak daily caps if their travel includes journeys made in Zones 7-9, or to/from Gatwick Airport (on Southern or Thameslink services), Hertford East, Shenfield or Watford Junction
 - Journeys on Gatwick Express and Southeastern high speed services do not count towards caps

Older people - 60+ London Oyster photocard

60+ photocard holders allow those who are over 60 and live in London, but are not yet eligible for a Freedom Pass ([see page 16](#)) to travel free on London's public transport network.

Benefits of a 60+ photocard

60+ photocard holders can travel free:

- At all times on bus, Tube, tram, DLR, London Overground, TfL Rail and the following National Rail services:
 - Amersham – Marylebone (Chiltern)
 - Finsbury Park – King's Cross or Moorgate (Great Northern)
 - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
 - Harrow & Wealdstone – Euston (London Midland)
 - Stratford – Liverpool Street (Greater Anglia)
 - Upminster – Fenchurch Street (c2c)
 - West Ruislip – South Ruislip (Chiltern)
- after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London and to Swanley. This includes the following services which run parallel to London Overground and TfL Rail:
 - Abellio Greater Anglia services between Stratford and Harold Wood, or between Liverpool Street and Turkey Street/Clapton
 - Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
 - Southeastern services between Denmark Hill and Peckham Rye
- after 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.

Pay as you go credit cannot be added to a 60+ photocard. Those wanting to travel before 09:30 on most National Rail services in London will need to use a contactless payment card, get an Oyster card or buy a ticket.

Older people - 60+ London Oyster photocard

60+ photocards are not valid on:

- London Midland/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow Connect between Hayes & Harlington and Heathrow.
- Arriva Cross Country
- Heathrow, Gatwick and Stansted Express services
- Thameslink or Southern services between Coulsdon South and Gatwick Airport
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains
- ScotRail services
- Non-TfL bus services outside London

River Services

60+ photocard holders may be eligible for a discount on the following river services. They should check the website of the river service for full information.

City Cruises: www.citycruises.com	Westminster to Greenwich
Crown River Cruises: www.crownrivercruise.co.uk	Westminster to St Katharine's
WPSA (upriver): www.thamesriverboats.co.uk	Westminster to Hampton Court
Thames Clippers www.thamesclippers.com	Hilton Docklands to Canary Wharf
Thames Clippers www.thamesclippers.com	Woolwich to QEII Greenwich to Canary Wharf
Thames Clippers www.thamesclippers.com	Embankment to Woolwich Arsenal

Emirates Airline

60+ photocard holders can show their card to pay the discounted adult-rate Boarding Pass fare on Emirates Air Line.

Older people - 60+ London Oyster photocard

Who is eligible?

Applicants are eligible for a 60+ photocard if:

- their main residence is in a London borough AND
- they are aged 60 or over but are not eligible for an Older persons Freedom Pass

Applicants are not eligible if they:

- meet the criteria for an Older or Disabled Persons Freedom Pass or
- have a Disabled Freedom Pass, an Older Persons Freedom Pass or Veterans Oyster photocard

Applying for a 60+ photocard



Applications should be made online at
tfl.gov.uk/photocard

Applicants will need:

- A colour digital photo
- An active email address
- Proof of age
 - A driving licence (full or provisional) OR
 - A valid UK passport
- A valid credit/debit card registered in their name and current London address to pay the £20.00 fee and prove residency

Some applicants may not be able to complete their application online:

- if online checks of passport or driving licence fail
- if the applicant is unable to upload a digital photo
- if they can't or don't want to make payment online

If the customer is unable to complete their online application then they can print a verification letter and complete their application at a Post Office in London.

If a customer is unable to upload a suitable photograph, TfL will send them a form with a prepaid envelope so they can return the completed form and a passport sized photograph in the post.

Older people - 60+ London Oyster photocard

A non-refundable £20.00 fee is payable for all applications.

- Customers able to verify their age can pay online, providing the billing address for their credit/debit card matches the address given in the application
- Customers completing their application at a Post Office must pay the fee there using a credit/debit card or cash.

Once customers have made an application online, they can sign in to their web account for updates on their application or to report their 60+ photocard lost, stolen or damaged. They can also view their journey history and order journey statements.

Telesales option

Novacraft provide telesales support for customers who need help or if they can't apply online. Applicants, who use the telesales route for their entire application, won't have a web account.

Completing an application at a Post Office

Those who need to complete their application at a Post Office need to print a verification letter and take it to a branch in London with the required proofs of eligibility and pay the fee there. The Post Office will check their documents and return the letter to the customer with their transaction receipt. Their application will be updated overnight and their photocard is usually posted to them within 24 hours.

Applicants need to provide Proof of their identity and address at a Post Office which must be one of the following and dated within the last three months:

- Residential utility bill
- Council tax bill
- Bank, building society or credit card statement
- HM Revenue and Customs letter
- Department for Work and Pensions letter
- Occupational Pension letter
- Council or housing association rent book or statement
- Driving licence (full or provisional). Can only be used to verify their age or address, not both.

Older people - 60+ London Oyster photocard

Proof of age must be one of the following:

- Passport
- ID card from a European Economic Area country
- Letter of Pension entitlement
- Birth certificate
- Driving licence (full or provisional). Can only be used to verify their age or address, not both.

Only original documents will be accepted, not photocopies

Applicants can check the status of their application by



Signing in to their 60+ web account at

tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234 or
texting the application reference number to 07624
809 356. They'll receive a response from the SMS
service

Lost, stolen, damaged or faulty cards

Holders of a 60+ photocard can report their card lost, stolen or damaged by:



Signing in to their 60+ web account at

tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234

Their lost, stolen or damaged photocard will be stopped and a replacement issued. They must pay a £10 fee.

If their card is faulty and is no longer working customers should:



call Customer Services on 0343 222 1234

Older people - 60+ London Oyster photocard

Expiry

The card will expire two weeks after the customer becomes eligible for an Older Persons Freedom Pass. The expiry date will be encoded on the card and printed on the front.



Freedom Passes - older and disabled people

Freedom Passes allow older and eligible disabled people who live in a London borough to travel free on London's public transport network. The pass is paid for by the card holder's local council.

Freedom Pass holders can travel free:

- At any time on bus, Tube, tram, DLR, London Overground and TfL Rail services
- On National Rail services in London but time restrictions apply

Freedom Passes on buses

- Blind customers travelling with an assistance dog do not need to show or validate their Freedom Pass on any bus operating across the London bus network
- Customers in wheelchairs travel free on buses and trams at all times and do not need to show a Freedom Pass.

Freedom Passes on National Rail services

Freedom Pass holders can travel free:

- At all times on the following National Rail services:
 - Amersham – Marylebone (Chiltern)
 - Finsbury Park – King's Cross or Moorgate (Great Northern)
 - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
 - Harrow & Wealdstone - Euston (London Midland)
 - Stratford - Liverpool Street (Greater Anglia)
 - Upminster - Fenchurch Street (c2c)
 - West Ruislip – South Ruislip (Chiltern)
- After 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.
- After 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London and to Swanley. This includes the following services which run parallel to London Overground and TfL Rail:
 - Abellio Greater Anglia services between Stratford and Harold Wood, or between Liverpool Street and Turkey Street/Clapton

Freedom Passes - older and disabled people

- Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
- Southeastern services between Denmark Hill and Peckham Rye

Pay as you go credit cannot be added to a Freedom Pass. Those wanting to travel before 09:30 on most National Rail services in London will need to use a contactless payment card, get an Oyster card or buy a ticket.

Freedom Passes are **not valid** on the following National Rail services:

- London Midland/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow Connect between Hayes & Harlington and Heathrow.
- Arriva Cross Country
- Heathrow, Gatwick and Stansted Express services
- Thameslink or Southern services between Coulsdon South and Gatwick Airport
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains
- ScotRail services
- Non-TfL bus services outside London

Freedom Passes are not valid for first class travel.

For travel beyond the Freedom Pass area customers must buy a separate extension ticket before they travel.

Emirates Air Line

Discounted Boarding Pass fares are available to Freedom Pass holders; they should simply show their pass at the ticket office.

Freedom Passes - older and disabled people

Freedom Passes on river services

Freedom Pass holders may be eligible for a discount on the following river services - they should check the website of the river service for full information.

City Cruises: www.citycruises.com	Westminster to Greenwich
Crown River Cruises: www.crownrivercruise.co.uk	Westminster to St Katharine's
WPSA (upriver): www.thamesriverboats.co.uk	Westminster to Hampton Court
Thames Clippers www.thamesclippers.com	Hilton Docklands to Canary Wharf
Thames Clippers www.thamesclippers.com	Woolwich to QEII Greenwich to Canary Wharf
Thames Clippers www.thamesclippers.com	Embankment to Woolwich Arsenal
Thames Clippers www.thamesclippers.com	Bankside to St George Wharf

On the following services, a senior discount is available. Customers do not need to hold a Freedom Pass to get discounted travel and they should check what the discount is with the operator.

Viscount Cruises www.viscountcruises.com	Greenwich Sunday Evening Sightseeing Cruise
BA London Eye www.londoneye.com	London Eye - River Cruise Experience
Turks Launches www.turks.co.uk	Richmond to Hampton Court on Monday to Friday only

Bus services outside London

The majority of Freedom Passes include a red rose symbol in the top left hand corner, a red ribbon across the card and a hologram. These indicate that the pass is valid for free travel on local bus services anywhere outside London within England between 09:30 and 23:00 weekdays and at any time on weekends and public holidays.

Freedom Passes - older and disabled people

However, some Disabled Freedom Passes do not include the rose symbol and hologram. These passes are not valid on bus services outside London and are only valid according to the terms of the Freedom Pass scheme.

Applying for a Freedom Pass

First time applicants can apply online at



www.freedompass.org.uk

or they can contact their local council.

Applications to renew a Freedom Pass should be made online.

Customers applying for an **Older person's Freedom Pass** for the first time should apply online. If they can't prove their identity or address or upload a photo they can return the documents by post. They need to print a verification page to do this. See more at:



<http://www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/apply#sthash.yFCJLYmv.dpuf>

Alternatively they can get an application form from their local Council.

Customers with a disability who believe they may be eligible for a **Disabled person's Freedom Pass** should contact their local council.

Freedom Passes are issued as a combined Oyster photocard.

Customers should receive their new Freedom Pass within 10 working days of applying.

Freedom Passes - older and disabled people

Freedom Pass Oyster photocard



Older person's Freedom Pass

These may have expiry dates of March 31, 2016, 2018, 2019 or 2020



Disabled person's Freedom Pass



Discretionary Disabled Freedom Pass

Older people – Concessionary bus passes issued by English local authorities outside London

English National Concessionary Travel Scheme bus passes issued by English local authorities outside London are valid within Greater London on all bus services operated on behalf of TfL which display this sign:



English National bus pass holders can travel free at all times on TfL bus services.

English National bus passes issued by English local authorities outside London **are not valid for free travel** on trams, the Tube, DLR, London Overground, TfL Rail and National Rail.

The English National bus passes include a red rose symbol in the top left hand corner, a red ribbon across the card and a hologram. All local authorities in England issue passes to this same design - the only variation is in the top right-hand area which shows the issuing authority.



Veterans Oyster photocard

Veterans Oyster photocards allow free travel on London's public transport network.

Who is eligible?

The Veterans photocard is available to recipients of:

- an ongoing payment under the War Pensions Scheme
- Guaranteed Income Payment under the Armed Forces Compensation Scheme.
- War widows, war widowers and dependants in receipt of the same payments.

Applicants don't need to live in London as long as they meet the eligibility criteria.

How to apply

Customers should:



call Customer Services on 0343 222 1234 to ask for an application form to be sent to them.

They have to complete this and return it to TfL with:

- Proof that they are in receipt of an ongoing payment under the War Pensions Scheme or Armed Forces Compensation Scheme which will be either:
 - A photocopy of their Awards Notification or annual uprating letter dated within the last two years from the Service Personnel and Veterans Agency (if issued before April 2014) or
 - annual uprating letter from the Veterans UK or the Service Personnel and Veterans Agency dated within the last two years (from April 2014)
- A passport size photo

Benefits of a Veterans photocard

Veterans Oyster photocard holders can travel free at all times on bus, Tube, tram, DLR, London Overground and TfL Rail services.

Veterans Oyster photocard

Veterans photocard holders can travel free:

- At all times on the following National Rail services:
 - Amersham – Marylebone (Chiltern)
 - Finsbury Park – King’s Cross or Moorgate (Great Northern)
 - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
 - Harrow & Wealdstone - Euston (London Midland)
 - Stratford - Liverpool Street (Greater Anglia)
 - Upminster - Fenchurch Street (c2c)
 - West Ruislip – South Ruislip (Chiltern)
- After 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.
- After 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London and to Swanley. This includes the following services which run parallel to London Overground and TfL Rail:
 - Abellio Greater Anglia services between Stratford and Harold Wood, or between Liverpool Street and Turkey Street/Clapton
 - Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
 - Southeastern services between Denmark Hill and Peckham Rye

Pay as you go credit should not be added to a Veterans Oyster photocard though it is technically possible to do so. Those wanting to travel before 09:30 on most National Rail services in London will need to use a contactless payment card, get an Oyster card or buy a ticket.

Veterans Oyster photocard

Veterans Oyster photocards are not valid on:

- London Midland/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow Connect between Hayes & Harlington and Heathrow.
- Arriva Cross Country
- Heathrow, Gatwick and Stansted Express services
- Thameslink or Southern services between Coulsdon South and Gatwick Airport
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains
- ScotRail services
- Non-TfL bus services outside London

Expiry

London Residents: The photocard expiry date is determined by their date of birth; it will either be 31 May 2017 or one month after the date that they are eligible for a 60+ London Oyster photocard, whichever is sooner.

Non London residents: For non London residents, the Veterans Oyster photocard will expire on 31 May 2017.

Lost, stolen or damaged cards

Holders of a Veterans Oyster photocard can report their card lost, stolen or damaged by:



calling Customer Services on 0343 222 1234



Online at tfl.gov.uk/photocard

Their lost, stolen or damaged photocard will be stopped and a replacement issued. They must pay a £10 fee.

Veterans Oyster photocard

If required, customers can change their photo as part of the replacement process.

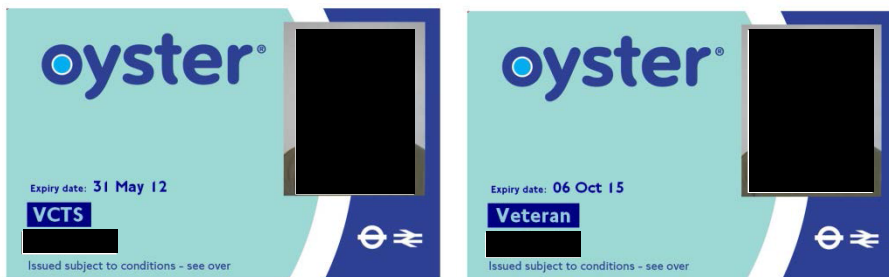
Faulty cards

If their card is faulty and is no longer working customers should:



call Customer Services on 0343 222 1234

Veterans Oyster photocard design



There are two valid designs of Veterans Oyster photocard

National Railcards

Customers may be eligible for one of a range of National Railcards which offer travel discounts, including on Tube, DLR, London Overground, TfL Rail and National Rail.

The Railcards available are:



Network Railcard

Costs £30 and is valid for 12 months.

For more information on eligibility and discounts available visit



railcard.co.uk



16-25 Railcard

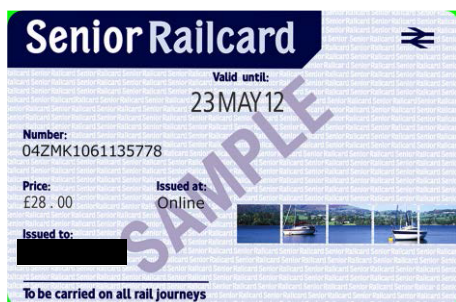
Costs £30, and valid for 12 months or costs £70, and valid for 3 years.

For more information on eligibility and discounts available visit



railcard.co.uk

Senior Railcard



Costs £30, and valid for 12 months or costs £70, and valid for 3 years.

For more information on eligibility and discounts available visit



railcard.co.uk

National Railcards

Family & Friends Railcard

Costs £30, and valid for 12 months or costs £70, and valid for 3 years.



For more information on eligibility and discounts available visit railcard.co.uk



HM Forces Railcard

Costs £15 and is valid for 12 months.

For more information on eligibility and discounts available visit



hmforces-railcard.co.uk



Disabled Persons Railcard

Costs £20 and is valid for 12 months or £54 for three years.



Disabled Persons Railcard holders using Oyster to pay as they go can also get 1/3 off an Off-Peak Day Travelcard Zones 1-6 or Zones 1-9 for one adult travelling with them.

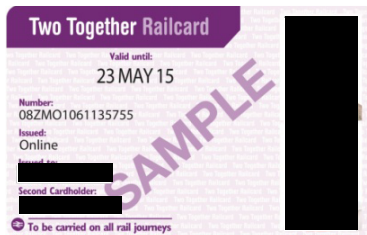
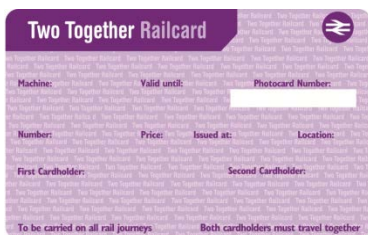
- The Disabled Persons Railcard holder should either be using an Oyster card (with the Disabled Railcard Discount loaded on it) to pay as they go or have a valid ticket
- The accompanying passenger must travel with the Railcard holder at all times
- If they also have a Disabled person's Freedom Pass they cannot use the Disabled Persons Railcard to buy a discounted ticket for their companion, and then use the Freedom Pass to travel
- For more information on eligibility and discounts available visit



disabledpersons-railcard.co.uk

National Railcards

Two Together Railcard



Costs £30 and is valid for 12 months. For more information on eligibility and discounts available visit



twotogether-railcard.co.uk

Benefits of a National Railcard

Savings are available for each of the Railcards for travel during off-peak times on Tube, DLR, London Overground, TfL Rail and National Rail services in London.

Customers with an **Annual Gold Card** ([see page 30](#)), **16-25**, **Senior**, **HM Forces** need to get the discount set on an Oyster card, to also get a 1/3 off:

- Off-peak pay as you go fares
- Daily caps for travel made during off peak hours

Holders of any of the National Railcards listed above can get 1/3 discount on off-peak Day Travelcards.

Setting National Railcard or Disabled Railcard discount on an Oyster card

The Railcard Discount Entitlement can be set on an Oyster card or Oyster photocard at

- Tube, London Overground and TfL Rail stations
- Some National Rail station ticket offices
- Oyster Ticket Stops
- Visitor Centres

National Railcards

Oyster cards with National Rail discount must be registered and can only be used by the registered cardholder.

All Railcard holders must carry their Railcard with them at all times.

Gold Card (annual Travelcard)



Customers get Gold Card discounts when they:

- Buy an adult-rate Annual Travelcard on an Oyster card and are issued with a Gold Record Card
- Buy an adult-rate magnetic Annual Gold Travelcard from a National Rail station
- Get an adult-rate Annual Gold Card season ticket at a station within the Annual Gold Card area, available if one or both of the stations that the ticket is valid to and from are also in the Annual Gold Card Scheme area

Benefits

Adult-rate annual Travelcards (Gold Cards) offer the holder 1/3 off Standard and First Class Anytime and off-peak fares on participating train company services within the Network Railcard Area, when travelling after 0930 Monday to Friday, or any time at weekends and on public holidays.

Customers with an Annual Gold Card can get the discount set on their Oyster card to get 1/3 odd adult-rate off-peak pay as you go fares and off-peak daily caps on Tube, DLR, London Overground, TfL Rail and most National Rail services in London.

Gold Card (annual Travelcard)

They can also buy off-peak Day Travelcards for family and friends at reduced prices, as shown in the table below for:

- Up to three other adults aged 16 or over
- Up to four children aged between 5 and 15

	adult	child
Zones 1-6	£8.00	£2.30
Zones 1-9	£8.50	£2.30
Zones 1-9 + Watford Junction	£11.30	£3.20
Zones 1-9 + Hertford East	£11.50	£3.30
Zones 1-9 + Shenfield	£12.50	£3.60

The maximum group size is four adults, four flat fare-paying children and two children under 5 (who travel at no charge). The Gold Card holder must travel with the group at all times.

The reduced price tickets cannot be used before 0930.

- If the Gold Card holder's annual Travelcard is valid in all the zones they want to travel in, they only need to buy reduced price tickets for the accompanying adults and children.
- If the annual Travelcard is not valid in all the zones they want to travel in, the Gold Card holder will also need to buy an appropriate off-peak Day Travelcard for themselves.
- Off-peak Day Travelcards with additional availability are also available at reduced prices from National Rail stations outside the zonal area.
- They can buy a Network Railcard for a relative or friend for just £10. A Network Railcard offers similar reduced prices to those available to Gold Card holders. The Network Railcard Partner Card gives 1/3 off leisure travel in the Network Railcard Area (subject to minimum fare and other restrictions). Only one £10 Network Railcard Partner Card can be issued during the validity of the Annual Gold Card.
- If the Travelcard is on Oyster, the holder must show the member of staff at the National Rail station ticket office their Oyster card and Record Card when buying a reduced-rate ticket or tickets

Gold Card (annual Travelcard)

Participating TOCs

The following TOCs participate in the Annual Gold Card scheme:

Abellio Greater Anglia	Arriva Trains Wales
Heathrow Express	Island Line
c2c	Chiltern Railways
London Midland	London Overground
CrossCountry*	East Midlands Trains
Southeastern	Southern
Great Western Railway*	Gatwick Express
South West Trains	Stansted Express
Great Northern	Thameslink
Heathrow Connect	

** Some restrictions apply on routes and services provided by these train companies – see*

http://www.nationalrail.co.uk/times_fares/ticket_types/46573.aspx

Jobcentre Plus Travel Discount Card

The Jobcentre Plus Travel Discount card allows the holder to:

- Pay as you go at half the adult rate
- Buy child rate 7 Day, Monthly and longer period Travelcards and Bus & Tram Passes (maximum 3 months)

A Jobcentre Plus Travel Discount Card can't be used to get discounted cash fares or Group Day Travelcards. However, discounted cash fares are available from National Rail when a Jobcentre Plus Travel Discount Card is presented.

Who is eligible?

Unemployed persons are eligible for a Jobcentre Plus Travel Discount Card if they are claiming:

- Jobseekers Allowance, are aged 18 to 24 and have been unemployed from 3 to 9 months
- Jobseekers Allowance, are aged 25 and over and have been unemployed from 3 to 12 months
- Incapacity Benefit/Employment and Support Allowance/Income Support and are actively engaged with an adviser in returning to employment

A Jobcentre Plus Travel Discount Card should only be valid for a maximum of 3 months.

Applying for a Jobcentre Plus Travel Discount Card

Applications for a Jobcentre Plus Travel Discount Card must be made at a Jobcentre Plus office. They will check the applications and issue the card.

Jobcentre Plus Travel Discount Card

Setting the discount entitlement on an Oyster card

If a customer wants to pay as they go or buy a Travelcard or Bus & Tram Pass season ticket at half rate, they must get their Jobcentre Plus discount entitlement set on an Oyster card. They need to take their Jobcentre Plus Travel Discount Card to a Tube station (the entitlement can be set at a ticket machine by a member of staff) Visitor Centre or Oyster Ticket Stop to do this.

The Jobcentre Plus Travel Discount cannot be set if there is another discount on their Oyster card.



Once the discount has been set on an Oyster card, cardholders can buy discounted season tickets and top up their pay as you go credit [online](#) as well as from Oyster Ticket Stops and Tube station ticket machines.

For a full list of where to buy tickets, see Appendices

Bus & Tram Discount photocard

A Bus & Tram Discount photocard holder can get the Bus & Tram Discount entitlement set on an Oyster card to travel on buses and trams at half adult-rate:

- using Oyster to pay as they go, or
- using a 7 Day, Monthly or longer period Bus & Tram Passes (maximum 6 months).

No discount is available for travel on Tube, DLR, London Overground, TfL Rail or National Rail services.



Who is eligible?

Customers must be:

- A London resident and
- Over 18 and under 60 and
- Claiming Income Support or Employment and Support Allowance or
- Receiving Jobseeker's Allowance for a minimum of 13 weeks and
- Not currently receiving any free or discounted travel concessions (such as a Freedom Pass or a Jobcentre Plus Travel Discount Card)

Note: Bus & Tram discount cannot be combined with a National Railcard discount on the same Oyster card.

Applying for a Bus & Tram Discount photocard

Customers claiming Income Support or Employment and Support Allowance can download an application form at:



tfl.gov.uk/discountcard.

Customers receiving Jobseekers Allowance must ask for an application form at a Jobcentre Plus branch.

Bus & Tram Discount photocard

Applying for a Bus & Tram Discount photocard

Applicants must take their completed forms to the Post Office along with:

- Two passport-sized photographs
- Proof of identity – one of the following:
 - Passport
 - ID card from European Economic Area country
 - driving licence
 - bank card
 - Post Office Card Account card
 - birth certificate
 - marriage certificate, divorce/separation/annulment papers
 - NHS medical card
 - a utility bill issued in the last 3 months (mobile phone bills are not accepted) or
 - Home Office Application Registration Card.

The document used must show their current name. They also need:

- A letter from the Department of Works and Pensions (DWP) or Jobcentre Plus, stating the applicant's entitlement to the qualifying benefit and showing their current address, which must be in a London borough. This must be the original, not a photocopy
- If the letter is more than three months old they'll also need a bank statement less than three months old that shows payments are still being made or some other proof that they are still receiving the relevant benefit payment, such as a cheque from DWP

The Post Office will issue the Discount card.

Setting the discount on an Oyster card

The cardholder can have the discount set on an Oyster card at any Oyster Ticket Stop, Visitor Centre or Tube station (this can be set at a ticket machine by a member of staff).

16-18 year olds: 16+ Zip Oyster photocards

A 16+ Zip Oyster photocard holder can:

- Buy and use child-rate 7 Day, Monthly and longer period Travelcards and half adult-rate Bus & Tram Passes.
- Use pay as you go at half the adult rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services.

NOTE: 16+ photocard holders cannot buy Day Travelcards at half adult rate, even though they can use pay as you go at half adult rate and buy half adult-rate Travelcard season tickets

Who is eligible?

All 16 and 17 year olds can apply for a 16+ photocard.

Those living in a London borough can also apply for **FREE travel on London's buses and trams**.

- This also applies to those who were aged 18 on 31 August prior to the start of the academic year.
- Applicants aged 18 on 31 August who live in London must prove that they are still in full time education.
- Full-time education means a minimum of 12 hours of guided learning per week for a minimum of ten weeks. This must:
 - be on a further education course at Level 3 or below (up to and including A level or equivalent vocational qualification) in a school sixth form, sixth form college or Further Education college.
 - take place between 0900 and 1700 Monday-Friday

Examples of Level 3 courses are:

- A levels (AS/A2)
- vocational awards such as BTEC or City & Guilds qualifications at level 3
- International baccalaureate

It can also include apprenticeships and training courses funded by the Education Funding Agency as long as the age criteria are met.

16-18 year olds: 16+ Zip Oyster photocard

Applying for a 16+ photocard

Applications for under-18s must be made by their parent/guardian. 18 year olds must apply themselves.



Applications must be made online at
tfl.gov.uk/photocard

A £20.00 fee applies. More information on the scheme is available at:



www.tfl.gov.uk/zip

London Residents

16 and 17 year olds

To apply online, the parent/guardian will need:

- An active email address
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- The parent/guardian will be asked to verify their child's age online by entering details from their machine readable passport. They can skip this step and verify the child's age at a Post Office.
- A credit/debit card to pay the £20.00 fee. The payment card must be registered to the address given in the application, which must be a London address.

If the parent/guardian has been unable to verify their child's age online they will need to:

- Download and print a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £20.00 fee.

16-18 year olds: 16+ Zip Oyster photocards

18 year olds

18 year olds must apply online themselves. Once they have completed the online application, they need to:

- Download and print a verification letter
- Get the verification letter signed and approved by their education establishment.
- Take the completed the verification letter with any other required documentation (if they didn't verify their age online), to a Post Office in London and pay the £20.00 fee.

Young people living in the UK but outside London

The applicant's parent/guardian must apply online at



tfl.gov.uk/photocard

They'll need:

- The 16 or 17 year olds' machine readable passport number- though they can still apply if they don't have one
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £20.00 fee
- **If we can verify the applicant's age online**, we will post the 16+ photocard to the address given in the application.
- **If we cannot verify the applicants' age online**, the 16+ photocard will have to be collected from a Visitor Centre. The parent/guardian can choose which Visitor Centre during the application process.

Applicants must allow a minimum of 4 weeks from the application date to the collection date from the Visitor Centre.

If the young person lives outside London they can't get free bus and tram travel, even if their school or college is in London.

16-18 year olds: 16+ Zip Oyster photocards

Young people living outside the UK

The applicant's parent/guardian must apply online at



tfl.gov.uk/photocard

The parent/guardian making the application needs to select a Visitor Centre to collect the photocard from. Applicants must allow a minimum of four weeks and a maximum of three months from the application date to the collection date from the Visitor Centre.

To apply the parent/guardian will need:

- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £20.00 fee

They need to provide proof of the young person's identity when they collect their Oyster photocard from a Visitor Centre. This can be either:

- Passport
- ID card from a European Economic Area country
- Birth certificate
- Driving licence (full or provisional)

Lost, stolen or damaged 16+ photocards

Customers will need to pay a £10.00 fee to replace all lost, stolen or damaged 16+ photocards. They can request a replacement by:



Signing in to their Zip web account at
tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234

If applicable, any pay as you go credit or ticket on the lost, stolen or damaged 16+ photocard will be transferred to the replacement.

16-18 year olds: 16+ Zip Oyster photocard

When a replacement 16+ photocard is issued, the original will be stopped and will no longer work. The original will also be stopped if they re-apply for a new 16+ photocard after their previous one has expired.

If their card is faulty and is no longer working customers should:



call Customer Services on 0343 222 1234

Behaviour Code

16+ photocard customers must comply with TfL's [Behaviour Code](#). If they do not, they may have their Oyster photocard and travel concession withdrawn. [See page 50](#)

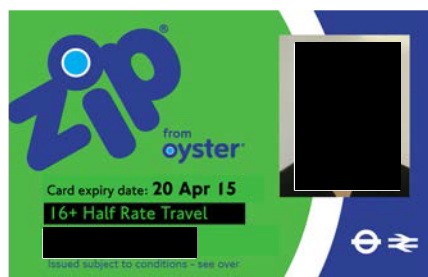
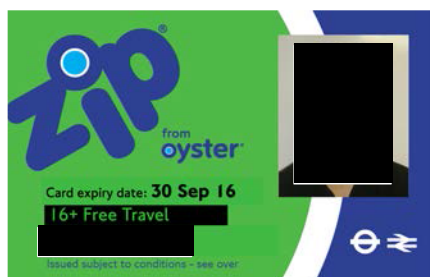
Earn Your Travel Back

Earn your travel back is an initiative that provides young people (aged 11-19 years old) who have had their travel concession and/or Zip Oyster photocard removed for a breach of our Behaviour Code, the opportunity to earn it back early by volunteering in the community. [See page 51](#)

Expiry

The expiry date of all 16+ photocard is printed on the front of the card.

16+ photocard designs



16-18 year olds: 16+ Zip Oyster photocards

Other discounts available for 16 and 17 year olds

Eligible holders can have a 'Priv All Rail' privilege discount set on their 16+ photocard. This gives them a 75% discount on adult-rate Tube, DLR, London Overground, TfL Rail and National Rail fares.

No other privilege discounts can be set on a 16+ photocard.

They may be eligible for a discount on some river services but they should check the website of the river service for eligibility.

City Cruises: www.citycruises.com	Westminster to Greenwich
Crown River Cruises: www.crownrivercruise.co.uk	Westminster to St Katharine's
WPSA (upriver): www.thamesriverboats.co.uk	Westminster to Hampton Court
Thames Clippers www.thamesclippers.com	Hilton Docklands to Canary Wharf
Thames Clippers www.thamesclippers.com	Woolwich to QEII Greenwich to Canary Wharf
Thames Clippers www.thamesclippers.com	Embankment to Woolwich Arsenal
Thames Clippers www.thamesclippers.com	Bankside to St George Wharf

Under 16s

Under 16s can travel:

- Free on buses and trams
- at child rate on Tube, DLR, London Overground, TfL Rail and National Rail services in London

They may need an 11-15 or 5-10 Zip Oyster photocard

11-15 year olds: 11-15 Zip Oyster photocard

An 11-15 Zip Oyster photocard is **needed** to:

- travel free on buses and trams
- buy any child-rate 7 Day, Monthly or longer period season ticket
- Pay as you go at child rate on Tube, DLR, London Overground, TfL Rail and National Rail services

All 11-15 year olds must carry their photocard with them to travel free on buses and trams. They must touch in as they board a bus or at the tram stop before boarding a tram. If they do not they will be liable to a Penalty fare or their concession may be withdrawn.

11-15 year olds who do not have a photocard, or do not have a Day Travelcard, must pay adult-rate fares.

A photocard is **not needed** for 11-15 year olds using child-rate cash single or return tickets or Day Travelcards.

Applying for an 11-15 photocard

All applications for under-16s must be made by their parent/guardian. An admin fee applies for each application.

London Residents



Applications must be made online at
tfl.gov.uk/photocard

To apply online they'll need to provide:

- The child's machine readable passport number but they can still apply without this
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £15.00 fee

11-15 year olds: 11-15 Zip Oyster photocard

If the parent/guardian has been unable to verify their child's age online they will need to:

- Download and print off a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £15.00 admin fee.

Young people living in the UK but outside London



Applications must be made online at tfl.gov.uk/photocard

The parent/guardian needs to provide:

- The child's machine readable passport number though they can still apply without this.
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £15.00 fee

If we can verify the parent/guardian's details and the child's age online, we will post the 11-15 photocard to them.

If we cannot verify the applicant's age online, the photocard will have to be collected from a Visitor Centre. The parent/guardian can choose which Visitor Centre during the application process. Applicants must allow a minimum of four weeks from the application date to the collection date from the Visitor centre.

Young people living outside the UK



Applications must be made online at tfl.gov.uk/photocard

We cannot post photocards overseas, so the parent/ guardian making the application must select a Visitor Centre to collect the photocard from.

To apply the parent/guardian will need to supply:

- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £15.00 fee

11-15 year olds: 11-15 Zip Oyster photocard

They need to provide proof of the young person's identity when they collect their photocard from a Visitor Centre. This can be either:

- Passport
- ID card from a European Economic Area country
- Birth certificate

Applicants' must allow a minimum of four weeks from the application date to the collection date from the Visitor Centre. The cards are available for collection for a maximum of 3 months from the application date.

Lost, stolen or damaged 11-15 photocards

Customers will need to pay a £10.00 fee to replace all lost, stolen or damaged 11-15 photocards. They can order a replacement by:



Signing in to their Zip web account at
tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234

If their card is faulty and is no longer working customers should:



call Customer Services on 0343 222 1234

Any pay as you go credit on the lost, stolen or damaged 11-15 photocard will generally be transferred to the replacement photocard.

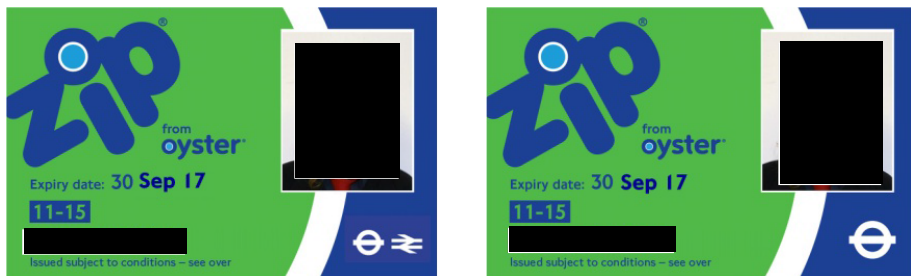
We can't transfer Travelcards onto replacement 11-15 photocards. When the photocard has a Travelcard or the credit can't be transferred a refund will be made.

If required, customers can change their photo as part of the lost/stolen/ damaged online process.

11-15 year olds: 11-15 Zip Oyster photocard

11-15 photocards design

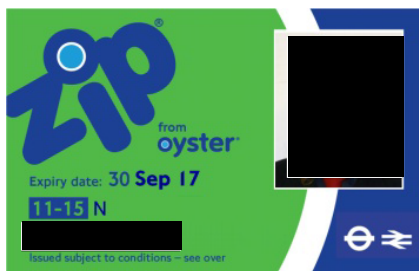
11-15 photocards have joint TfL and National Rail branding and have the expiry date printed on the front of the card. The pre 2010 design with TfL only branding is also still valid.



Current 11-15 photocards

Non concessionary 11-15 photocards

Non concessionary 11-15 photocards (giving half adult-rate travel on buses and trams) are issued if the applicant has had their card withdrawn.



These have an 'N' on the front to show that the eligibility to free bus and tram travel has been withdrawn.

Behaviour Code

11-15 year olds who use an 11-15 photocard must comply with TfL's [Behaviour Code](#). If they do not, they may have their free travel concession withdrawn. [see page 50](#)

Under-11s: 5-10 Zip Oyster photocard

All children aged under 11 can travel free anywhere on London's buses and trams at any time without needing a photocard.

They can also travel free on the Tube, DLR, London Overground and TfL Rail at any time:

- When accompanied by an adult who has a valid ticket (excluding Group Day Travelcards), is using Oyster or a contactless payment card to pay as they go, a 60+ Oyster photocard, a Freedom Pass or a Veterans Oyster photocard.
- With a valid 5-10 photocard when unaccompanied

On National Rail services, children aged 5-10 can:

- Use a 5-10 photocard to travel free where pay as you go is accepted except on:
 - Southeastern high speed 1 services between St Pancras International and Stratford International
 - Gatwick Express
- Travel free on some services when accompanied by an adult – see [page 48](#)

A 5-10 photocard is **not needed** to buy or use child-rate:

- cash single or return tickets
- Day Travelcards

Applying for a 5-10 photocard

All applications for under-16s must be made by their parent/guardian. A fee applies for each application.

London Residents



Applications should be made online at tfl.gov.uk/photocard

To apply online they'll need to provide:

- The child's machine readable passport number (but they can still apply without this)
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £10.00 fee

Under-11s: 5-10 Zip Oyster photocard

If the parent/guardian has been unable to verify their child's age online they will need to:

- Download and print a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £10.00 admin fee.

Young people living in the UK but outside London



Applications should be made online at

tfl.gov.uk/photocard

The parent/guardian needs to supply:

- The child's machine readable passport number but they can still apply without this
- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £10.00 fee

If we can verify the child's age online, we will post the 5-10 photocard to them.

If we cannot verify the applicant's age online, the photocard will have to be collected from a Visitor Centre. The parent/guardian can choose which Visitor Centre during the application process. Customers must allow a minimum of four weeks from the application date to the collection date from the Visitor centre.

Young people living outside the UK



Applications should be made online at

tfl.gov.uk/photocard

We cannot post 5-10 photocards overseas, so the parent/ guardian making the application must select a Visitor Centre to collect the photocard from.

To apply the parent/guardian will need to supply:

- A colour, digital photo of the applicant. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- Debit or credit card to pay the £10.00 fee

Under-11s: 5-10 Zip Oyster photocard

They need to provide proof of the young person's identity when they collect their 5-10 photocard from a Visitor Centre. This can be:

- Passport, or
- ID card from a European Economic Area country, or
- Birth certificate

Applicants must allow a minimum of four weeks from the application date to the collection date from the Visitor Centre. The cards are available for collection for a maximum of 3 months from the application date.

Travelling free on National Rail services

With a 5-10 photocard

- travel free where pay as you go is accepted except on Southeastern high speed 1 and Gatwick Express where they are charged at child-rate

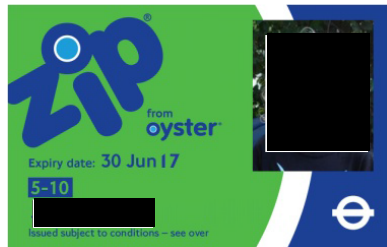
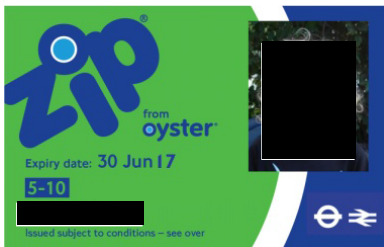
Without a 5-10 photocard

Under 11s can also travel free on the following National Rail services if they are accompanied by an adult who is using pay as you go, or has a valid ticket (excluding Group Day Travelcards), Freedom Pass or an Oyster photocard (up to four children per adult):

- Amersham to Marylebone (Chiltern)
- Finsbury Park to King's Cross/Moorgate (First Capital Connect)
- Stratford to Liverpool Street (Abellio Greater Anglia)
- Tottenham Hale/Seven Sisters to Stratford (Abellio Greater Anglia)
- Tottenham Hale/Seven Sisters to Liverpool Street (Abellio Greater Anglia)
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland (c2c))
- Watford Junction to Euston (London Midland)
- Watford Junction to Clapham Junction (Southern)
- West Hampstead Thameslink to Moorgate/Elephant & Castle/London Bridge (First Capital Connect)
- West Ruislip to South Ruislip (Chiltern)

Under-11s: 5-10 Zip Oyster photocard

5-10 photocards have joint TfL and National Rail branding and have the expiry date printed on the front of the card. Cards with TfL only branding are also valid.



Lost, stolen or damaged 5-10 photocards

Customers will need to pay a £10 fee to replace all lost, stolen or damaged 5-10 photocards. They can order a replacement by:



Signing in to their Zip web account at tfl.gov.uk/photocard



calling Customer Services on 0343 222 1234

If applicable, any pay as you go credit or ticket on the lost, stolen or damaged 5-10 photocard will be transferred to the replacement 5-10 photocard.

Where this is not possible, a refund for any remaining pay as you go credit and/or unused value on any ticket on the card will be made.

If required, customers can change their photo as part of the lost/stolen/ damaged online process.

If their card is faulty and is no longer working customers should:



call Customer Services on 0343 222 1234

Under-5s

All children under 5 can travel FREE anywhere on bus, Tube, tram, DLR and London Overground, TfL Rail services at any time when accompanied. They do not need a photocard.

Behaviour Code

11-15 and 16+ photocard customers must comply with TfL's Behaviour Code. If they don't or if they commit a crime on London's public transport network or premises, it could result in one of the following:

- Customers using a 16+ Zip Oyster photocard on one of our services, may have their photocard and travel concession withdrawn
- Customers using an 11-15 Zip Oyster photocard on one of our services, may have their free travel concession withdrawn

The Behaviour Code states that:

TfL's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or photocard. Expected behaviours include, but are not limited to the following:

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats
- Give up your seat for others

Look after your Oyster photocard:

- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away

Use your Oyster photocard correctly:

- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, DLR, London Overground, TfL Rail and National Rail services

Behaviour Code

- Pay the correct fare if you do not have your valid Oyster photocard with you or it is damaged
- Pay any penalty fare that has been issued to you

You must **not**:

- Smoke or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach the Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw
- You can read the full Behaviour Code at tfl.gov.uk/behaviourcode

Earn Your Travel Back

Earn your travel back is an initiative that provides young people (aged 11-19 years old) who have had their travel concession and/or Oyster photocard removed for a breach of our Behaviour Code, the opportunity to earn it back early by volunteering in the community.

We contact the young person's parent, guardian or carer to tell them their travel concession has been withdrawn and provide details on how to apply for the initiative should they be eligible and wish to participate.


Young people who participate in one day (six hours) of volunteering can earn back their concession as follows:

- 11-15 photocard - free travel
- 16+ photocard - either free or half adult-rate travel (whichever they are eligible for)

Any young person who has had their free travel withdrawn as a result of criminal behaviour will not be eligible for earn your travel back. Those who have already taken part in earn your travel back for a previous withdrawal will not be able to participate again.

School Party Travel tickets

Schools in the Greater London area may qualify for the School Party Travel scheme. This allows free off peak travel on bus, Tube, tram, DLR, London Overground, TfL Rail and National Rail services in London from Monday to Friday, provided the school is visiting educational, cultural or sporting venues in London.

**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Name of Teacher
Macademy School
Windsor House
50 Victoria Street
LONDON
SW1H 0TL

TfL School Party Travel Scheme
14 Pier Walk
London
SE10 0ES
Tel: 0343 222 1000*
Tfl.gov.uk/schoolparty
Email: schoolparty@tfl.gov.uk

*see tfl.gov.uk/callcharges

Dear Name of Teacher

This is your ticket for travel under the **School Party Travel Scheme**. You must print this ticket and bring it with you when you make your trip.

Some tips to help you on the day:

- All children and adults on this ticket must travel together at all times
- The ticket holder must be at the front of the group when entering or exiting a station, bus or tram - this will make your journey quicker and safer
- You are responsible for the health and safety of your group. Please take care when using our services and follow instructions from TfL and National Rail staff, adhering to the Terms and Conditions of the scheme at all times - available at <https://schoolparty.tfl.gov.uk>

Application reference number: **SP 272603**

Ticket Number: 793711

Date of travel: Tuesday, 02 June 2015

Visiting: 10 Downing Street

Number of Children on this ticket: 20


Number of Adults on this ticket: 4



Outward journey start time (must not start earlier than this): 10:00

Return journey start time (must start no later than this): 14:30

Ticket type: Return

Mode	From	To
Tube	Southfields	Westminster


6289 4839 7050 1303 8383 8536

**National Rail**

School Party Travel tickets

If school groups try to travel without the correct tickets or any tickets, they must be told that they should purchase tickets.

If a school's application is successful, their tickets will be emailed to them for them to print themselves.

For information on how schools can register and details of how the scheme works, they should be advised to visit:



tfl.gov.uk/schoolparty



call the School Party Travel team on **0343 222 1000**



schoolparty@tfl.gov.uk

Adults

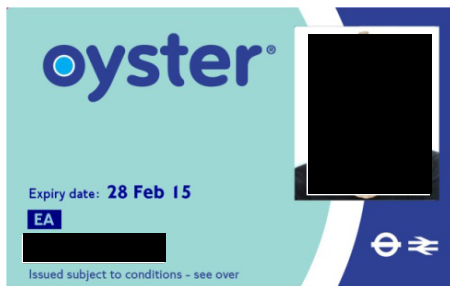
A photocard is **not needed** to buy and use any adult-rate Travelcard or Bus & Tram Pass on Oyster.

A photocard **is needed** to buy or use 7 Day, monthly or longer period Travelcards issued on paper at NR stations or National Rail only point-to-point season tickets.



Athlete's Oyster photocard

Athlete's Oyster photocards are given to athletes who are Team GB Gold Club members as defined by the British Olympics Association (BOA). It is an Oyster photocard loaded with a Zones 1-9 Travelcard. The concession expiry date is shown on the front of the photocard.



It allows free travel at all times on all TfL modes and National Rail services within the London zonal area except on the following:

- Emirates Airline
- Heathrow Express
- Heathrow Connect services between Hayes & Harlington and Heathrow
- Southeastern high speed service between Stratford and St Pancras International

The Athlete's photocard is issued to the holder for their use only.

All new and replacement cards are issued by the BOA. Any customer calling about a lost, stolen or failed card should:

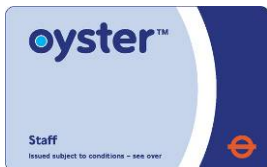


Call the BOA on 020 7842 5729.

Staff Oyster cards

Staff Oyster cards (also known as Staff Passes) are issued by TfL to active staff and their nominees. They are also issued to retired staff. They are issued on Oyster and allow free travel on all TfL modes.

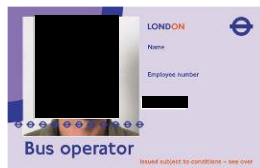
Staff and Staff Nominee Passes:



Staff Pass



Nominee Pass



Bus Operator Pass



Bus Operator Nominee Pass



Retired Staff Pass

Staff Oyster cards

Staff Oyster cards must be used with the associated photocards above, unless supported by a [Privilege Ticket Authority Card \(PTAC\)](#) (see [page 57](#)).

Where can Staff Oyster cards be used for free travel?

All Staff, Bus Operator, Retired and Nominee Oyster cards are valid at anytime,



- on all buses showing this sign:
- on trams
- on Tube, DLR, London Overground and TfL Rail services

Staff, Retired and Nominee Oyster cards also allow free travel on the following National Rail services (standard class only) between the following stations:-

- Amersham – Marylebone
- Finsbury Park – Moorgate (via Drayton Park only)
- Fenchurch Street – Upminster
- Stratford – Liverpool Street
- Kentish Town – Elephant & Castle or London Bridge
- Euston – Watford Junction

Bus Operator Passes are **not** valid on any National Rail services

Pay as you go credit cannot be added to Staff, Bus Operator, Retired and Nominee Oyster cards to use on the National Rail services in London where they are not valid. If they want to use pay as you go on National Rail services, they can get a standard adult Oyster card and add credit or use a contactless payment card.

Staff, nominees and dependent children who are eligible for a PTAC can get an Oyster card (or Oyster photocard) and have the appropriate privilege discount set on their card, to get 75% off pay as you go fares.

For more information on Staff Oyster cards, contact [Staff Travel](#).

Privilege Ticket Authority Card (PTAC)

Privilege Ticket Authority Cards (PTACs) are issued to some staff, their partners and dependent children. A Privilege Ticket Authority Card (PTAC) allows holders to travel at priv rate, which is a 75% discount on equivalent adult or child-rate fares on rail services.

PTAC variants

There are three different priv rate discounts:

Priv All Rail:

- For TfL staff who joined before 1 April 1996 and their dependent children. PTACs are issued for standard and first class travel on National Rail services according to entitlement.

Priv All Rail (N):

- For spouses or partners of TfL staff who joined before 1 April 1996. PTACs are issued for standard and first class travel on National Rail services according to entitlement.

TfL rail:

- For dependent children of staff who joined TfL after 1 April 1996.

Setting Priv discount on an Oyster Card or Oyster photocard

PTAC holders need to get their priv discount set on an Oyster card or Oyster photocard so that they can use pay as you go on rail services at 75% discount.

They must complete an application form, available on [Source](#), and get it signed by their line manager. They only have to do this once for each applicant.

The priv discount can only be set on certain Oyster cards, according to the type of PTAC held.

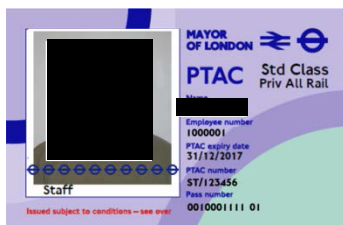
Privilege Ticket Authority Card (PTAC)

Priv All Rail: for Staff

Holders:

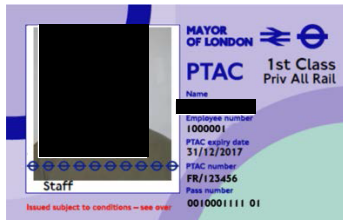
- get 75% discount on adult-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- can use pay as you go on National Rail services where their Staff Oyster card is not valid
- can apply for point to point or an Oyster zonal season tickets to travel to and from work

The Priv All Rail discount for staff can only be set on a standard Oyster card.



or

+



Priv All Rail: for dependent children over 16

Holders:

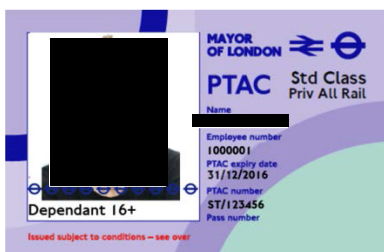
- get 75% discount on adult-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- should use pay as you go for education and leisure travel on TfL services
- can apply for point to point or an Oyster zonal season ticket for travel to/from school or college
- can use pay as you go on National Rail services for leisure purposes only

Privilege Ticket Authority Card (PTAC)

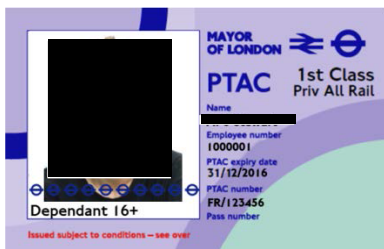
The Priv All Rail discount for dependant children aged over 16 can be set on

- a standard Oyster card
- an 18+ Student Oyster photocard
- a 16+ Zip Oyster photocard
- an 11-15 Zip Oyster photocard*

* an 11-15 Zip Oyster photocard is valid until 30th September after the holder's 16th birthday



or



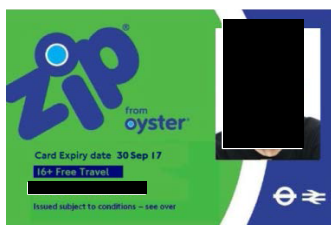
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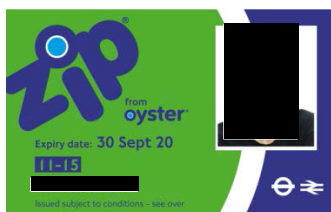
or



or



or



Privilege Ticket Authority Card (PTAC)

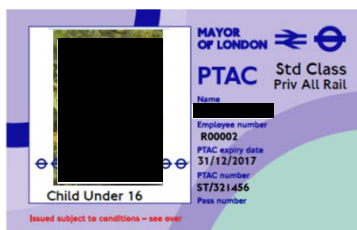
Priv All Rail: for dependent children under 16

Holders:

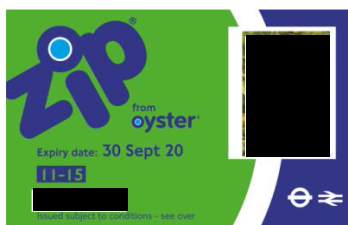
- get 75% discount on child-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- should use pay as you go for education and leisure travel on TfL services
- can apply for point to point or an Oyster zonal season ticket for travel to/from school
- can use pay as you go on National Rail services for leisure purposes only

The Priv All Rail discount for dependent children aged under 16 can be set on

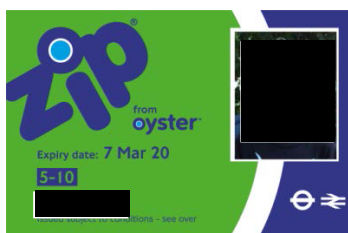
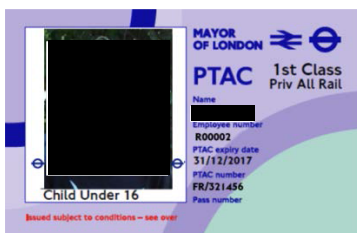
- an 11-15 Zip Oyster photocard
 - a 5-10 Zip Oyster photocard
- since 2nd January 2016, 5-10 photocards allow free travel on most National Rail services in London where pay as you go is accepted, as well as all TfL rail services. Setting the priv discount on a 5-10 photocard will only be needed for child-rate priv pay as you go travel on:
- Southeastern high speed services between St. Pancras International and Stratford International
 - Gatwick Express services between London Victoria and Gatwick



or



+



Privilege Ticket Authority Card (PTAC)

Priv All Rail (N)

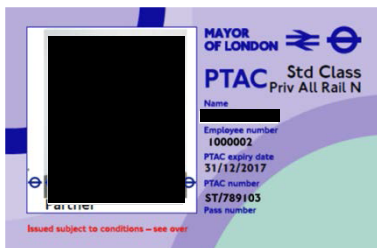
Holders:

- get discounted fares on Tube, DLR, London Overground, TfL Rail and National Rail services for leisure purposes only
- cannot use their PTAC to travel to and from work

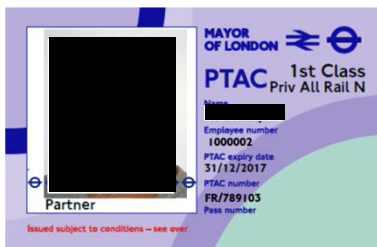
The Priv All Rail (N) discount can only be set on

- a standard Oyster card
- an 18+ Student Oyster photocard

It can't be set on Zip (16+, 11-15 or 5-10) Oyster photocards



or



+ or



Privilege Ticket Authority Card (PTAC)

TfL rail: for dependent children

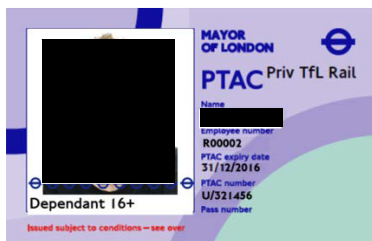
Holders:

- get discounted fares on Tube, DLR, London Overground and TfL Rail services
- should use pay as you go for education and leisure purposes

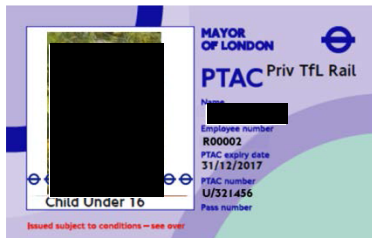
The Priv TfL rail discount can only be set on

- a standard Oyster card
- an 11-15 Zip Oyster photocard

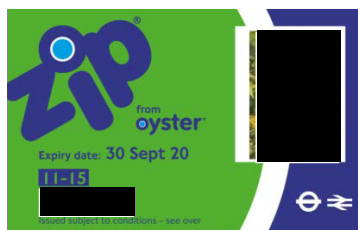
It can't be set on 16+ Zip or 18+ Student Oyster photocards



+



+



or

Note: as a 5-10 photocard gives free travel on all TfL rail services, there is no need to set the priv discount on the card.

Child PTACs state whether they are under 16 or 16 & over.

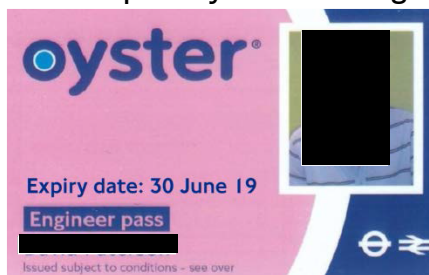
For more information, please contact Staff Travel or go to the staff travel pages on:



[Source](#)

Engineer's Passes

Oyster equipment engineers are issued with an Oyster card that allows free travel on all modes (TfL and National Rail), at all times in all zones (1-9F which includes Watford Junction, Grays, Gatwick Airport, Hertford East and Shenfield) to enable them to travel to stations to maintain and repair Oyster ticketing equipment.



Engineer's Passes are **not** valid on:

- Heathrow Express
- Heathrow Connect services between Hayes & Harlington and Heathrow
- Any journey starting or finishing outside Zones 1-9 or beyond Watford Junction, Grays, Gatwick Airport, Hertford East or Shenfield
- All Engineers Passes have an expiry date of 30 June 2019.

Contractor Oyster cards

An accompanying photo ID card must be carried with the Contractor Oyster card for it to be valid for travel.

Key points of the Contractor Oyster card include:

- The cards are in the 006 serial number range
- The cards are encoded for free travel on bus, Tube, tram, DLR and London Overground. Newer cards will also let the holder travel on TfL Rail.

Cardholders are informed of the validity of their individual pass and any time or zonal restrictions that apply

Contractor Oyster cards



Contractor Oyster cards are issued to some British Transport Police (BTP) officers and civilian staff. A BTP warrant or staff identification card must be carried with the Contractor Oyster card for it to be valid for travel.

Contractor passes issued to South West Train staff for travel between Wimbledon and Wimbledon Park will continue to be printed on magnetic stock and will display this validity. Magnetic Contractor passes can only be used for duty travel.



The accompanying photocard is completed by the issuer and shows where and when the pass is valid. The pass number must match the number written on the photocard.

Police Officers

Police Oyster cards allow some Police Officers, Special Constables, Police Community Support Officers to travel free on TfL's services.

Police Oyster cards

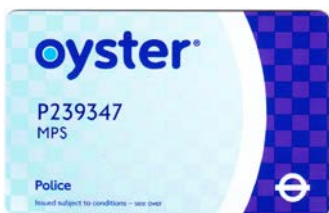
Police Oyster cards provide free travel on bus, Tube, tram, DLR, London Overground and TfL Rail services. Police Oyster cards are not valid for travel on any National Rail services, River services or the Emirates Air Line.

- London-based Police Officers and Special Constables of the Metropolitan Police Service (MPS) and City of London Police (CoLP).
- UK-wide Police Officers and Special Constables of the British Transport Police (BTP) and London-based Police Community Support Officers (PCSO)

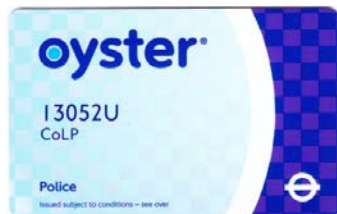
The Warrant ID number of an officer is printed on the front of their Police Oyster card. They must carry both when they travel and show them to a TfL staff member if asked.

Metropolitan and City of London Police services

Police Oyster cards issued to the Metropolitan and City of London Police services are only valid for travel when accompanied with the Officers or Special Constables Warrant card.

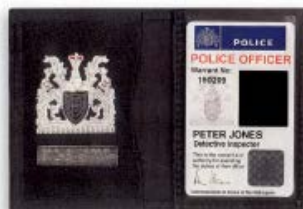


Metropolitan police Oyster card



City of London Police Oyster card

Officers and Special Constables cannot travel free on TfL services without a Police Oyster card and accompanying Warrant card. Both must be shown to a member of staff when asked.



Police Officers

Metropolitan Police Community Support Officers (PCSO) may travel free on Tube, tram, DLR, London Overground and TfL Rail services only when on duty and in uniform on production of their Police Staff card.

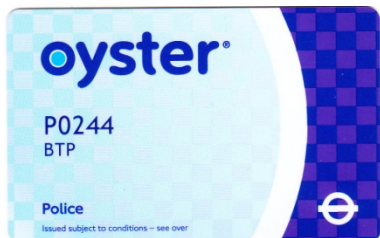


In addition they can travel free on buses when in or out of uniform, on or off duty on production of their PCSO identification card

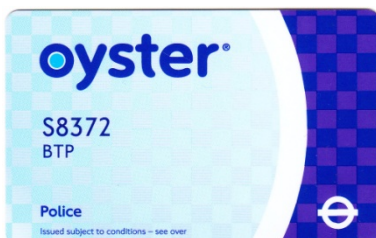
British Transport Police service

Police Oyster cards issued to British Transport Police officers and special constables have their 4-digit Warrant ID number printed on the front, prefixed by a 'P' or 'S' respectively. They can use it on all TfL services at any time on or off duty, whether in uniform or not, provided they carry their Warrant card and ID when travelling.

BTP officers who do not have a Police Oyster card on them should still be allowed to travel for free on TfL services by presenting their Warrant ID card.



BT Police Oyster card



BT Police Special Constable
Oyster card

Police Officers

Police Oyster cards issued to BTP service Police Community Support Officers have their ID number printed on the front prefixed by a 'C'. They can only use their Police Oyster card if they are travelling to or from work (in or out of uniform) or are on duty and in full uniform. In all cases, they must carry their PCSO identification card when travelling.

In addition they can travel free on buses when in or out of uniform, on or off duty on production of their PCSO identification card.

Lost, stolen, damaged or failed Police Oyster cards

If a Police Officer's or Special Constable's Police Oyster card is lost, stolen, damaged or failed, they should call 0343 248 0999 as soon as possible to report it and order a replacement.

Full time Police Officers from the following forces may travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services when in or out of uniform, on or off duty on production of their warrant card:

Essex	Kent
Hertfordshire	Surrey
Thames Valley	

Police Community Support Officers (PCSOs) from the following forces may travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services **only** when on duty and in uniform on production of their Police Staff card:

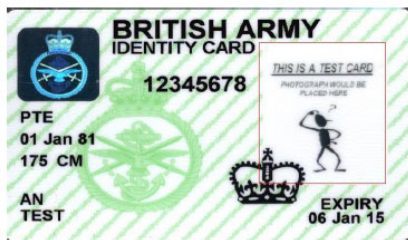
Essex	Kent
Hertfordshire	Surrey
Thames Valley	

Card Expiry

Police Oyster cards do not have a set expiry date. Should a police staff member become ineligible / leave temporarily, or leave permanently the Police force must inform TfL for the card to be stopped and record updated accordingly.

Armed Forces

Armed forces personnel can travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services at any time **only** when in full uniform and on production of their military ID. Full uniform means jacket, trousers/skirt, shirt, footwear and hat.



Parking Attendants

Parking Council Attendants can travel free on buses when in full uniform, on production of Parking Attendant Staff Pass



Puppy Walkers



Puppy walkers train guide dogs. They will not be blind themselves but are allowed to travel free with their puppy on buses as long as they show their pass. Passes show 'Staff' or 'Volunteer'.