



Conditions of Carriage



19 May 2013 until further notice

MAYOR OF LONDON

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1. Introduction

1.1 These Conditions of Carriage set out your rights and duties as a customer of Transport for London (TfL), London Bus Services Limited and London Underground Limited. In addition, the documents listed below set out your rights and duties in other particular circumstances.

Your rights and duties set out in these Conditions of Carriage do not affect your rights and duties contained in the following documents:

Transport for London Railway Byelaws

- These control behaviour on London Underground trains and at London Underground stations, on Docklands Light Railway trains and at Docklands Light Railway stations and on London Overground trains and at London Overground stations.
 - You can get a free copy at tfl.gov.uk or from TfL Customer Services.
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Road Transport Premises Byelaws

- These control behaviour at bus stations.
 - You can see a copy at bus station enquiry offices.
You can get a free copy at tfl.gov.uk or from TfL Customer Services.
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Greater London Authority Act 1999

- This shows when, where and why we can charge Penalty fares on London Underground and London Bus Services.
 - You can see a copy at main public libraries in the London area.
 - To buy a copy, go to tsoshop.co.uk or call 0870 600 5522.
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Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 (as amended in 2002) ('the Conduct Regulations')

- These control the behaviour of passengers and staff on the London bus network.
 - You can see a copy at main public libraries in the London area.
 - To buy a copy, go to tsoshop.co.uk or call 0870 600 5522.
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London Transport Act 1982

- This shows how we look after lost property.
 - You can see a copy at main public libraries in the London area.
 - To buy a copy, go to tsoshop.co.uk or call 0870 600 5522.
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London Buses Complaints Policy

- This document can be found on tfl.gov.uk/buses or you can get a free copy from TfL Customer Services.
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London Underground's Customer Charter

- Information is available at tfl.gov.uk/tuberefund or on the application form, which is available at any Underground station or from TfL Customer Services.

Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.

1.2 These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by TfL and its predecessors.

They come into force from the date shown on the front cover and will remain in force, with any amendments that we may make from time to time, until we republish them. Go to tfl.gov.uk for the most up-to-date version and any amendments.

Our staff and agents have no authority to make individual exceptions to these Conditions of Carriage.

1.3 Separate Conditions of Carriage (or Travel) apply on other TfL services.

London Tramlink Conditions of Travel

- You can obtain a copy of this at tfl.gov.uk/tickets or from London Tramlink at Unit 5, Suffolk House, George Street, Croydon CR0 1PE.

Docklands Light Railway (DLR) Conditions of Carriage

- You can obtain a copy of this at tfl.gov.uk/tickets or from DLR at PO Box 154, Castor Lane, London E14 0DX.

Emirates Air Line Conditions of Carriage

- You can obtain a copy of this at tfl.gov.uk/tickets

National Rail Conditions of Carriage

- You can obtain a copy of this, which applies on London Overground, at tfl.gov.uk or at nationalrail.co.uk/times_fares/nrcc
- Further information is included in the **London Overground Ticketing and travel guide** which is available at tfl.gov.uk/tickets or from the London Overground Customer Services Team at 125 Finchley Road, London NW3 6HY.

Oyster Conditions of Use on National Rail services

- You can obtain a copy of this, which applies on National Rail services (excluding London Overground), at tfl.gov.uk/tickets or at nationalrail.co.uk/nrcoc

1.4 Information about the tickets we sell and the fares we charge can be found on tfl.gov.uk/tickets and in publicity available at London Underground stations, Oyster Ticket Stops and London Travel Information Centres.

2. Useful contacts

2.1 Addresses and telephone numbers of the offices mentioned in this book are shown below.

Oyster helpline	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0343 222 1234 fax: 0845 600 6245 textphone: 020 7027 8511
Oyster Ticketing & Refunds Office	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0343 222 1234 online: www.tfl.gov.uk/contact
Transport for London, Customer Services	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0343 222 1234 online: www.tfl.gov.uk/contact
Customer Services Team, London Overground	London Overground 125 Finchley Road London NW3 6HY (overgroundinfo@tfl.gov.uk)	telephone: 0845 601 4867 textphone: 020 3031 9331
Penalty fare Appeals (Underground, London Overground and buses)	IRCAS PO Box 212 Petersfield GU32 9BQ (ircas.co.uk)	Appeals in writing to this address or at ircas.co.uk Payments only to: Telephone: 0845 434 8292
Lost Property Office	Transport for London 200 Baker Street London NW1 5RZ	telephone: 0343 222 1234 fax: 020 7918 1028 online: tfl.gov.uk/lostproperty
London TravelWatch	Dexter House 2 Royal Mint Court London EC3N 4QN (enquiries@londontravelwatch.org.uk)	telephone: 020 3176 2999 fax: 020 3176 5991

2.2 We try to be fair and helpful in all dealings with our customers. We always welcome comments or suggestions.

2.3 If you have a problem with your journey and our staff cannot solve it on the spot, or if you have any comments about the day-to-day running of our services, you can contact the appropriate Customer Service Centre from the list above.

2.4 If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog set up by Parliament.


3. Special meanings

3.1 In these conditions:

- 'we' and 'us' mean Transport for London (TfL), London Bus Services Limited and London Underground Limited.
- 'you' means any customer holding a ticket or tickets, holding an Oyster card with a season ticket and/or pay as you go credit on it or a contactless payment card, or who is using our buses and London Underground trains and bus and London Underground stations.

We have tried to make the wording of these conditions as clear as possible, but we have given certain words and phrases the special meanings shown below.

Apprentice-rate season ticket	7 Day, one month and longer period season tickets that holders of Apprentice Oyster photocard encoded with the Apprentice discount concession can buy at a reduced rate.
Authorised	Permission given by one of our staff or by an official notice or sign.
Auto top-up	A facility available to customers who have an Oyster online account which enables them to automatically have pay as you go credit added to their Oyster card. Go to tfl.gov.uk for full information and the Terms and Conditions.
Available / availability	Where a ticket or Oyster card with pay as you go credit on it or a contactless payment card can be used.
Child-rate tickets	Tickets which can be used only by: <ul style="list-style-type: none"> • anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed for child-rate Travelcard season tickets and pay as you go and are valid until the photocard expiry date; even where the holder has turned 16 years old • holders of 16+ Oyster photocards (applies to season tickets only) • holders of Jobcentre Plus Travel Discount Cards (applies to season tickets on Oyster and pay as you go fares).
Compulsory ticket area	Generally, parts of London Underground stations within the ticket gates, and all London Underground trains. Where there are no ticket gates, there are warning signs at entrances to the compulsory ticket area.
Concession	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion.
Concessionary fare	A cheaper fare that can be obtained by some customers, such as holders of National Railcards or Oyster photocards.
Contactless payment card	A Visa, MasterCard or American Express branded contactless payment card or other device enabled for contactless payments which allows contactless payment for travel on TfL bus services.
Contractors	The bus companies that run bus services on behalf of London Bus Services Limited.
Deposit	A returnable sum that must be paid to obtain an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by organisations other than us.
Discount concession scheme	A scheme operated by TfL under which certain categories of customers may, on application and according to the conditions of the scheme, be issued with a photocard or Oyster photocard that allows them to travel at a reduced rate.

DLR	Abbreviation for Docklands Light Railway.												
Emirates Air Line	The cable car service between Emirates Greenwich Peninsula and Emirates Royal Docks managed by DLR Limited.												
London bus network	Buses, run by our contractors, displaying this sign: 												
London Overground	Trains and stations branded as London Overground but run by Rail for London Limited, a subsidiary of TfL, on the following routes: <ul style="list-style-type: none"> • London Euston to Watford Junction (local services only) • Richmond to Stratford via Willesden Junction • Stratford/Willesden Junction to Clapham Junction • Gospel Oak to Barking • Highbury & Islington/Dalston Junction to New Cross / Crystal Palace / West Croydon / Clapham Junction. 												
London Underground	Trains and stations run by London Underground Limited. The following stations are operated by London Underground Limited but the National Rail Conditions of Carriage and the London Overground Ticketing and travel guide apply to tickets bought at these stations: <table border="0" style="margin-left: 40px;"> <tr> <td>Gunnersbury</td> <td>Kenton</td> <td>South Kenton</td> </tr> <tr> <td>Harlesden</td> <td>Kew Gardens</td> <td>Stonebridge Park</td> </tr> <tr> <td>Harrow & Wealdstone</td> <td>North Wembley</td> <td>Wembley Central</td> </tr> <tr> <td>Kensal Green</td> <td>Queen's Park</td> <td></td> </tr> </table>	Gunnersbury	Kenton	South Kenton	Harlesden	Kew Gardens	Stonebridge Park	Harrow & Wealdstone	North Wembley	Wembley Central	Kensal Green	Queen's Park	
Gunnersbury	Kenton	South Kenton											
Harlesden	Kew Gardens	Stonebridge Park											
Harrow & Wealdstone	North Wembley	Wembley Central											
Kensal Green	Queen's Park												
National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.												
National Rail pay as you go area	Pay as you go can be used on all National Rail services within Zones 1-9 and can also be used at Brentwood, Broxbourne, Chafford Hundred, Grays, Ockendon, Purfleet, Shenfield and Watford Junction stations. It cannot be used on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.												
Oyster online and telesales	Visit tfl.gov.uk/oyster or call 0343 222 1234 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, add pay as you go credit to your Oyster card and set up Auto top-up.												
Oyster card	A smartcard on which up to three season tickets and/or pay as you go credit can be held. The term Oyster card also includes Oyster photocards and smartcards, issued by other organisations that can be used as Oyster cards except where we say that it does not. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions. See clause 6.11												
Oyster photocard	A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. These photocards are only issued to customers who qualify for concessionary travel and include 5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans concessions. The term Oyster card also refers to Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards, except where we say that it does not.												
Oyster route validator	See clause 6.9.												
Oyster Ticket	Places that issue Oyster cards and at which you can add season tickets												

Stops	and pay as you go credit to your Oyster card.
Pay as you go fare	The fare charged when you pay as you go on London Underground, London Tramlink, DLR, Emirates Air Line, London Overground, National Rail services within the National Rail pay as you go area, or (including when using a contactless payment card) TfL bus services.
Pay as you go balance	Credit held on an Oyster card, which you can use to pay as you go. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on the Emirates Air Line and Thames Clipper Commuter River boat services.
Pay Before You Board	An area in which (or route on which) you cannot buy a ticket on board a bus.
Penalty fare	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the TfL Act 2008.
Pink card reader	A device on an Oyster route validator that, when an Oyster card is touched on it, ensures that you pay the appropriate pay as you go fare for the route you are taking.
Point-to-point season ticket	A season ticket available between two named stations.
Printed ticket	A ticket that is printed on paper, often with a magnetic stripe on the reverse.
Protected Oyster card	An Oyster card that has been protected online with TfL. See clause 6.2.2.
Registered Oyster card	An Oyster card that has been registered with TfL. See clause 6.2.1.
Season ticket	Any ticket valid for 7 days, one month or longer.
Smartcard	A card that contains an electronic chip that is able to contain one or more electronic tickets and/or electronic funds.
Special services	Services run on a particular occasion or for a particular purpose that are advertised as 'special services'.
Staff	People who work for us or our contractors.
Student-rate season tickets	7 Day, one month and longer period season tickets that holders of 18+ Student Oyster photocard encoded with the 18+ Student discount concession can buy at a reduced rate.
Ticket	Any of the types of ticket listed in these Conditions.
Ticket selling outlets	London Underground and London Overground stations, London Travel Information Centres and Oyster Ticket Stops that sell tickets available on TfL services
Train Operating Company	Companies running train services and managing some stations on the National Rail network.
TfL	Abbreviation for Transport for London.
Underground	See London Underground.
Unregistered / Unprotected Oyster card	An Oyster card that has not been registered or protected with TfL. See clause 6.3.
Valid/validity	When a ticket, Oyster card, Oyster photocard or contactless payment card can be used.
Validate	Touch an Oyster card, Oyster photocard or a contactless payment card on a yellow card reader at the start of a bus journey. Touch an Oyster card or Oyster photocard on a yellow card reader at the start of a tram journey.

	Touch an Oyster card or Oyster photocard on a yellow card reader at the start and end of an Underground, DLR, Emirates Air Line, London Overground or National Rail journey. See clause 6.8.
Validator	A free standing yellow card reader adjacent to gates and at entrances/exits at London Underground, DLR, London Overground and National Rail stations
Yellow card reader	<p>A device that when:</p> <ul style="list-style-type: none"> • an Oyster card, Oyster photocard or other smartcard is touched on it, checks that it is valid, checks to see what season tickets and/or pay as you go credit are on the card and, where appropriate, charges a pay as you go fare for the journey being made • a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey being made. <p>Other than on buses and on self-service ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online and telesales. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or via telesales. On a self-service ticket machine, it can be used to add a season ticket or pay as you go credit to your Oyster card.</p>
Zones	The ticket zones shown on the Oyster rail services in London map.

4. Services and safety

4.1 We always try to run reliable services. Sometimes buses and Underground trains cannot be run at the times or frequencies or to destinations advertised for reasons beyond our control or that of our contractors. We reserve the right to change timetables and bus routes and to stop Underground trains from running to a particular station without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

4.2 You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making or if you have a permit to travel, free travel concession or other travel authority. You can also do so if you have either sufficient pay as you go credit on your Oyster card or have a contactless payment card and have validated it.

Our services are often heavily used so neither we, nor our contractors, can guarantee to carry you or provide a seat on a particular bus or Underground train.

4.3 We want to make sure that all your journeys are safe. You must follow instructions given by our staff. We and our contractors reserve the right to close bus and Underground stations (or parts of them) and to require you to leave a bus or Underground train at any time. This will usually be for your safety.

4.4 You must not do anything forbidden by our Byelaws or by the Conduct Regulations.

4.5 For safety reasons, on our buses and Underground trains and in our bus and Underground stations you must not:

- smoke
- use bicycles, roller skates, roller blades, scooters, skateboards or similar equipment
- take flash photographs and/or use a tripod or other camera support equipment

- use emergency exits except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

4.6 Alcohol ban – on our buses and Underground trains and in our bus and Underground stations, you must not:

- consume alcohol
- be in possession of an open container of alcohol

You may be prosecuted if you disobey these requirements on our Underground trains and in our bus and Underground stations.

Additionally:

- on our bus services, you must board or alight from the vehicle only at official bus stops except in places where we advertise the bus service as being operated as 'hail and ride' when the driver will stop where it is safe to do so.
- on Underground trains you must not use the interior doors between the carriages except in an emergency or when instructed to do so by our staff.

For your personal security, our buses and most bus stations are monitored by CCTV cameras. Most Underground trains and stations are monitored by CCTV cameras.

CCTV images are recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.

5. Photocards and Oyster photocards

5.1 All photocards and Oyster photocards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel your photocard or Oyster photocard at any time. We will only do this for a good reason and if we do, we may give you a receipt. If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard with you. This also applies to Oyster photocards when used with a printed ticket.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else to use. If you have an Oyster card or Oyster photocard with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you at all times, including when you are purchasing a ticket or topping up an Oyster card, irrespective of the service you are using.

5.2. Information about when you need an adult photocard, Jobcentre Plus Travel Discount Card, Bus & Tram discount photocard, 60+ London Oyster photocard, Veterans Concessionary Travel Oyster photocard or a 5-10, 11-15, 16+, 18+ Student or Apprentice Oyster photocard, where you can obtain one and the concessions available with them, are on tfl.gov.uk/tickets and in publicity available at ticket selling outlets.

5.3. 5-10 Oyster photocards can be used by anyone aged 5 and under 11 years old. Information about the concession and how to apply online is at tfl.gov.uk/tickets. Alternatively application forms are available at Post Office® branches in Greater London. A fee is generally payable for each application.

5.4 11-15 Oyster photocards can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year). Information about the concession and how to apply online is at tfl.gov.uk/tickets. Application forms are also available at Post Office® branches in Greater London. A fee is generally payable for each application.

5.5 16+ Oyster photocards can be used by anyone aged 16 or 17 years. Information about the concession and how to apply online is at tfl.gov.uk/tickets. Application forms are also available at Post Office® branches in Greater London. A fee is generally payable for each application.

5.6 Behaviour Code compliance – A Behaviour Code applies to the use of 11-15 and 16+ Oyster photocard. If you do not comply with the Behaviour Code when on London's public transport network or premises, we may withdraw your free bus travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and we withdraw your free bus travel concession, providing you hold an 11-15 Oyster photocard without the free travel concession loaded, you can use it to buy child-rate Travelcard season tickets, reduced rate Bus & Tram Pass season tickets and to pay as you go at half the adult rate.

If you are a 16+ Oyster photocard holder and we withdraw your entire 16+ travel concession, you will have to pay adult fares for all your future journeys.

Your 11-15 or 16+ Oyster photocard may be withdrawn if you do not pay any penalty fare issued to you.

Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders

If you are an 11-15 or 16+ Oyster photocard holder you are required to adhere to TfL's Behaviour Code and the Terms and Conditions of issue. **If you do not, your Oyster photocard and/or your travel concession may be withdrawn.**

This Behaviour Code is in place to ensure you travel safely and show respect for our passengers, staff and property. 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, London Overground, DLR and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any Penalty fare that has been issued to you

You must **not**:

- Smoke, 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

5.7 18+ Student Oyster photocards can be used by students at participating universities, colleges and schools. Information about the concession and how to apply online is at tfl.gov.uk/tickets

You only remain eligible for the 18+ Student discount concession as long as you meet the criteria set out on tfl.gov.uk/tickets. If you cease to be eligible for the 18+ Student discount concession, the concession will no longer be valid and you must contact us.

If you continue to use your 18+ Student Oyster photocard to obtain Student-rate season tickets when you are no longer eligible to do so, we will stop the discount concession or stop your Oyster photocard without notice and you may be prosecuted.

If you hold an 18+ Student Oyster photocard your Oyster photocard will include your 18+ Student discount concession. Once your discount concession has expired and providing your Oyster photocard has not been stopped by Transport for London, you can use your Oyster photocard in the same way as an Oyster card.

For information about the travel concessions available with the 18+ Student Oyster photocard, see clause 7.2.6 or go to tfl.gov.uk/tickets.

5.8 Apprentice Oyster photocards can be used by apprentices on a SASE (Specification for Apprenticeship Standards in English) compliant apprenticeship that is delivered through a further education college or training organisation approved or funded by the Skills Funding Agency.

Information about the concession and how to apply online is at tfl.gov.uk/apprenticeOyster

5.9 Jobcentre Plus Travel Discount Cards are issued by the Employment Service and information about these is contained in a leaflet available from them.

For information about the travel concessions available with the Jobcentre Plus Travel Discount Card, see clause 7.2.8 or go to tfl.gov.uk/tickets.

5.10 Bus & Tram discount photocards. Information about these and how to apply can be found on tfl.gov.uk or in a leaflet available at Oyster Ticket Stops and London Travel Information Centres.

For information about the travel concessions available with the Bus & Tram discount photocard and accompanying Oyster card with the discount concession loaded on it, see clause 7.2.9 or go to tfl.gov.uk/tickets.

5.11 60+ London Oyster photocards are available to London residents aged 60 and older and not yet eligible for a Freedom Pass. Information about the travel concessions available with a 60+ London Oyster photocard, see clause 7.2.11 or go to tfl.gov.uk/tickets.

5.12 Veterans Concessionary Travel Oyster photocards are available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. War widows, war widowers and dependants in receipt of the same payments will also be eligible.

For information about the travel concessions available with the Veterans Concessionary Travel Oyster photocard, see clause 7.2.10.

5.13 Changed appearance. The photograph on your photocard or Oyster photocard must be full-face and must be a true likeness of you. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard will not be valid and we may withdraw them and they may not be returned for further use. If we do this, we may do so without giving you a receipt.

If you hold a printed season ticket with an adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance. You can replace your Adult photocard at any Underground station ticket office. You must also have your season ticket replaced at the same time, to show your new photocard number.

If you have a **5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans Concessionary Travel Oyster photocard** and your appearance has changed significantly, you must go online and upload a new photograph.

You must also replace your 5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans Concessionary Travel Oyster photocard if it becomes damaged or illegible.

If you have a **Jobcentre Plus Travel Discount Card** and your appearance has changed significantly you must contact your Jobcentre Plus Personal Advisor to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. If you have an Oyster card, you will then need to go to an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre where the details on your Oyster card can be updated.

If you have a **Bus & Tram discount photocard** and your appearance has changed significantly you must apply for a new photocard at the Post Office® to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. You will then need to go to an Oyster Ticket Stop, Underground station ticket office, or London Travel Information Centre where the details on your Oyster card can be updated.

5.14 National Railcards are issued under the National Rail Conditions of Carriage by Train Operating Companies and other authorised issuers. Information can be obtained at nationalrail.co.uk or from National Rail stations. For information about the travel concessions offered if you have a National Railcard and accompanying Oyster card with the discount loaded on it, see clause 7.2.12.

6. Oyster cards, other smartcards and contactless payment cards

6.1 General information

6.1.1 Oyster cards may be issued by Transport for London, London Underground Limited, London Overground, National Rail or other organisations and they will generally show the Oyster logo as follows:



Oyster cards are available at Oyster online, Underground and London Overground station ticket offices, some self-service ticket machines at Underground stations, Oyster Ticket Stops, London

Travel Information Centres, some National Rail station ticket offices and other authorised outlets. We will not accept responsibility for an Oyster card obtained from anywhere else.

Transport for London, London Underground Limited, London Overground and National Rail will not generally issue an Oyster card to you unless, at the same time, you are buying a season ticket and/or adding pay as you go credit to the card. This does not apply where Transport for London issues Oyster cards as part of a discount concession scheme, or where another organisation issues smartcards that can be used as an Oyster card.

Where a smartcard is issued by another organisation and can be used as an Oyster card, special Terms and Conditions may apply – check with your card issuer.

6.1.2 If you are using an Oyster card, it must have a valid season ticket (or tickets) on it that is available for the whole of the journey you are making or sufficient pay as you go credit for your full journey or that part of your journey not covered by your season ticket.

If you are using a contactless payment card, you can only travel if your card is accepted. See clause 6.8.

6.1.3 You can only lend or transfer your Oyster card to another person for them to pay as they go. If you have a season ticket on your Oyster card, you cannot lend or transfer it to anyone else. If the Oyster card is registered/protected in your name, it will remain in your name and we will only be able to deal with you about any enquiries about the Oyster card. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot lend or transfer it to anyone else. If you do, we may withdraw the Oyster photocard and you may forfeit the right to any refund on the unused value of your season ticket, pay as you go credit and/or the deposit. The person using your Oyster photocard or Oyster card may be subject to a Penalty fare and/or prosecution.

6.1.4 We reserve the right to prevent the use of your Oyster card or contactless payment card for travel or to withdraw your Oyster card if it is misused or if it is used in a way that is not permitted by these Conditions of Carriage and it may not be returned whether or not the misuse was by the registered holder of the card. All Oyster cards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time. We will not do this without good reason and we may give you a receipt should it be withdrawn. Where, for whatever reason, we cancel your Oyster card without telling you and you find it no longer works, you will need to call the Oyster helpline to find out why we have done so.

If you no longer need your Oyster card, you may hand it in at any London Underground station or send it to the Oyster Ticketing and Refunds Office.

6.2 Registered and Protected Oyster cards

6.2.1 Registered Oyster cards. If you wish to register your Oyster card or must do so because you are buying a season ticket valid for one month or longer, you must complete an Oyster card registration form. This is not necessary if you order your Oyster card through Oyster online and telesales (where there are special arrangements). If you already have an unregistered / unprotected Oyster card (see clause 6.3), you can register it at any time at an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre by handing in your completed Oyster card registration form together with your existing Oyster card for updating. Alternatively, you can protect your Oyster card online (see clause 6.2.2). You must also register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

If any of your personal details change after you register your Oyster card, you must go online or call the Oyster helpline to update your details.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

All Oyster photocards are registered. This is part of the application process (see Section 5).

6.2.2. Protected Oyster cards. You can protect your Oyster card online at tfl.gov.uk/oyster. If you subsequently need to register your Oyster card because you are buying a season ticket valid for one month or longer, see clause 6.2.1.

If any of your personal details change after you protect your Oyster card, you must go online to update your details.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

6.3 Unregistered/Unprotected Oyster cards. You do not need to register/protect your Oyster card if you only intend to use an adult-rate 7 Day season ticket and/or add pay as you go credit but you can do so if you wish. If you already have an unregistered/unprotected Oyster card, you can register or protect it at any time in accordance with clause 6.2.1. or clause 6.2.2. If you have an unregistered/unprotected Oyster card, we are unable to provide any information to you by telephone with regard to that Oyster card. All Oyster photocards are registered as part of the application process (see Section 5).

6.4 Card deposit. You have to pay a deposit to obtain an Oyster card. We will refund this if you return the original card to us when you no longer need it.

If your Oyster card has a negative pay as you go balance when you return it to us, you will be asked to clear it before we refund the deposit.

We will not charge a deposit if we issue an Oyster photocard or if your first season ticket and/or pay as you go credit is on a smartcard issued by another organisation.

6.5 Duty to show your Oyster card, Oyster photocard or contactless payment card. You must be prepared to show your Oyster card (and supporting photocard, where needed), your Oyster photocard or your contactless payment card on each journey, whether or not we have asked you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

6.6 Using a season ticket on your Oyster card

6.6.1 When you use Underground, London Overground and National Rail services, you must touch your Oyster card on the yellow card reader (see clause 6.8) at both the start and the end of your journey. If the ticket gates at stations are open you must still touch your Oyster card on the yellow card reader.

You can use the Travelcard season ticket on your Oyster card provided it is available and valid at the time you travel and any pay as you go balance on your Oyster card is not in debit. Should any pay as you go balance on your Oyster card be in debit, you must clear the debit before you use your Travelcard season ticket.

Provided that the season ticket on your Oyster card is available and valid at the time you travel, you can still use your Oyster card at stations where there is no yellow card reader or if it is not working. You may be asked instead to show your Oyster card (and photocard where needed).

6.6.2 If you have a valid season ticket on your Oyster card which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket providing pay as you go is available. You must have a valid season ticket and/or use pay as you go for the whole of the journey you are making.

6.6.3 If you are using National Rail services outside the National Rail pay as you go area and you do not have a valid season ticket for the whole of the journey you are making, you must buy a printed ticket for that part of your journey not covered by your season ticket.

6.6.4 When you use a bus, you must touch your Oyster card on the yellow card reader (see clause 6.8) as you board the bus. If you travel without having touched your Oyster card on the yellow card reader or having paid a cash single fare, you may be liable to a Penalty fare or you may be prosecuted. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.3.5) and to users of buggies (see clause 14.5). If the bus has a conductor, you must touch your Oyster card on the yellow card reader on his/her ticket machine as soon as possible after boarding the bus. If the yellow card reader on a bus or a conductor's ticket machine is not working, you must show your Oyster card to the driver or conductor.

6.6.5 If your Oyster card has more than one Travelcard season ticket on it and they are valid on the same date or dates, you must ensure that your tickets cover all the zones you travel through at all times.

6.6.6 We will issue a Record Card, Customer Reminder or receipt to you when you buy a season ticket on your Oyster card which is valid for 12 months. The Record Card, Customer Reminder or receipt provides details of the season ticket that you have bought and is not valid for travel.

If you buy an adult rate annual Travelcard, we will issue you with a Gold Record Card. You must show the Gold Record Card and your Oyster card when you wish to buy a concessionary fare ticket under the terms of the Gold Card scheme. It is not necessary to present the Gold Record card to have the Gold Card discount set on your Oyster card. The Gold Record Card is not valid for travel.

6.7 Paying as you go with your Oyster or contactless payment card

6.7.1 You can pay as you go with an Oyster card on all London buses (including those other bus services shown in Note A3 – see page 36), Underground, London Tramlink, DLR and London Overground services. You can also pay as you go on National Rail services within the National Rail pay as you go area and on the Emirates Air Line.

You can pay as you go with a contactless payment card on all London buses, excluding Heritage Routemasters which operate some journeys on part of route 9 and 15.

Each time you use a contactless payment card, you pay for a single journey, therefore there is no transfer discount between Bus Feeder routes T31, T312, T33, 130 and 314 and trams.

6.7.2 How to pay as you go – general. Only one person at a time can travel using the pay as you go credit on an Oyster card or a contactless payment card.

6.7.3 Paying as you go on the Underground, DLR, London Overground and National Rail services within the National Rail pay as you go area

To record the start of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8) at the station as you enter the compulsory ticket area.

A charge, as set by TfL, will be deducted from the balance on your Oyster card. You will not be allowed to start your journey unless you have sufficient pay as you go credit on your Oyster card.

To record the end of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8.) at the station as you exit the compulsory ticket area. The deduction made at the start of your journey will be adjusted so that you only pay the advertised pay as you go fare for the journey made.

If you do not touch in at the start and touch out at the end of your journey, you may be charged a maximum Oyster fare and this journey will not be included in any daily price capping. You may also be liable to a Penalty fare or you may be prosecuted.

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 4 hours and 50 minutes for a longer distance journey on a Sunday or public holiday – go to tfl.gov.uk for full information. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit, you will be charged more than the pay as you go fare for your journey. If this happens, we may in some instances correct this over-payment automatically. Otherwise, you may need to call the Oyster helpline so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

You must touch in and out with your Oyster card in the same way for journeys from and/or to DLR, London Overground or National Rail stations within the National Rail pay as you go area. There is no need to touch your Oyster card on a yellow card reader again when transferring within the same station from London Overground to the London Underground, DLR, or to a National Rail service within the National Rail pay as you go area. If you are transferring from London Overground to a National Rail service on which pay as you go is not available you must touch out at the station when you transfer to complete your pay as you go journey.

If you enter and leave the same station without undertaking a journey, we may charge you a fare up to a maximum Oyster fare.

If you enter at one station and do not touch out at another, we may charge you a fare up to a maximum Oyster fare.

If you have on your Oyster card a valid season ticket which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket. See clause 6.6.2.

6.7.4 Paying as you go on buses

When you use a bus, you must touch your Oyster or contactless payment card on the yellow card reader (see clause 6.8) as you board the bus.

If you are using a contactless payment card, you must validate it at the start of each journey, by touching it on the yellow card reader so that it is accepted for travel (see Clause 6.8). By doing this, you will be authorising the deduction of the advertised pay as you go fare from your associated card account. Contactless payment cards can only be used on TfL bus services and the fare will be the advertised pay as you go fare for a bus journey.

If there is a problem with your Oyster card or contactless payment card, you must advise the driver/conductor and you may need to show another ticket or pay a cash fare.

You are not allowed to start your journey if the balance on your Oyster card is less than the pay as you go fare for your journey. If your contactless payment card is not accepted, you are not allowed to make your journey. If you do so you may be liable to a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

If you travel without having correctly validated your Oyster or contactless payment card on the yellow card reader, having bought a printed ticket or having paid a cash single fare, you may be liable to a Penalty fare or you may be prosecuted. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.3.5) and to users of buggies (see clause 14.5). On Heritage Routemaster buses with a conductor responsible for fare collection, you must touch your Oyster card on his/her ticket machine.

To check the fare before you travel, go to tfl.gov.uk/tickets

6.7.5 Using pay as you go on Emirates Air Line

When you use the Emirates Air Line, you must touch your Oyster card on the yellow card reader (see clause 6.8) as you enter and exit the Emirates Air Line station. If you travel without having correctly validated your Oyster card on the yellow card reader, or having bought a boarding pass, you may be liable to a Penalty fare or you may be prosecuted.

6.8 Yellow card reader

When you touch your Oyster or contactless payment card flat on the yellow card reader:



a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means that it has been accepted for travel. A red light, accompanied by two beeps, means your Oyster or contactless payment card has been rejected. You must not go further until either your Oyster or contactless payment card has been accepted for travel or you have paid separately for your journey.

If, before you present your card, a yellow card reader displays a red light or no light at all, it is not working. If this is the case, at an Underground station you must use another yellow card reader that is working, and if you are boarding a bus you must speak to the driver (on a bus where entry is allowed through all doors, as advertised, you can use another yellow card reader that is working. If there are none working, you must speak to the driver). An amber light normally means that the yellow card reader is ready to check your Oyster or contactless payment card.

You cannot validate by touching in or touching out on a yellow card reader located on a self-service ticket issuing machine.

6.9 Oyster route validator (pink card reader)

Oyster route validators, which can be identified by a pink card reader:



are located at a number of interchange stations. If you pass an Oyster route validator when changing from one train to another, and you are using your Oyster card to pay as you go for any part of your journey, but not starting or finishing your Oyster pay as you go journey at the station concerned, you must touch your card on the pink card reader to ensure you pay the appropriate pay as you go fare for the route you are taking. If using a Travelcard that does not include Zone 1, you must also touch your card on any Oyster route validator that you pass when changing trains (see tfl.gov.uk/tickets for details).

You must still touch in on a yellow card reader (see clause 6.8) at the start of your journey and touch out at the end to ensure you pay the correct pay as you go fare and avoid paying a maximum Oyster fare.

6.10 Oyster daily price capping

Although you may have reached an Oyster daily price capping rate, you must continue to touch your Oyster card on a yellow card reader at the start (and end where appropriate) of every journey (see clauses 6.7.3 and 6.7.4). If you do not do so, you may pay too much, be liable to pay a Penalty fare or you may be prosecuted.

The following will not count towards any daily price cap:

- tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services
- Oyster pay as you go journeys on the Emirates Air Line
- using your contactless payment card on buses

Full information about Oyster daily price capping is available on tfl.gov.uk/tickets and is also outlined in separate publicity available at ticket selling outlets.

6.11 Oyster cards available to visitors

These Oyster cards are issued at our agents abroad and by selected agents in the UK who deal with high volumes of visitors. Special Terms and Conditions apply to these Oyster cards as follows:

- The card can only be used to pay as you go
- A non-refundable £3 charge is applied when purchasing the card
- No deposit is applied when the card is issued
- The card cannot be registered or protected.

Specimen Oyster cards issued to visitors:



From time to time different designs of card may be issued but with the same availability and validity.

6.12 Data Protection

If you have registered/protected your Oyster card, you agree to us holding information about you.

Our Privacy Notice states:

Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention.

If you use your Oyster card in connection with National Rail products or services, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) so that they can use it for the same purposes. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

In certain circumstances, TfL and relevant TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

6.13 Retention of Oyster personal travel data

The Oyster ticketing system retains data of the journeys you make using your Oyster card for eight weeks: after this time it is de-personalised.

7. Using tickets and travel concessions

7.1 Printed tickets

7.1.1 If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a valid permit to travel, free travel concession or other authority to travel, valid and available for the whole of the journey you are making, you must have with you (a) printed ticket(s) which is/are valid and available for the whole of the journey you are making.

If you wish to travel to or from a place outside the availability of your printed ticket, or before or after the times that it is valid, you must pay the extra cash fare due before you travel.

7.1.2 You must use your printed ticket(s) in accordance with these Conditions of Carriage. All printed tickets remain our property and we may withdraw or cancel any printed ticket at any time and it may not be returned for further use. We will only do this for a good reason and, if we do, we will give you a receipt.

You must only buy printed tickets from an authorised outlet. If you buy a printed ticket from anyone else, it will be invalid, may be withdrawn and will not be returned for further use. It may also result in the seller and/or you being prosecuted.

When you have finished using your printed ticket, to avoid an unauthorised person using it, you should hand it in to one of our staff or destroy it.

7.1.3 The single fare that you must pay at Underground stations for journeys on the Underground and for through journeys to places served by other operators, is the fare from the station where your journey starts to the station/London Tramlink stop where your journey finishes.

7.1.4 On our bus services, a flat cash single fare applies for each individual bus journey and this is shown on the faretable held by the driver or conductor. Discounted single fares are not available. If you are aged under 19 and, in the case of 11 to 18 year olds, hold a valid 11-15 or

16+ Oyster photocard with a travel concession, you can travel free on our bus services (see clauses 7.2.3 to 7.2.5 or go to tfl.gov.uk/tickets).

If you are paying a cash fare or using a Saver ticket, you must board at the front door of the bus and give it to the driver, with the following exceptions:

- On Heritage Routemaster buses, you must pay your fare or give your Saver ticket to the conductor at the first reasonable opportunity
- You cannot pay a cash single fare to the driver if you board at a stop displaying a bright yellow pay before you board panel on the top of the bus stop flag; the panel will show which routes are included in this requirement. Roadside Ticket Machines are located at most bus stops and if you do not already have a ticket or pass, you must buy a printed ticket from the Roadside Ticket Machine before boarding the bus. Roadside Ticket Machines do not give change.

Special arrangements apply if you are accompanying a wheelchair user (see clause 13.3.5) and to users of buggies (see clause 14.5).

7.1.5 If you do not pay the correct fare for the journey you are making, you may be liable to pay a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

7.1.6 Use of printed tickets. Our printed tickets can only be used by the person they were bought for. Tickets must not be resold or given away for further use. Doing this automatically invalidates them and is an offence under our Byelaws and the Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.

This rule does not apply to bus Saver tickets. Anyone may use the tickets in a bus Saver book though each ticket can be used only once.

Some of our tickets and Oyster cards are available for travel on other companies' services. Information about this is shown in the tables on pages 30 to 36. In addition, we sell printed tickets for travel solely on other companies' services. If you use other companies' services, their Conditions of Carriage will apply to that part of your journey.

We also sell printed tickets for admission to venues. The venue operator's rules of admission apply to these tickets.

7.1.7 Duty to insert printed ticket into ticket gate. You must insert your printed ticket into the ticket gate at the start and end of an Underground, DLR, London Overground or National Rail journey. At stations where there are no ticket gates, or where the ticket gates are open or not in service, you must be prepared to show your printed ticket (and photocard, if needed) to a member of staff before starting or ending your journey.

7.1.8 Duty to show printed tickets. You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whether or not we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

If you are using a bus Saver ticket, you must always board the bus using the front door only and immediately hand the Staff Receipt to the driver.

7.1.9 Platform tickets. If you intend to go into a compulsory ticket area, but not onto a train, and do not have a ticket that is valid and available for travel, you must buy a printed platform

ticket. You can buy it from the ticket office or from the large ticket machines when the ticket office is closed. It will be valid for 70 minutes from the time you buy it. It cannot be used for travel.

7.2 Using travel concessions

7.2.1 General

If you are travelling free or at child-rate, our staff have the right to request proof of your age but will only do so where they have reasonable doubt about whether you are eligible for such travel.

7.2.2 Any season ticket you have must not expire later than the expiry date of the photocard which you are using it with or later than the expiry date of your Oyster photocard.

7.2.3 Under 11 year olds

On Buses

You can travel free at all times.

On the Underground

Under 5 years old. You can travel free at all times when with a ticket holder or someone using Oyster to pay as you go.

Aged 5 and under 11 years old. If accompanied by an adult, up to 4 children can travel free at all times. For this purpose, an adult can be any of the following:

- Persons aged 18 or over using any adult-rate ticket or when using Oyster to pay as you go at adult-rate
- 60+ London Oyster photocard holders (no additional ticket needed)
- Older person freedom pass holders (no additional ticket needed)
- Disabled person freedom pass holders aged 18 or over (no additional ticket needed)
- Veterans Concessionary Scheme Oyster photocard holders aged 18 or over (no additional ticket needed)
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Apprentice Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Bus & Tram discount photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Jobcentre Plus Travel Discount Card holders when holding a valid travel ticket or when using Oyster to pay as you go.

Children aged 5 and under 11 years old travelling without an adult as defined above may travel free if holding a valid 5-10 Oyster photocard.

7.2.4 11 to 15 year olds

On Buses

If you hold a valid 11-15 Oyster photocard, you can travel free on buses (except on special bus services) and London Tramlink, unless the concession has been withdrawn. You must carry your Oyster photocard with you and touch it on the yellow card reader when you board a bus (see clause 6.8). If you fail either to touch in correctly or to pay a fare, you will be liable to a Penalty fare and/or you may have your travel concession withdrawn.

If you do not have a valid 11-15 Oyster photocard or do not have your Oyster photocard with you or your Oyster photocard has failed or is damaged, you will need to pay the relevant adult fare for your journey.

If you have a valid 11-15 Oyster photocard with no free travel concession, you can use it to buy child-rate Travelcard season tickets, reduced rate Bus & Tram Pass season tickets and to pay as you go at half the adult-rate.

The above does not apply on certain special bus services where we do not offer child fares or free travel or on sections of certain routes which operate across the Greater London boundary. Go to tfl.gov.uk for information.

On the Underground

You may buy and use child-rate single, return and Day Travelcards without the need for an 11-15 Oyster photocard.

If you hold an 11-15 Oyster photocard and have bought the appropriate season ticket or you have added pay as you go credit to your photocard, you can travel at child-rate.

If you have an 11-15 Oyster photocard, it can be used until the expiry date shown on the photocard (even if you have turned 16 years old) to buy child-rate Travelcard season tickets and to pay as you go at child-rate.

7.2.5 16 and 17 year olds

On Buses

If you are aged 16 or 17 years and hold a 16+ Oyster photocard, the following travel concessions are available:

- **holder not in qualifying full-time education or not a resident of a London borough** – you can buy and use child-rate 7 Day, monthly and longer period (for up to 12 months not going beyond the expiry date of the 16+ Oyster photocard) Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. Where advertised as available on tfl.gov.uk/tickets you can also pay as you go at half the adult-rate
- **holder in qualifying full-time education and a resident of a London borough** – you can travel free on buses (except on special bus services) and London Tramlink and you can buy and use child-rate 7 Day, monthly and longer period (for up to 12 months not going beyond the expiry date of the 16+ Oyster photocard) Travelcard season tickets

Where advertised as available on tfl.gov.uk/tickets you can also pay as you go at half the adult-rate. If, following a journey on the Underground, DLR, London Overground or National Rail, the balance on your 16+ Oyster photocard is in debit, you will not be able to travel free, even on buses and trams. You will need to add credit to your card to clear the debit. This can be done at an Underground or London Overground station ticket office or ticket machine, London Travel Information Centre or Oyster Ticket Stop and some National Rail station ticket offices and ticket machines.

To get the 16+ free or half-rate travel concession, you must carry your 16+ Oyster photocard with you and touch it on the yellow card reader when you board a bus (see clause 6.8). If you do not have your 16+ Oyster photocard with you or your Oyster photocard has failed or is damaged, you will need to pay the relevant adult fare for your journey.

If you fail to touch in correctly or pay a fare, you may be liable to a Penalty fare, you may be prosecuted or you may have your travel concession withdrawn.

The above does not apply on certain special bus services where we do not offer 16+ fares or free travel or on sections of certain routes which operate across the Greater London boundary. Go to tfl.gov.uk/tickets for information.

On the Underground

You can put pay as you go credit on your 16+ Oyster photocard and pay as you go at half the adult-rate and can buy and use child-rate Travelcard season tickets. For information go to tfl.gov.uk/tickets or see publicity available at ticket selling outlets.

7.2.6 18+ Students

If you hold a valid 18+ Student Oyster photocard you can buy and use Student-rate season tickets. For information go to tfl.gov.uk/tickets or see publicity available at ticket selling outlets.

Any Student-rate season ticket that you have must not expire later than the date your 18+ Student discount concession expires.

7.2.7 Apprentices

If you hold a valid Apprentice Oyster photocard you can buy and use Apprentice-rate season tickets. For information go to tfl.gov.uk/apprenticeOyster.

Any Apprentice-rate season ticket that you have must not expire later than the date your Apprentice discount concession expires

7.2.8 Jobcentre Plus Travel Discount Cards

If you hold a Jobcentre Plus Travel Discount Card and you also hold an Oyster card with the Jobcentre Plus Travel Discount Card concession on it, you can buy and use child-rate Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. You can also pay as you go at half the adult-rate. You cannot buy Underground cash single and return tickets, Day Travelcards or Group Day tickets at a special rate.

7.2.9 Bus & Tram discount tickets

If you hold a Bus & Tram discount photocard and an Oyster card with the Bus & Tram discount on it, you can buy and use reduced rate Bus & Tram Pass season tickets and pay as you go at half the adult-rate on bus and London Tramlink services.

Although you can also buy and use Travelcard season tickets and pay as you go on London Underground, DLR, London Overground and National Rail services within the National Rail pay as you go area, there is no discount and full adult-rates will apply.

7.2.10 Veterans Concessionary Travel Oyster photocards

If you hold a Veterans Concessionary Travel Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground and some National Rail* services at all times. You can also travel on National Rail from 0930 Monday to Friday and anytime on public holidays (* see Note A2).

7.2.11 60+ London Oyster photocards

If you hold a 60+ London Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground and some National Rail* services at all times. You can also travel on National Rail from 0930 Monday to Friday and anytime on public holidays (* see Note A2).

7.2.12 National Railcard or Gold Card discounts

For information about how to obtain a National Railcard, see clause 5.14.

If you hold

- a) a 16-25, Senior, Disabled persons or HM Forces Railcard and an Oyster card with the National Railcard discount loaded on it
- b) an Oyster card which both holds an adult-rate annual Travelcard and has the associated Gold Card discount loaded; or
- c) an Oyster card on which a Gold Card discount has been loaded in association with a printed adult-rate annual Travelcard or National Rail point-to-point season ticket

your off-peak Oyster daily price cap will be 34% lower than the equivalent adult-rate bus, London Underground, London Tramlink, DLR, London Overground and National Rail daily price cap. Individual off-peak pay as you go fares for journeys involving travel by Tube, DLR, London Overground or National Rail will also be 34% lower than the equivalent adult rate for the journey. These discounts are only available to the cardholder. You must carry your National Railcard with you at all times, irrespective of the service you are travelling on and present it for inspection when asked.

If you hold a Railcard and are travelling with other people who are eligible for a discount on any printed tickets bought in association with your Railcard, the entire group, including you, must buy and use printed tickets.

If you hold a Disabled persons Railcard, also hold an Oyster card with the National Railcard discount and pay as you go credit loaded on it and are travelling with a Companion who is eligible for a discount on any printed tickets bought in association with your Railcard, you, as the Railcard holder, do not need to buy a printed ticket.

If you hold an Annual season ticket (Gold Card) valid in Zones 1-6, either on an Oyster card or in the form of a printed ticket, and you wish to travel with a Companion holding an Off-peak Day Travelcard bought at a discount in association with your Gold Card you, as the Gold Card holder, do not need to buy a separate ticket. However if your Gold Card is not valid throughout Zones 1-6, you will need to buy a separate Zones 1-6 Off-peak Day Travelcard for yourself.

7.3 Paying for tickets and adding credit to your Oyster card. Information about the fare you should expect to pay and how you can buy tickets and put pay as you go credit on your Oyster card can be found at tfl.gov.uk/tickets and in publicity available at ticket selling outlets.

If you buy a season ticket or add credit to your Oyster card with a cheque or debit/credit card that is not honoured, the season ticket or pay as you go facility will be invalid from the time it was issued or credit was put on your Oyster card. In such a case, we can charge you the appropriate full cash single fare for all journeys you make using the invalid ticket or Oyster card and we can stop the card.

7.4 If the Underground station ticket office is closed. If you do not have with you a valid ticket or sufficient pay as you go credit on your Oyster card, you must use a ticket machine to add credit to your Oyster card or to buy at least a single ticket or a Ticket Extension. If you have a problem using the ticket machines, ask for help from the first available member of our staff.

7.5 Checking tickets and change. When you buy a ticket, please check at once that it is the one you want and where given, check that you have been given the right change.

7.6 Our ticket types and conditions. Pages 30 to 36 give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, 18+ Student, Apprentice, Jobcentre Plus Travel Discount Card, Bus & Tram discount tickets see clause 7.2 or go to tfl.gov.uk/tickets

It is your responsibility to ensure you have the correct ticket or have validated your Oyster card correctly for the journey you are making.

As well as the ticket types shown in these Conditions of Carriage, we sell or issue some other types of ticket that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict with the ones shown in these Conditions of Carriage, the special conditions apply instead.

If we introduce new tickets, photocards, products or ticketing facilities while this version of the Conditions of Carriage is in force, we will publish information about them separately until we re-issue the Conditions of Carriage.

Our ticket types and conditions

Ticket type	Bus cash single fare	Bus Saver ticket
Validity	At the time it is bought (see clause 7.1.4 for special arrangements where cash single fares are advertised as not being sold on buses).	Not available to buy at ticket selling outlets. Each ticket is valid for one single bus journey.
Availability	A single journey on the bus on which it is bought, (or on the first bus boarded if the ticket has been bought from a Roadside Ticket Machine).	A single journey on any bus across the London bus network, including sections outside Greater London. Cannot be used on special bus services.
Can it be used on other services?	No.	Yes - on the bus services as shown in Note A3.
Extra conditions	<p>Only available at adult-rate.</p> <p>Cannot be used on more than one bus, unless specifically authorised.</p> <p>If it is bought from a Roadside Ticket Machine, the journey for which it was bought must start before the time printed on the ticket, which is one hour after the ticket was bought.</p>	<p>Cannot be used on more than one bus, unless specifically authorised. Tickets are transferable from one person to another before they travel.</p> <p>The bus must be boarded using the front door only and the Staff Receipt portion of the bus Saver must be handed to the driver. Special arrangements apply if you are accompanying a wheelchair user (see clause 13.3.5) or using a buggy (see clause 14.5). On buses with conductors, you must hand the Staff Receipt portion of the bus Saver to the conductor at the earliest opportunity.</p>

Our ticket types and conditions

Ticket type	Bus & Tram Pass season ticket	Free travel on buses for young people
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	At all times.
Availability	<p>Unlimited bus journeys across the London bus network, including sections outside Greater London.</p> <p>Cannot be used on special bus services.</p>	<p>Unlimited bus journeys across the London bus network, including sections outside Greater London, on services contracted by London Buses.</p> <p>Not available on special bus services or other operators' services which cross the GLA boundary. Go to tfl.gov.uk for information.</p>
Can it be used on other services?	Yes - on the bus services as shown in Note A3 and on London Tramlink.	Yes - on the bus services as shown in Note A3 and on London Tramlink.
Adult photocard needed?	<p>7 Day, monthly and longer period on an Oyster card – No.</p> <p>Printed 7 Day ticket - No.</p> <p>Printed monthly and longer period ticket – Yes.</p>	Not applicable.
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Bus & Tram Pass season tickets on an Oyster card can be bought up to 30 days before the start date at Underground stations and Travel Information Centres or 7 days before at Oyster Ticket Stops.</p> <p>Printed Bus & Tram Pass season tickets are not available to buy at ticket selling outlets.</p>	<p>Available to all Under-11s.</p> <p>All 11 year olds and over need a valid Oyster photocard.</p> <p>The Oyster photocard must be carried at all times and must be touched on the yellow card reader when boarding a bus.</p> <p>Failure to touch your Oyster photocard on the yellow card reader when boarding a bus may result in your free travel concession being withdrawn.</p> <p>Failure to have a valid Oyster photocard or to pay a fare will result in a Penalty fare being issued.</p>

Our ticket types and conditions

Ticket type	Underground single or return	Free travel on the Underground for children aged under 11 years old
Validity	<p>On any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	<p>At all times.</p>
Availability (see Note B)	<p>A single Underground journey from the station where it is bought to any station/London Tramlink stop within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are available for the same journey in reverse to any Underground station where the fare value is the same or less. The journey must be made without leaving the Underground (or other operator's system) at intermediate stations unless this is specifically mentioned.</p>	<p>On all Underground services.</p> <p>This is subject to the normal rules on availability of the ticket, freedom pass, 60+ London Oyster photocard, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Can it be used on other services?	<p>Yes - on London Overground, DLR and London Tramlink services, and on the National Rail services shown in Note A1.</p>	<p>Yes – on DLR and London Overground services, and on the National Rail services shown in Note A1.</p> <p>Travel is subject to the normal rules on availability of the ticket, freedom pass, 60+ London Oyster photocard, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Extra Conditions	<p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p>	<p>Under 5 years old. Available to all children at all times when they are with a ticket holder or someone using Oyster to pay as you go.</p> <p>Aged 5 and under 11 years old. Available for up to four children when travelling with an adult and to children who hold a 5-10 Oyster photocard .</p>

Our ticket types and conditions

Ticket type	Day Travelcard
Validity	<p>Anytime tickets - From 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p>
Availability (see Note B)	<p>On Underground, DLR, London Overground and National Rail services - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses – unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p>On London Tramlink – unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>
Can it be used on other services?	<p>Yes - on the bus services as shown in Note A3. Also entitles the holder to 1/3rd off the cost of travel on most River boat services and to discounted fares on the Emirates Air Line.</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

Our ticket types and conditions

Ticket type	Travelcard season ticket	Pay as you go
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	At all times.
Availability (see Note B)	<p>On Underground, DLR, London Overground and National Rail services - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket. Cannot be used on special bus services.</p> <p>On London Tramlink - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>Oyster cards can be used to pay as you go on bus, Underground, London Tramlink, DLR and London Overground services.</p> <p>Also on National Rail services within the National Rail pay as you go area and on the Emirates Air Line.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area. Go to tfl.gov.uk for information.</p> <p>Contactless payment cards can be used to pay as you go on TfL bus services.</p>
Can it be used on other services?	Yes - on the bus services as shown in Note A3. Also entitles the holder to 1/3 rd off the cost of travel on most River boat services and to discounted fares on the Emirates Air Line.	Pay as you go credit can be used to buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services. Oyster cards can be used on other services – see Note A.3.
Adult photocard needed? (see Note B)	<p>7 Day, monthly and longer period on an Oyster card - No.</p> <p>Printed 7 Day ticket (issued at TfL outlets) available within Zones 1-9 - No.</p> <p>Printed 7 Day ticket available to a National Rail destination outside Zones 1-9 - Yes.</p> <p>Printed monthly and longer period ticket – Yes.</p>	No.
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Where on an Oyster card, can be bought up to 30 days before the start date at Underground stations and London Travel Information Centres and 7 days before at Oyster Ticket Stops.</p> <p>Where more than one Travelcard season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times.</p> <p>Printed tickets can be bought up to 7 days before the start date.</p>	Tickets bought, using pay as you go credit on Oyster, for use on Thames Clipper Commuter River boat services or the Emirates Airline will not count towards any daily price cap (see clause 6.10).

Our ticket types and conditions

Ticket type	Freedom pass	English National Concessionary Bus Passes
Validity	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A2).	At all times on any TfL bus service.
Availability (see Note C)	On all services shown in the booklet issued with freedom passes or in other notices about them. Can also be used on some special bus services. Please check with the operator or with London Councils at freedompass.org	Can also be used on some special bus services. Please check with the operator or with London Councils at freedompass.org Holders of English National Concessionary Bus Pass Companion cards are not permitted to start their journey within Greater London.
Can it be used on other services?	Yes – at all times on the bus services as shown in Note A3. Yes - on most other operators' local bus services throughout England as part of the English National Concessionary Bus Scheme. These bus services can only be used by freedom pass holders from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays). To travel free on these services, the freedom pass must contain a hologram and the English National Concessionary Bus Scheme logo. Yes - can be used to obtain discounted fares on Thames Clipper Commuter River boat and Emirates Air Line services.	Yes - at all times on the bus services as shown in Note A3. Yes - on most other operators' local bus services throughout England from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays).
Extra conditions	Cannot be transferred from one person to another. It can only be used by the person whose name and photograph appears on the pass. We may withdraw any freedom pass which appears to be invalid or is being misused and the pass may not be returned whether or not the misuse was by the registered holder of the pass. If you move from Greater London your freedom pass must be surrendered to: FREEPOST FREEDOM PASS RETURNS.	To travel free on all these services, the pass holder must have a valid English National Concessionary Bus Pass showing they are eligible for the English National Concessionary Scheme. Cannot be transferred from one person to another. It can only be used by the person whose name and photograph appears on the pass. Within Greater London, people accompanying English National Concessionary Bus Pass holders must pay for their own journeys We may withdraw any English National Concessionary Bus Pass which appears to be invalid or is being misused .The pass may not be returned whether or not the misuse was by the registered holder of the pass.

Our ticket types and conditions

Ticket type	Veterans Concessionary Travel Scheme Oyster photocard	60+ London Oyster photocard
Validity	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A2).	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A2).
Availability (see Note C)	Can also be used on some special bus services. Please check with the operator or go to tfl.gov.uk/tickets	
Can it be used on other services?	Yes – at all times on the bus services as shown in Note A3. Yes – can be used to obtain discounted fares on Thames Clipper Commuter River boat and Emirates Air Line services	Yes – at all times on the bus services as shown in Note A3. Yes – can be used to obtain discounted fares on Thames Clipper Commuter River boat and Emirates Air Line services
Extra conditions	Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.	Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.

Notes

A1 Underground cash single and return tickets that only show a fare value or zones, and Underground Group Day tickets, can also be used on the National Rail services shown below and, where applicable, within the specified zones.

- Amersham to Marylebone
- Finsbury Park to King’s Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street*
- Watford Junction to Clapham Junction (Southern service)*
- Watford Junction to Euston (London Midland service)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

* Not Group Day tickets

A2 Freedom passes, 60+ London Oyster photocard and Veterans Concessionary Travel Oyster photocard can also be used between 0430 and 0930 on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)*
- Harrow & Wealdstone to Euston
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking
- New Cross Gate to West Croydon / Crystal Palace / Clapham Junction(London Overground service only)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip.

* Freedom pass, 60+ London Oyster photocard and Veterans Concessionary Travel Oyster photocard holders can travel free at all times on London Overground services.

On Southern services between Clapham Junction and Harrow & Wealdstone, holders of Veterans Concessionary Travel Oyster photocard and Disabled person freedom passes can travel free at all times; holders of Older person freedom passes and 60+ London Oyster photocard can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

A map showing where freedom passes, 60+ London Oyster photocard and Veterans Concessionary Travel Oyster photocard can be used on National Rail between 0430 and 0930 can be found at tfl.gov.uk/tickets

A3 The other local bus operators services within Greater London are:

- 402 Bromley North Station – Knockholt Pound, Three Horseshoes*
- 477 Orpington Station – Crockenhill Road, Crouch Farm*

* Freedom passes and English National Concessionary Scheme Bus Passes are not valid on routes 402 and 477 before 0930 on Mondays to Fridays.

This information may be changed at any time.

B The Oyster rail services in London map showing zones for rail travel can be seen at every Underground station, together with a list of Underground local Oyster and cash single fares from that station. The map is available at tfl.gov.uk

8. Replacement and duplicate tickets and Oyster cards

8.1 Replacement printed tickets. If your printed ticket is damaged or can no longer be read easily, or if it no longer works our ticket gates, we will replace it free of charge provided we can confirm that it is still valid. Printed tickets issued from Underground ticket offices or Travel Information Centres can be replaced at any Underground station. We will not replace a single/return ticket, bus Saver ticket or any ticket issued by London Overground or National Rail.

8.2 Replacement Oyster cards. If your Oyster card is damaged or will not work on our yellow or pink card readers we may replace it free of charge. You can ask us to do this at any Underground station or by going to tfl.gov.uk or by calling the Oyster helpline.

At Underground stations, we may ask you to complete a Failed Oyster card form. In order to be able to issue your replacement card at once, we will ask you to provide details on this form about the season ticket(s) and/or pay as you go credit on the card. You will also need to provide proof of your name and address and a telephone number in case we need to contact you. This applies even if your Oyster card is registered/protected. Completion of the Failed Oyster card form does not mean that your replacement Oyster card is registered/protected, this being dependent on whether your original Oyster card was registered/protected.

If we later find that there are errors in the information you have given, we may take action to correct the season ticket(s) and/or pay as you go credit on the replacement card as follows:

- If you have overestimated the remaining pay as you go credit on your replacement Oyster card you must pay any balance due to us. If you subsequently realise that you have underestimated the remaining pay as you go credit on your replacement Oyster card you will need to call the Oyster helpline. We will then refund the additional amount to you. However, where the value of the over or under estimation is less than £1 we will not require this payment or pay this refund.
- If you have overstated the availability and validity of the season ticket on your replacement Oyster card, you must pay any balance due to us to cover the additional availability and validity.
- If you subsequently realise that you have understated the availability and validity of the season ticket on your replacement Oyster card, you will need to call the Oyster helpline. We will then take the following action:
 - ◆ If you have understated the period of validity by 7 days or less, we will make a refund, which will be assessed pro-rata to the cost of the original season ticket, for each lost day
 - ◆ If you have understated the availability and/or period of validity by more than 7 days, we will arrange for the season ticket to be exchanged.

If we have reason to suspect that the information you have provided is deliberately false, we may stop you from using the replacement card and you may be prosecuted.

If your Oyster card fails twice in any 12 month period, we may write to you requesting details of the circumstances in which the Oyster card failed in order to help us to discover why this is happening.

If you ask to exchange your Oyster card by going to tfl.gov.uk or by calling the helpline, you will have to give back your defective Oyster card once you have received your replacement card. We will let you know how to do this at the time you apply for your replacement Oyster card.

If we issue you with a replacement Oyster card with a season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession no longer works or is damaged, you can find information about what to do by going to tfl.gov.uk or by calling the Oyster helpline.

8.3 Duplicate printed season tickets. If you lose a monthly or longer period printed season ticket you must report this as soon as possible – see below on where to do this.

We issue duplicate printed season tickets at our discretion and you may have to pay an administration fee. In certain circumstances, we may ask you to provide additional information in writing or to attend an interview to discuss your application for a duplicate with us. We do not issue duplicates (or give refunds) for lost printed season tickets that are valid for 7 days or less.

If you bought the season ticket at an Underground station, you can apply for a duplicate season ticket at any Underground station ticket office. You will need to buy printed tickets to travel whilst waiting for your duplicate season ticket to be issued. We will not make a refund for the period before you reported the loss of your printed season ticket or for the first five days after you did so. We will also not make a refund of any daily fares paid whilst waiting for your duplicate season ticket to be issued or if we do not agree to issue a duplicate. If it takes longer than five days to issue a duplicate season ticket after you have reported it lost or stolen and we have verified your details, we will make a refund, assessed pro-rata to the original cost of the missing season ticket, for each additional day over the five days, You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers.

- Monthly and longer period printed season tickets (but not annuals):
We will issue only one duplicate of any one original printed season ticket. We will not normally issue more than two duplicates of separate printed season tickets to the same customer within any period of twelve consecutive months
- Annual printed season tickets:
We will only issue one duplicate of an original printed season ticket.

However, we will consider issuing a further duplicate printed season ticket if:

- a) the original printed season ticket was returned to us within one month of you reporting the loss to us; or
- b) the printed season ticket was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of documentation/a letter or an email from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the season ticket was stolen or destroyed by fire.

8.4 Duplicate season ticket and/or pay as you go on an Oyster card

Unregistered/Unprotected Oyster cards - If your Oyster card, which has not been registered or protected with us, is lost or stolen, we will not issue a duplicate or make a refund of any season ticket or pay as you go credit on the Oyster card at the time of loss/theft or make a refund of any additional fares paid following the loss/theft.

Registered and Protected Oyster cards - If you lose your registered or protected Oyster card or it has been stolen, you must report this to us as soon as possible. You can do this by going to tfl.gov.uk/oyster or by calling the Oyster helpline. You must provide us with your Oyster card number and the password used when you registered/protected your Oyster card so that we can stop your card. The date and time of report of loss will be recorded as the time we verify your details. Only on completion of verification will we be able to prevent the lost/stolen card from being used. If you subsequently find/have returned to you your lost/stolen Oyster card, you must not start using it again. The Oyster card should be handed in at an Underground station ticket office or be posted to the Oyster helpline.

If you lose your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession, or it has been stolen, you can find information about what to do by going to tfl.gov.uk or by calling the appropriate helpline.

Season tickets – If your registered or protected Oyster card has an adult-rate season ticket which has six or more days remaining on it, we will issue you with a new Oyster card which will have included on it your duplicate season ticket and/or pay as you go credit. Where you have obtained a new Oyster card we may arrange for a duplicate season ticket and/or pay as you go credit to be sent to your new card.

If your registered/protected Oyster card only has an adult-rate season ticket on it which has five or fewer days remaining on it, we will not normally issue a new Oyster card with a duplicate season ticket on it. Instead, we will refund the remaining value of the season ticket, less an administration fee that we charge for this service. The amount of the refund will be worked out from the date and time that we verify your details once you have reported your card missing. If your missing Oyster card also has pay as you go credit on it, any credit remaining on the missing card will be refunded to you.

A refund is not payable of any deposit paid for the lost/stolen Oyster card.

If you lose your registered/protected Oyster card with an adult-rate season ticket on it, you will need to buy tickets to travel whilst waiting for your new Oyster card with duplicate season ticket on it to be issued. If you have to wait longer than five days from the time you report the loss of your Oyster card, the details of which have been verified, to the issue of a new Oyster card with duplicate season ticket on it, a refund assessed pro-rata to the original cost of the missing season ticket, will be made for each additional day over the five days. Any such claim must be made within 28 days of the date your new Oyster card is received. Claims cannot be made after this time. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers. We do not refund the value of any daily fares paid and will not make a refund for the period before you reported the loss of your Oyster card and have verified the details or if we do not agree to issue a new Oyster card with duplicate season ticket on it.

If your registered/protected Oyster card with an adult-rate season ticket on it is stolen or destroyed by fire, you will need to buy tickets to travel whilst waiting for your new Oyster card and duplicate season ticket to be issued. You will need to provide proof that the Oyster card was stolen or destroyed either in the form of documentation/a letter or an email from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire. We will then refund the additional fares paid where they are covered by the availability of your season ticket.

Any such claim must be made within 28 days of the date your new Oyster card with duplicate season ticket on it is received. Claims cannot be made after this time. You will need to provide proof that you bought tickets when you apply for a refund so keep the tickets or a record of their serial numbers. We will not make a refund for the period before you reported the theft or destruction of your Oyster card and have verified the details or if we do not agree to issue a duplicate.

We will not normally issue more than three new Oyster cards with duplicate season ticket and/or pay as you go credit or make a refund more than three times to the same customer within any period of twelve months.

However, we will consider issuing a further new Oyster card with a duplicate season ticket and/or pay as you go credit or making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we may ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

If we issue you with a new Oyster card with a duplicate season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

Pay as you go credit - If your registered or protected Oyster card only has pay as you go credit on it, we may issue you with a new Oyster card which will have included on it your pay as you go credit. Alternatively, we may refund the remaining pay as you go credit to you, less an administration fee that we charge for this service. Any refund will be worked out from the date that your report of loss has been verified.

We will not normally make such a refund more than three times to the same customer within any period of twelve months.

However, we will consider making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, and the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

A refund is not payable of any deposit paid for the lost/stolen Oyster card or of the value of any daily fares paid.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we will ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

9. Ticket-less travel and Penalty fares

9.1 A Penalty fare of £80 applies on London Bus Services Limited and London Underground Limited. This is reduced to £40 if paid within 21 days of the date following issue of the Penalty fare notice.

If you are issued with a Penalty fare, the Appeals process is outlined on the Penalty fares notice issued at the time (see Section 2 for London Bus Services Limited and London Underground Limited Appeals office addresses).

9.2 If you are travelling on one of our buses without:

- a ticket that is valid and available for the journey you are making
- a validated Oyster card or Oyster photocard showing a record of the start of your journey
- a validated contactless payment card

or you are travelling within the compulsory ticket area on the Underground without:

- a ticket that is valid and available for the journey you are making
- an Oyster card, Oyster photocard or other smartcard containing a valid season ticket
- a validated Oyster card, Oyster photocard or other smartcard, when you are paying as you go, showing a record of the start of your journey

you may be issued with a Penalty fare or you may be prosecuted (see Section 10).

Your Oyster photocard may be withdrawn if you do not pay any penalty fare that is issued to you.

10. Suspected fare evasion and prosecutions

10.1 If you are travelling on one of our buses without:

- a ticket that is valid and available for the journey you are making
- a validated Oyster card, Oyster photocard or other smartcard showing a record of the start of your journey
- a validated contactless payment card

or you are travelling within the compulsory ticket area on the Underground without:

- a ticket that is valid and available for the journey you are making
- an Oyster card, Oyster photocard or other smartcard containing a valid season ticket

- a validated Oyster card, Oyster photocard or other smartcard, when you are paying as you go, showing a record of the start of your journey and we believe that you are trying to avoid paying the correct fare, you may be prosecuted. If the court finds you guilty you risk a fine or imprisonment.

10.2 If we believe that you have used or tried to use any ticket, Oyster card, Oyster photocard or smartcard to defraud us we may cancel and not re-issue it. If we believe that you have used or tried to use a contactless payment card to defraud us, we may prevent it from being accepted for travel in future. If this happens, we will not give you or the rightful holder a refund of the remaining value of the ticket, or refund any credit or deposit paid for the Oyster card.

10.3 If we believe that your ticket or Oyster card (or your photocard) has been tampered with we may withdraw it. If this happens, we will not return it or replace it or give you a refund of the remaining value. If your ticket or Oyster card (or your photocard) is damaged to such an extent that it cannot be read or will not work on our yellow or pink card readers, we will withdraw and not return it but may, at our discretion, replace it. In either case, you must hand over the ticket or Oyster card and/or photocard if we ask you to do so.

11. Refunds on tickets and compensation

11.1 Our policy for paying refunds on tickets and our compensation policy is outlined in the table on pages 45 to 51.

11.2 If we or our contractors fail to run the bus or Underground services we have advertised or if there are delays to those services, we will not compensate you for any losses you may suffer as a result, except in the circumstances and in the ways as set out in the table on pages 45 to 51.

11.3 If our Underground services are disrupted by strike action, refunds are not payable under the Customer Charter. In the event of a strike, we may offer a goodwill payment in which case special rules for claiming will apply. For information go to tfl.gov.uk or contact TfL Customer Services.

11.4 If our bus services are disrupted by strike action, you can contact TfL Customer Services.

11.5 Season ticket refunds

11.5.1 We will normally refund the remaining value of a season ticket that you no longer need provided that as soon as you stop using it you immediately return it to us or ask us to cancel it on your Oyster card. The amount of the refund will be worked out from that date.

11.5.2 We will work out your refund by taking away from the cost of the season ticket you bought, one fifth of the 7 Day rate for each day that the season ticket was held and/or the cost of the cheapest equivalent ticket (or tickets) for the length of time you held it, plus an administration fee that we charge for this service. This means that the amount that we pay back will not usually be in direct proportion to the cost of the season ticket, and if it is near to its expiry date when you return/cancel it, there may be no refund due.

11.5.3 Refunds will not include any days when you did not use your season ticket before you returned it to us or had it cancelled. However, if you are ill and cannot immediately return your season ticket to us/have it cancelled on your Oyster card, and if you provide a medical certificate or some other proof (such as a letter from your employer, on their headed paper) confirming the start date of your illness and that you were ill continuously from that date until the date of return/cancellation of your ticket, we will back date your refund as follows:

- if your season ticket is returned to us or cancelled within six weeks after the start of your illness, we will then work out your refund from the start of your illness
- if your season ticket is returned to us or cancelled more than six weeks after the start of your illness, we will work out your refund on the basis of your season ticket having last been used six weeks prior to the surrender/cancellation date.

You must not re-use your printed season ticket after the end of your illness if you intend to claim a refund. Instead you must buy a new ticket when you start travelling again. If you do use your season ticket again, we will not give you a refund.

If you have an Oyster card with a season ticket on it, you must not re-use your season ticket, or use any pay as you go credit on your Oyster card, if you intend to claim a refund, until you have cancelled your season ticket. You must buy a new season ticket when you start travelling again. If you do use your season ticket again or the pay as you go credit on your Oyster card, before the season ticket is cancelled, we will not give you a refund.

11.5.4 At Underground stations, where a refund cannot be made immediately and has to be referred to the Oyster Ticketing and Refunds Office, you may be given a printout showing the estimated value of any refund due. Where, on processing by the Oyster Ticketing and Refunds Office, the amount shown on this printout does not correspond with the actual amount of the refund due (calculated by the Oyster Ticketing and Refunds Office in accordance with clause 11.5.2.) then the refund calculated by the Oyster Ticketing and Refunds Office will apply.

11.5.5 Where your refund application has to be referred to the Oyster Ticketing and Refunds Office, although your Oyster card may be unregistered/unprotected, you will be required, for administration purposes, to provide your name and address. You may also be required to provide proof of ID.

11.5.6 We will not normally give you a refund for a duplicate printed ticket that you no longer need, unless the original printed ticket was found and returned to us within one month of the date you reported it lost. If, however, you stop using a duplicate printed ticket for a reason such as redundancy, long term personal illness or pregnancy, we will consider making a refund if you can give us satisfactory proof.

If your season ticket is on a registered/protected Oyster card, this does not apply and a refund will be made in accordance with clauses 11.5.1. to 11.5.5. If you paid a deposit for your Oyster card, we will not refund it if you no longer need your duplicate Oyster card.

We will not give you a refund for a season ticket or pay as you go credit on an unregistered/unprotected Oyster card which has been lost or has been stolen.

Underground ticket refund and compensation policy

If this happens	We will...	What to do next
<p>You make your journey but are delayed (or cannot complete it) for reasons within our control.</p> <p>This does not include any delay incurred as a result of strike action (see clause 11.3).</p>	<p>give compensation to the value of the fare for the single journey you were making, if the delay is more than 15 minutes or as set out in the latest London Underground Customer Charter refund application form.</p>	<p>Check whether the delay you suffered qualifies under the terms of the latest London Underground Customer Charter. If it does, apply online on tfl.gov.uk/tube for a Customer Charter refund.</p> <p>Alternatively, get a Customer Charter refund form from any Underground station ticket office, complete it, and send it by Freepost to TfL Customer Services.</p>
<p>You make your journey but are delayed or have to pay additional or higher fares on alternative routings, for reasons outside our control.</p>	<p>give no compensation.</p>	<p>Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.</p>
<p>You make your journey but are delayed, or have to pay additional or higher fares on alternative routings, as a result of planned engineering works.</p>	<p>give no compensation.</p>	<p>Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.</p>
<p>You have:</p> <ul style="list-style-type: none"> • bought a ticket • (if paying as you go): touched your Oyster card on the yellow card reader <p>but are unable to start your journey because of service disruption.</p>	<p>give you a full and immediate cash refund of the fare you have paid if you hold a single or return ticket.</p> <p>if paying as you go, credit your Oyster card with the amount paid</p>	<p>Hand in your ticket straight away to the ticket office at the station where it happened and ask for a cash refund. If you prefer, ask at any Underground station ticket office for a refund application form and send it with your ticket to our Oyster Ticketing and Refunds Office.</p> <p>If paying as you go, ask for reimbursement of the charge made at the station where you started your journey, as you leave the station or call the Oyster helpline.</p>

Underground ticket refund and compensation policy – *continued*

If this happens	We will...	What to do next
<p>You have:</p> <ul style="list-style-type: none"> bought a ticket (if paying as you go): touched your Oyster card on the yellow card reader <p>but are unable to start your journey because of service disruption.</p>	<p>give you a full and immediate cash refund of the fare you have paid if you hold a single or return ticket.</p> <p>if paying as you go, credit your Oyster card with the amount paid</p>	<p>Hand in your ticket straight away to the ticket office at the station where it happened and ask for a cash refund. If you prefer, ask at any Underground station ticket office for a refund application form and send it with your ticket to our Oyster Ticketing and Refunds Office.</p> <p>If paying as you go, ask for reimbursement of the charge made at the station where you started your journey, as you leave the station or call the Oyster helpline.</p>
	<p>consider a request for a refund for the length of time we provide no service, if you hold any other type of ticket.</p>	<p>Write to TfL Customer Services explaining the circumstances and enclosing the ticket or its details, including all the numbers on it.</p>
<p>You have bought a single or return ticket but have not used it for reasons other than service disruption.</p>	<p>generally not refund; however we may consider such requests on a case by case basis</p>	<p>You must hand in your unused ticket(s) at any Underground station ticket office. TfL expects you to return your ticket(s) on the same day of purchase, at the same station. Or you can send it (them) to our Oyster Ticketing and Refunds Office as soon as you no longer need it (them). Ask for an application form that explains what you need to do.</p>
<p>You have bought a single or return ticket but have only partially used it for reasons other than service disruption.</p>	<p>not give a refund on partially used single or return tickets.</p>	
<p>You forget to bring your 5-10 Oyster photocard with free travel concession with you and are not travelling with an adult.</p>	<p>not give a refund of any additional fares paid.</p>	

If this happens	We will...	What to do next
<p>You make your journey but are delayed because of service disruption not within our or our contractors' control.</p>	<p>normally give no compensation.</p>	<p>Contact TfL Customer Services in writing if you have any suggestions about how we could have prevented the delay from happening or handled it better. If you use a contactless payment card and have been overcharged as a result of service disruption, we may give you a complimentary bus trip. See www.tfl.gov.uk/contactless</p>
	<p>consider a request for a refund if you experience exceptional hardship.</p>	<p>Write to TfL Customer Services giving a full explanation of the circumstances and enclosing the ticket (or its details, including all the numbers on it).</p>
<p>You buy your ticket but are unable to start your journey because of service disruption within our or our contractors' control (excludes disruption caused by strike action or major events or incidents).</p>	<p>consider a request for a refund.</p>	<p>Write to TfL Customer Services giving a full explanation of the circumstances and enclosing the ticket (or its details, including all the numbers on it).</p>
<p>You have a book of bus Saver tickets but you no longer need it.</p>	<p>not give a refund on unused bus Saver tickets.</p>	
<p>You forget to bring your 11-15 or 16+ Oyster photocard with free travel concession with you.</p>	<p>not give a refund of any additional fares paid. have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your Bus & Tram discount photocard and/or accompanying Oyster card with you.</p>	<p>not give a refund of any additional fares paid. have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	

General refund policy

If this happens	We will...	What to do next
<p>You buy a One Day ticket but do not use it.</p>	<p>give a refund provided that the ticket is handed in before the day of validity.</p>	<p>Ask at any Underground station ticket office for a refund application form and hand it in, with the ticket(s). It will be passed to our Oyster Ticketing and Refunds Office.</p> <p>Alternatively, write to the Oyster Ticketing and Refunds Office giving a full explanation of the circumstances and enclosing the ticket(s).</p>
<p>You buy a One Day ticket but only partially use it on the day of validity.</p>	<p>not give a refund on partially used One Day tickets.</p>	
<p>You have a credit on your Oyster card to pay as you go but no longer need it.</p>	<p>give a refund of the credit on your Oyster card.</p>	<p>Ask at any Underground station ticket office for the remaining credit on your card to be refunded. You may be asked to complete a refund application form and you may be asked to provide proof of ID. You can normally receive an immediate cash refund at any Underground station of the balance and deposit (where applicable) but subject to an upper limit. Otherwise, your application will be forwarded to the Oyster Ticketing and Refunds Office so that the refund can be sent to you.</p> <p>For further information, contact our Oyster Ticketing and Refunds Office.</p>

General refund policy - continued

If this happens	We will...	What to do next
<p>You forget to bring your season ticket or registered/protected Oyster card with a season ticket on it with you for a day.</p>	<p>consider a request for a refund provided you buy (an) additional ticket(s) for the journey(s) you make before or at the time you travel on that day. The refund will be based on the cost of your original ticket which you forgot to bring with you and will generally be less than the cost of cash single/return fares.</p> <p>not normally do this if you have used your season ticket already for the day you are claiming.</p> <p>not normally do this more than twice in any 12 month period.</p> <p>not give a refund where your Oyster card is unregistered/unprotected.</p>	<p>Ask at any Underground station ticket office for a refund application form and hand it in, with the ticket(s) you bought for the journeys (or give the information, including all the numbers on them) made that day. It will be passed to our Oyster Ticketing and Refunds Office. Alternatively, write to the Oyster Ticketing and Refunds Office giving a full explanation of the circumstances and enclosing the ticket(s). All such refund claims must be made within 28 days of the date you forgot to bring your season ticket or registered/protected Oyster card with you. Claims cannot be made after this time.</p>
<p>You forget to bring your freedom pass with you.</p>	<p>have the right to charge you a Penalty fare if you do not pay your fare before travelling on the Underground or if you do not pay your fare on boarding a bus.</p>	
<p>You forget to bring your Veterans Concessionary Travel Scheme Oyster photocard with you.</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your 60+ London Oyster photocard with you.</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your 60+ London Oyster photocard with you.</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	

General refund policy - continued

If this happens	We will...	What to do next
You forget to bring your English National Concessionary Scheme Bus Pass with you.	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
You forget to bring your Jobcentre Plus Travel Discount Card and any accompanying Oyster card with you.	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a Penalty fare if you do not pay your fare before travelling.</p>	
On your existing Oyster card, you bought a new season ticket that has the same zone(s) of availability and overlaps the expiry date of your current season ticket.	<p>consider a request for a refund of the number of days the tickets overlapped except where your old season ticket expires after a fares revision and your new season ticket starts before the fares revision date.</p> <p>not normally do this more than twice in any 12 month period.</p>	<p>Ask at any Underground station ticket office for a fare refund form and hand it in, with details of your Oyster card number. It will be passed to our Oyster Ticketing and Refunds Office.</p> <p>Alternatively, write to the Oyster Ticketing and Refunds Office giving your Oyster card number and a full explanation of the circumstances.</p>
You have paid more than the advertised pay as you go fare when paying as you go and have correctly touched in and touched out.	<p>refund the amount overpaid where pay as you go is available when making the journey.</p>	<p>Call the Oyster helpline after 48 hours but within 28 days of making the journey. Claims cannot be made after this time.</p>
You have paid more than the advertised pay as you go fare when paying as you go and either did not touch in or did not touch out.	<p>not normally make any refund unless there were reasons beyond your control for not touching in and touching out.</p> <p>Where we can we will attempt to adjust the credit on your card automatically. The credit will be sent to the station you use most often.</p>	<p>Call the Oyster helpline after 48 hours but within 28 days of making the journey and we will consider your request. Claims cannot be made after this time.</p> <p>Or go online, after 48 hours but within 8 weeks, log into your Oyster online account and select the incomplete journey for which you want to apply for a refund.</p>

General refund policy - *continued*

If this happens	We will...	What to do next
You buy a season ticket but cannot use it fully or you no longer need it.	give a partial refund provided that: a) you stop using the season ticket and do not start using it again; and b) the charge for the period the season ticket was held plus the administration fee that we charge for this service does not exceed the price you paid for the ticket.	Printed season ticket If you have a printed ticket, you must hand it in at any Underground station ticket office as soon as you no longer need it. Ask for an application form, which explains what you need to do. Alternatively you may send the ticket (by recorded or registered delivery) to our Oyster Ticketing and Refunds Office. Season ticket on an Oyster card If your season ticket is on an Oyster card, as soon as you no longer need it, you must call at any Underground station ticket office where your season ticket will be cancelled on your Oyster card. The refund may be paid immediately, but where this is not possible, your application will be forwarded to the Oyster Ticketing and Refunds Office so that the refund can be sent to you. Alternatively you may send the Oyster card (by recorded or registered delivery) to our Oyster Ticketing and Refunds Office. Where your refund is to be paid by the Oyster Ticketing and Refunds office, although your Oyster card may be unregistered/unprotected, you will be required, for administration purposes, to provide your name and address. If your season ticket was bought using a Travel Warrant, any refund due will be paid to the warrant issuer. For further information, contact our Oyster Ticketing and Refunds Office.

12. Luggage and possessions

12.1 General

12.1.1 For safety reasons, and for the comfort of other passengers, we have to control what you can bring with you onto our buses, Underground trains and property, although we do not charge you for the things we allow. If you have luggage or a folding buggy/pushchair, or a shopping trolley or folding cycle you must not put it on the seats or allow it to block gangways, stairs, lifts or passages. On buses, unfolded cycles are not permitted and folding cycles may only be carried in the designated luggage area.

12.1.2 You may bring with you:

- personal luggage that you are able to carry yourself (including up/down fixed stairways)
- folding buggies, folding pushchairs and folding cycles that you are able to carry yourself (including up/down fixed stairways)
- any other item, provided it is not dangerous or likely to injure anyone.

12.1.3 You must not bring with you anything that:

- is more than 2 metres long
- you are unable to carry yourself (including up/down fixed stairways)
- is a hazardous or inflammable substance
- is likely to cause injury or offence to other customers or to our staff
- is likely to cause damage to buses, Underground trains or stations.

12.1.4 Staff can refuse permission for you to take any item onto our services. If you are not sure if a particular item will be allowed, contact TfL Customer Services for advice before you travel.

12.1.5 Please keep your luggage and possessions with you at all times. Unattended property is a security risk and can cause unnecessary delays to services. It will be removed by our staff, and may be destroyed by the Police. We have the right to prevent you from bringing anything onto buses, Underground trains and property if we believe it may create a security risk.

12.2. Underground

12.2.1 You can bring a folding buggy/pushchair or folding cycle with you on any line at all times.

You can also bring an unfolded buggy/pushchair or cycle with you, but only on the sections of line shown below, and not between 0730 and 0930 or 1600 and 1900 on Mondays to Fridays (except public holidays). Special arrangements apply on the Bakerloo line.

Circle, District, East London, Hammersmith & City and Metropolitan lines	The whole of each line.
Bakerloo line	Queen's Park and Harrow & Wealdstone: <ul style="list-style-type: none"> • in the direction Harrow & Wealdstone to Queen's Park, cannot be carried between 0730 and 0930 Monday to Friday • in the direction Queen's Park to Harrow & Wealdstone, cannot be carried between 1600 and 1900 Monday to Friday.
Central line	White City to West Ruislip/Ealing Broadway Leyton to Epping Newbury Park to Woodford via Hainault.
Jubilee line	Finchley Road to Stanmore Canning Town to Stratford.
Northern line	Edgware to Colindale Hendon Central to Golders Green East Finchley to High Barnet/Mill Hill East.
Piccadilly line	Barons Court to Hounslow West/Uxbridge Cockfosters to Oakwood.

Unfolded buggies/pushchairs and cycles may not be taken on moving escalators or anywhere on the Victoria line or the Waterloo & City line. For safety reasons we do not allow them on the buses that we run in place of Underground trains when part of the network is temporarily closed.

13. Access and carriage of passengers in wheelchairs and mobility scooters

13.1 We want to make travel on our bus and Underground services easier for everyone, including disabled customers.

13.2 For information about travelling with assistance dogs on our services, see Section 15.

13.3 Buses

13.3.1 Accessibility. All of our bus services (with the exception of Heritage Routemasters which operate some journeys on parts of routes 9 and 15) are accessible for passengers using the following mobility aids:

- wheelchairs up to a width of 70cm and up to a length of 120cm unfolded which are within the weight limit shown on the ramp or beside the doorway
- mobility scooters up to a width of 60cm and up to a length of 100cm and with a maximum turning radius of 120cm which are within the weight limit shown on the ramp or beside the doorway
- wheeled mobility walkers up to a width of 60cm and up to a length of 100cm and with a maximum turning radius of 120cm

13.3.2 Free travel. If you are a wheelchair or mobility scooter user, you can travel free on any of our bus services at all times without showing a ticket or pass.

13.3.3 Priority. Wheelchair and mobility scooter users have priority over everyone else for the use of the wheelchair space, since this is the only space in which they can travel safely. If someone in a wheelchair wishes to board, and the wheelchair space is occupied by standing passengers or buggies, standing passengers will be asked by the driver to make room if possible, and buggy users will be asked to fold them and put them in the luggage space or keep them by their side. The driver will tell you what to do.

13.3.4 Right to refuse travel. We reserve the right to refuse travel at any time if:

- the bus driver considers that your mobility aid exceeds the dimensions set out in clause 13.3.1 above and the weight limit set out on ramp or beside the doorway
- the wheelchair space is already occupied by a wheelchair user
- the driver consider that the bus is so crowded that there is no room for you to travel safely with your mobility aid, or
- the driver considers that it is unsafe for you to travel on the bus with your mobility aid

You will only be refused entry when it is absolutely necessary, but no-one already travelling will be asked to get off the bus. The driver will tell you it if is unsafe for you to travel on a particular bus with your mobility aid.

13.3.5 Boarding the bus. If you are a wheelchair or mobility scooter user, you should board the bus through the centre doors of a dual-door bus. Once you have boarded the bus you should ensure that your wheelchair or mobility scooter is safely positioned in the designated area. Anyone accompanying you must immediately go to the front of the bus after boarding to show their ticket or pass, touch their Oyster card, Oyster photocard or contactless payment card on the yellow card reader (see clause 6.8) or to pay their fare.

13.3.6 Passengers using wheeled mobility walkers may ask to board through the centre doors of a dual-door bus and use the ramp to enter and exit the bus with the driver's permission. You must immediately go to the front of the bus after boarding to show your ticket or to touch your Oyster card on the yellow reader (see clause 6.8) or to pay your fare.

13.4 Underground

13.4.1 If you have a mobility impairment and would like information about whether particular Underground stations or trains are accessible, go to tfl.gov.uk or contact TfL Customer Services.

13.4.2 It is unsafe to use an escalator while seated in a wheelchair and you are not allowed to do so.

13.4.3 If you need assistance when travelling on the Underground, ask a member of staff who will assist you if they are able to and it is safe to do so.

14. Access and carriage of passengers with buggies

14.1 We want to make travel on our bus services easier for people with young children using buggies.

14.2 Accessibility. All of our bus services are accessible for passengers with buggies up to a width of 70cm and a length of 120cm unfolded, with the exception of Heritage Routemasters which operate some journeys on parts of routes 9 and 15.

14.3 Priority. Wheelchair and mobility scooter users have priority over everyone else for the use of the wheelchair space. You may therefore be asked to fold up your buggy to allow wheelchair or mobility scooter users to use the wheelchair space. See clause 13.3.3 for further details. You will not be asked to get off the bus to make space for other passengers.

14.4 Right to refuse travel. We reserve the right to refuse to let you travel if:

- the driver considers that your buggy exceeds the dimensions set out in clause 14.2 above
- the driver considers that the bus is so crowded that there is no room for you to travel safely with your buggy, or

You will only be refused entry when it is absolutely necessary, but no-one already travelling will be asked to get off the bus.

14.5 Boarding the bus. Passengers with a buggy may ask to board through the centre doors of a dual-door bus with the driver's permission. You must immediately go to the front of the bus after boarding to show your ticket or to touch your Oyster card or contactless payment card on the yellow reader (see clause 6.8) or to pay your fare.

14.6 During transit. If unfolded, please make sure that your buggy is safely positioned within the designated area during transit. For everyone's comfort and safety, unfolded buggies cannot travel in the gangway.

15. Animals

15.1 You can bring an assistance dog with you without charge. You can also take with you without charge any other dog or inoffensive animal, unless there is a good reason for us to refuse it (such as if the animal seems dangerous). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

15.2 If you bring an animal with you, for safety reasons you must carry it through automatic ticket gates. If you have an assistance dog, at stations where there is no wide automatic gate, you must ask a member of staff to open the manual gate to allow you to enter or leave a station.

15.3 If you bring an animal with you, you must use a staircase or lift where provided. If there is no staircase or lift and you need to use a moving escalator, you must carry your animal unless you have an assistance dog that has been trained to walk on moving escalators. If your animal is too large to carry, a member of staff will stop the escalator to allow it to travel on it when it is safe to do so (generally outside the rush hours and when the station is not busy).

16 Lost property

16.1 How we handle lost property is laid down in the London Transport Act 1982.

16.2 If you find any lost property on our bus services, Underground trains or stations, please tell a member of staff immediately.

16.3 If you lose something on the Underground or a bus, you can go to tfl.gov.uk/lpo and complete an enquiry form, telephone 0845 330 9882 or visit our Lost Property Office at 200 Baker Street, London NW1 5RZ. It is open 08:30 to 16:00 Monday to Friday (except public holidays).

16.4 Property can take a minimum of three working days before reaching the Lost Property Office. Go to tfl.gov.uk for further information about the Lost Property Office.

16.5 We make a charge for the return of lost property.

17. Car parks and cycle racks

17.1 Car parks. Some Underground stations have car parks. Visit tfl.gov.uk for further information. If you are using one of our car parks, you and your vehicle are subject to the conditions displayed there.

17.2 Cycle racks, lockers and stands. Some bus and Underground stations have facilities for cycle and/or motorcycle storage. Further information is available at tfl.gov.uk or by telephoning the Travel Information Contact Centre. If you are leaving a cycle or motorcycle at one of our bus or Underground stations you and your cycle/motorcycle are subject to any conditions which may be displayed there.