

Transport for London

Docklands Light Railway



# Rules for Using Tickets

## (Conditions of Carriage)



**31 January 2018 until further notice**

**MAYOR OF LONDON**

# Contents

<b>Section</b>	<b>Content</b>	<b>Pages</b>
1	Introduction	3
2	Our services	3
3	Oyster cards, contactless payment cards and other smartcards	4
4	Photocards and Oyster photocards	10
5	Using tickets and travel concessions	13
6	Replacement tickets and Oyster cards	15
7	Penalty fares and fare evasion	17
8	Refunds	18
9	Taking luggage, animals and bicycles with you	19
10	Using wheelchairs and mobility scooters	21
11	Lost Property	21
12	Bicycle stands	22
13	Appendix 1 - Our Ticket Types and conditions	22
14	Appendix 2 - Refunds table	27
15	Appendix 3 - Getting in touch	30
16	Appendix 4 - Byelaws and Conduct Regulations	31
17	Appendix 5 - Special terms	31

## 1. Introduction

When you travel on our services, having bought a ticket or when using pay as you go or a free travel concession, you enter into a legal agreement with us.

For the purposes of these Conditions, 'we' and 'us' mean Docklands Light Railway (DLR). 'You' means any customer holding a ticket, an Oyster card with a season ticket, pay as you go credit or a free travel concession on it or a contactless payment card and who is using our stations and trains.

These Conditions of Carriage set out your rights and responsibilities as our customer. When you use our stations, services and facilities, you are also subject to other byelaws and regulations as set out in Appendix 4.

We've tried to make these Conditions simple and easy to understand. Some words have a specific meaning and these are set out in Appendix 5.

If you would like to get in touch, our contact details are shown in Appendix 3.

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 and will remain in force, with any amendments that we may make from time to time, until we republish them. The most up-to-date version is available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms)

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

## 2. Our Services

**2.1** We always try to run reliable services. Sometimes our regular services have to change at short notice reasons beyond our control or that of our contractors. For up to date information on any changes or cancellations, you should check online at [tfl.gov.uk/status-updates](http://tfl.gov.uk/status-updates) or call TfL Customer Services on 0343 222 1234.

**2.2** You can use any of our services if you have a valid ticket, a validated Oyster card with pay as you go credit to cover the whole of the journey you are making, an Oyster card set with Auto top up, a validated contactless payment card, a permit to travel, free travel concession or other travel authority.

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

**2.3** We want to make sure that all your journeys are safe. We and our contractors reserve the right to close DLR stations (or parts of them) and to require you to leave a train or station at any time. You must follow instructions given by our staff.

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

**2.5** On DLR trains and stations you must not:

- Smoke or use an electronic cigarette ('vape');

- use bicycles, roller skates, roller blades, scooters, skateboards or hover boards;
- 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.

**2.6** On DLR trains and stations, you must not:

- use emergency exits except in an emergency or when instructed to do so by our staff.
- use bicycles, roller skates, roller blades, scooters, skateboards or hover boards;

On DLR trains you must not use the interior doors between the carriages except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

All DLR trains and all DLR stations are monitored by CCTV cameras.

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

### **3. Oyster cards, contactless payment cards and other smartcards**

#### **3.1. General Information**

**3.1.1** You can get an Oyster card from Oyster online, Underground, Overground and TfL Rail stations, Oyster Ticket Stops, Visitor Centres, some National Rail station ticket offices and other authorised outlets. We will not accept responsibility for an Oyster card obtained from anywhere else.

We will not generally issue an Oyster card unless you buy a season ticket or add pay as you go credit.

Where a smartcard is issued by another organisation and can be used for travel on TfL services, special terms and conditions may apply – check with your card issuer.

If you are using a contactless payment card to pay as you go, you can only travel if your card is accepted.

**3.1.2.** If your Oyster card only has pay as you go credit on it to pay at adult rate, you can lend your card to someone else, even if it is registered in your name.

**3.1.3.** We reserve the right to prevent the use of your Oyster card, smartcard or contactless payment card for travel. We reserve the right 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. It may not be returned whether or not the misuse was by the registered card holder and you may forfeit the right to any refund on the unused value of any season ticket or pay as you go credit and deposit.

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. Where, for whatever reason, we cancel an Oyster card without telling you, you will need to call TfL Customer Services to find out why we have done so and what to do next.

## **3.2. Registered Oyster cards and online accounts for contactless payment cards**

**3.2.1. Registered Oyster cards.** If you want to register your Oyster card to protect it against loss or theft, you must complete an Oyster card registration form or sign up for an online account. If you want to buy a season ticket for longer than one month at a ticket office, you must complete an Oyster card registration form. You must always register your Oyster card if you are using it in conjunction with a photocard which gives you a travel concession.

All Oyster photocards are registered as part of the application process.

You can register your card at an Underground, London Overground or TfL Rail station, some National Rail stations, all Oyster Ticket Stops or Visitor Centres by completing a registration form.

Special registration conditions apply to smartcards issued by other organisations that can be used to travel on TfL services.

Once an Oyster card is registered 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 any of your details change after you register your Oyster card, you must go online or call TfL Customer Services to update them. You must keep your account details secret and take all reasonable precautions to prevent unauthorised or fraudulent use of them.

**3.2.2 Unregistered Oyster cards.** You do not need to register your Oyster card or sign up for an online account if you are only buying an adult-rate 7 Day or one month season ticket and/or adding pay as you go credit. If your card is not registered or you do not have an online account, we are not able to provide any information about the card to you (See also section 8).

**3.2.3 Online accounts for contactless payment cards.** If any of your personal details change after you have created an online account, you must sign into your account and update them.

**3.2.4 Card deposit.** You have to pay a deposit to get 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.

If the pay as you go balance on your card is £10 or less, you can get a refund of it and any deposit at Underground station ticket machines. Once you have done this, your card will be stopped.

**3.2.5 Duty to show your Oyster card or contactless payment card.** You must be prepared to show your Oyster card (and photocard, where needed), your Oyster photocard, smartcard or your contactless payment card on each journey, whether we ask you to do so or not. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

## **3.3 Using a season ticket on your Oyster card or smartcard**

**3.3.1.** When you use DLR services, you must touch your Oyster card or smartcard on the yellow card reader at both the start and the end of your journey. If the ticket gates at stations are open and at DLR stations where there are no barriers, you must still touch your card on the yellow card reader.

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

You can use the season ticket on your Oyster card or smartcard provided it is valid at the time you travel and any pay as you go balance is not in debit. If you have a negative balance, you must add credit to clear it before you next use your season ticket.

**3.3.2** If your season ticket only covers the start or end of your journey, or only an intermediate section of it, you may be able to use pay as you go for the part of your journey not covered by your season ticket. Or you must buy a printed ticket.

**3.3.3** If your Oyster card or smartcard has more than one Travelcard on it and they are valid on the same date(s), you must ensure that your tickets cover all the zones you travel through at all times.

**3.3.4** When you buy a 12 month adult rate season ticket on your Oyster card we will issue a Record Card or receipt to you showing details of the season ticket you have bought. It 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 your Gold Record Card and Oyster card when buying a discount ticket and have it with you whenever you travel. You don't need to show your Gold Record card to have the Gold Card discount set on your Oyster card. provided staff can see that your Oyster card holds a valid Annual Travelcard.

### **3.4. Paying as you go with your Oyster or contactless payment card**

**3.4.1** You can pay as you go with an Oyster card on all Tube, DLR, London buses, tram, London Overground, TfL Rail, Emirates Air Line and Thames Clippers River Bus services. You can also pay as you go on National Rail services (standard class only) within the pay as you go area.

**3.4.2** Only one person at a time can travel using an Oyster or contactless payment card. You must carry the Oyster or contactless payment card with you at all times when travelling.

**3.4.3** To check individual journey fares, you should use TfL's single fare finder. To find out more about fares, go to [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

### **3.5 Paying as you go on DLR**

To record the start of your journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the station as you enter the compulsory ticket area. If you are using an Oyster card, a charge set by TfL, will be deducted from the balance on your Oyster card. Your card will be accepted if your pay as you go balance is at least the

minimum fare from the station. Before travelling, you must have sufficient pays as you credit for the whole of your journey, or Auto top-up set, on your Oyster card.

If you are using a contactless payment card, a check will be made to ensure that it is valid for travel. When you touch your contactless payment card on a yellow card reader, or a portable card reader held by staff, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your card account.

To record the end of your journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the station as you exit the compulsory ticket area. The deduction made from your Oyster card at the start of your journey will be adjusted so that you only pay the advertised Oyster single 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 fare and this journey will not be included in any daily 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 first touched in. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 5 hours and 15 minutes for a longer distance journey on a Sunday or public holiday. 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 a maximum pay as you go. If this happens, we may in some instances correct this over-payment automatically. Otherwise, you will need to sign into your online account and request a refund on any over-payment. You can do this online up to three times in a month. You can also do this by calling TfL Customer Services so that they may refund any over-payment.

You must touch in and out your Oyster or contactless payment card in the same way for journeys to and/or from London Underground, London Overground, TfL Rail or National Rail stations within the 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. If you are transferring from London Overground/TfL Rail to a National Rail service where pay as you go isn't accepted, you must touch out at the station when you transfer to complete your pay as go journey.

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

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

Find out more at [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

### **3.6 Paying as you go on the Emirates Air Line**

When you pay as you go on the Emirates Air Line, you must touch your Oyster or contactless payment card on the yellow card reader as you enter and exit the Emirates Air Line station. If you travel without having correctly touched in and out on the yellow card reader, or having bought a boarding pass, you may be liable to a penalty fare or you may be prosecuted.

### 3.7 Yellow card reader



An amber light on a yellow card reader means that it is ready to check your Oyster or contactless payment card. If, before you touch your card on a yellow card reader, it has a red light or no light at all, it is not working. If this is the case, at a DLR station, you must use another yellow card reader that is working. If there are none working, you must speak to a passenger services agent on the train immediately on boarding. There is a passenger services agent on every train.

When you touch your Oyster or contactless payment card flat on a yellow card reader, a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means your Oyster card has been accepted for travel. A red light, accompanied by two beeps, means your Oyster 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.

You cannot validate your travel by touching in or touching out on a yellow card reader located on a ticket machine.

### 3.8 (Pink card reader)

Pink card readers are located at a number of interchange stations.



If you pass a pink card reader when changing from one train to another, and you are using your Oyster or contactless payment 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 Oyster single 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 pink card reader that you pass when changing trains to ensure you do not pay an extension fare.

You must still touch in on a yellow card reader at the start of your journey and touch out at the end to ensure you pay the correct Oyster single fare and avoid paying a maximum fare.

### 3.9 Daily and Weekly (Monday-Sunday) capping

Once you reach a daily or a Weekly (Monday-Sunday) cap, you must continue to touch your Oyster or contactless payment card on a yellow card reader at the start (and end where appropriate) of every journey. If you do not, you may pay too much, be liable to pay a penalty fare or be prosecuted.



The following will not count towards any daily or Monday-Sunday cap:

- tickets for Crown River and TRS services bought using pay as you go credit
- pay as you go journeys on the Emirates Air Line
- pay as you go journeys on Thames Clippers River Bus services
- pay as you go journeys on Gatwick Express services
- pay as you go journeys on Southeastern highspeed services between St Pancras and Stratford International

### **3.10 Visitor Oyster cards**

Visitor Oyster cards are issued by our agents abroad and by selected UK agents. 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 £5 charge is applied
- The card cannot be registered
- You cannot sign up for an online account

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

### **3.11 Data Protection**

If you have registered your Oyster card or created an online account for your contactless payment card, you agree to us holding personal information about you and using it as described below. You can find more information about how TfL handles your personal information at [tfl.gov.uk/privacy](https://tfl.gov.uk/privacy)

### **3.12 Retention of personal travel data**

The TfL ticketing system retains details of the journeys made using your Oyster for eight weeks: after this time it is de-personalised. Journey data from use of your contactless payment card is retained for up to 13 months: after this time it is de-personalised.

### **3.13 How we use your personal information**

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 or contactless payment card in connection with National Rail products or services, or London river services you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) and river service operators so that they can use it for the same purposes.

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

If, having used your contactless payment card for travel, you check your journey and charging data without creating an online account, you will need to enter your contactless payment card number, expiry date, card security code and billing address each time you check your journey and payment history. TfL will use the information you provide to carry out an authorisation check with your card issuer and will not use or retain it for any other purpose.

If you hold an Oyster photocard, your personal information will also be used or shared for additional purposes, for example to ensure your ongoing eligibility for your free or discounted travel or to enforce the behaviour code. You are advised to check [www.tfl.gov.uk/privacy](http://www.tfl.gov.uk/privacy) regularly for the most up to date information. Where substantial changes are made (or intended to be made) to the way TfL handles your personal information, we will let you know.

## 4. Photocards and Oyster photocards

**4.1** All photocards and Oyster photocards remain our property and must not be intentionally damaged, altered or tampered with in any way. If they are we may withdraw or cancel your photocard or Oyster photocard at any time.

You cannot lend or transfer an Oyster photocard or Oyster card with a discount on it to anyone else. If you do, we may withdraw the Oyster photocard or Oyster card 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.

**4.2 5-10 Oyster photocards** are available for anyone aged 5 to 10 years. You need a 5-10 Oyster photocard to travel free on DLR, Tube, London Overground and TfL Rail services unless you are accompanied by an adult. You need a 5-10 Oyster photocard to travel free on most National Rail services within the pay as you go area, regardless of whether you are accompanied by an adult.

**4.3 11-15 Oyster photocards** are available for anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year).

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

You can use your 11-15 Oyster photocard until the expiry date shown on the front (even if you have turned 16).

**4.4. 16+ Oyster photocards** are available for those who meet the eligibility criteria of the scheme.

**4.5. Behaviour Code compliance.** A Behaviour Code applies to the use of 5-10, 11-15 and 16+ Oyster photocards. If you do not comply with the Behaviour Code when on London's public transport network or premises, we may withdraw your 11-15 free bus concession or your 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and we withdraw your free bus and tram concession, you can apply for an 11-15 Oyster photocard without the free travel concession, which you can use 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 16+ Oyster photocard concession, you will have to pay the adult fare 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 for 5-10, 11-15 and 16+ Oyster photocard holders**

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

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats
- Give up your seat for others
- Look after your Oyster photocard
- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
  - If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away
- Use your Oyster photocard correctly
- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, London Overground, TfL Rail, 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 or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach Dockland Light Railway Ltd's Conditions of Carriage, Transport for London's Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw

**4.6 18+ Student Oyster photocards** can be used by students enrolled at participating universities, colleges and schools.

Any discounted season ticket that you have must not expire later than the date your 18+ Student Oyster photocard expires.

You are only eligible for the 18+ Student concession if you meet the scheme criteria. If you cease to be eligible, your 18+ Oyster photocard will not be valid and must stop using it. You must tell us and your university/college or school immediately.

If you continue to use your 18+ Student Oyster photocard to buy and use discounted season tickets when you are not eligible, we will stop your Oyster photocard without notice and you may be prosecuted. You may forfeit the right to any refund on the unused value of any season ticket or pay as you go credit.

**4.7 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.

You are only eligible for the Apprentice concession if you meet the scheme criteria. If you cease to be eligible, your Apprentice Oyster photocard will not be valid and you must stop using it. You must tell us and your training provider immediately. If you continue to use your Apprentice Oyster photocard to buy and use discounted season tickets when you are not eligible, we will stop your Oyster photocard without notice and you may be prosecuted. You may forfeit the right to any refund on the unused value of any season ticket or pay as you go credit.

You cannot buy discounted season tickets for Apprentice Oyster cards at London Overground or TfL Rail ticket offices.

**4.8. Jobcentre Plus Travel Discount Cards** are issued by Job Centre Plus offices.

Once you have set your Job Centre Plus discount on an Oyster card, you can 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 on bus, Tube tram DLR, London Overground, TfL Rail and most National Rail services.

**4.9 60+ London Oyster photocards** are available to London residents aged 60 and older and not yet eligible for a Freedom Pass.

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

**4.10 Veterans 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 dependents in receipt of the same payments are also eligible.

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

**4.11 Your photograph.** The photograph on your photocard or Oyster photocard must show your full-face and must be a true likeness of you. It must be without a hat and other head coverings unless the head covering is worn consistently for religious or medical reasons.

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 are not valid. We may withdraw them and they may not be returned for further use.

If your appearance has changed significantly, you must update your photograph. You must also replace it if it is damaged or illegible.

To update your Oyster photocard, you must go online and upload a new photo.

To update your photograph on your Jobcentre Plus Travel Discount card, you must ask your Jobcentre Plus Personal Advisor about replacing it. If you have an Oyster card, you will then need to go to an Underground, London Overground or TfL Rail station, Oyster Ticket Stop or Visitor Centre to update the details on your Oyster card.

## 5. Using tickets and travel concessions

### 5.1 Printed tickets

**5.1.1** If you don't have pay as you go credit or a valid season ticket on an Oyster card, a contactless payment card to pay as you go, a valid permit to travel, free concession or other authority to travel, you must have a printed ticket which covers the whole of your journey.

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.

**5.1.2.** You must use your printed ticket(s) in accordance with these conditions. 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.

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.

**5.1.3** If you do not pay the correct fare for the journey you are making, you will be liable to pay a penalty fare or you may be prosecuted.

**5.1.4 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.

Some of our tickets and Oyster cards are accepted for travel on other companies' services. Information about this is shown in the tables on pages 22 to 27.

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

**5.1.5 Duty to insert printed ticket into ticket gate.** You must insert your printed ticket into the ticket gate at the start and end of a Tube, DLR, London Overground or National Rail journey.

**5.1.6 Duty to show printed tickets.** At stations where there are no ticket gates, or where the ticket gates are open or not in use, you must be prepared to show your printed ticket (and photocard, if needed) to a member of staff before starting or ending your journey. 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.

**5.1.7. Platform tickets.** If you intend to go into a DLR station compulsory ticket area, do not intend to travel and don't already have a valid ticket, you must buy a printed platform ticket. To do this on DLR, you must purchase the lowest child rate fare from the ticket machine. It cannot then be used for travel, unless you are entitled to make a journey for which this is the correct fare.

## **5.2 Using travel concessions**

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

If you have an Oyster photocard or Oyster card with a discount on it, you cannot lend or transfer it to anyone else.

If you have an Oyster card or Oyster photocard with a discount 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 buying a ticket or adding credit to pay as you go, irrespective of the service you are using.

**5.2.2** 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.

### **5.2.3 Under 11 year olds**

#### **On the DLR**

Children under 5 years old can travel free at all times on DLR when with a person aged 16 years or older who holds a valid ticket or is using to pay as you go.

Up to 4 children aged 5 to 10 can travel free at all times if accompanied by an adult. For this purpose, an adult can be anyone aged 16 or over using an adult rate ticket (not Group Day Travelcards), pay as you go or free travel concession.

Children aged 5 to 10 years travelling without an adult as defined above may travel free with their valid 5-10 Oyster photocard.

### **5.2.4 Aged 11 to 15 years.**

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

**5.3 Paying for tickets and adding credit to your Oyster card.** Information about how you can pay for tickets and put pay as you go credit on your Oyster card is at [tfl.gov.uk/fares](http://tfl.gov.uk/fares) and in publicity at ticket selling outlets.

If you buy a season ticket or add credit to your Oyster card with a 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 added to your Oyster card. In such cases, 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.

**5.4** If the DLR ticket machines are not working, you must approach the member of staff on boarding a train and they will be able to help you. There is a passenger services agent on every train.

If you have a problem using the ticket machines, ask for help from the first available member of our staff.

## **6. Replacement tickets and Oyster cards**

**6.1 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 London Underground station, from an online account or by calling TfL Customer Services. You may be asked to give your name and address.

If your Oyster photocard doesn't work when you touch it on a yellow card reader, it may be faulty. If there is no visible damage such as scratches, cracks or bends, call TfL Customer Services to get a free replacement. We may ask you to send in the failed card to confirm that it's faulty.

You can report your Oyster photocard lost, stolen or damaged online at [www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard). Once reported, we'll cancel it and send you a replacement. You will need to pay an admin fee for a replacement.

If your Oyster card or Oyster photocard has a negative pay as you go balance, you will be asked to clear it before we replace your card.

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

If your Oyster card or Oyster photocard had a discount on it e.g. Railcard, you should get the discount set on your replacement card.

**6.2 Duplicate printed 7 Day season tickets.** We do not issue duplicate tickets or give refunds for lost printed 7 Day season tickets.

**6.3 Duplicate season ticket and/or pay as you go on an Oyster card.**

**Unregistered Oyster cards** - If your unregistered Oyster card 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 your card at the time of loss/theft or make a refund of any additional fares paid following the loss/theft.

**Registered Oyster cards** - If you lose your registered Oyster card or it has been stolen, you must report this to us as soon as possible. You can report it from your online account or call TfL Customer Services. Once we have verified your details, we will stop your card.

If you subsequently find your lost/stolen Oyster card, you must not start using it again. Instead, you should dispose of it securely.

If you lose your registered Oyster photocard, smartcard or Oyster card with a discount set on it, or it has been stolen, go to [tfl.gov.uk/refunds](http://tfl.gov.uk/refunds) to find out what to do or call TfL Customer Services.

**Season tickets** – If your registered Oyster card has an adult-rate season ticket on it, we will generally aim to replace your ticket. You should get a new Oyster card, create an or sign into your online account or call TfL Customer Services to arrange to transfer your ticket to this new card. We may, in exceptional circumstances send you a replacement Oyster card with your ticket loaded on it.

In some cases, generally where there are fewer than five days left on your ticket, we will arrange a refund. We will refund the remaining value of the season ticket, less an administration fee (currently £5). The amount of the refund will be worked out from the time and date 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.

Any deposit paid for the lost/stolen Oyster card will not be refunded.

If you lose your registered Oyster card with an adult-rate season ticket on it, you will need to buy tickets or use pay as you go whilst waiting for your duplicate ticket to be issued. If you have to wait longer than five days from the time you report the loss of your Oyster card (and we have verified your details) to be transferred to your new Oyster card or for a new Oyster card with your duplicate ticket on it to be issued, 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 duplicate season ticket or new Oyster card is received and you will need to provide proof that you bought tickets or used pay as you go on each day you claim for. Claims cannot be made after this time.

We do not refund any fares paid before you reported the loss of your Oyster card and we have verified the details or if we do not agree to issue a new Oyster card with duplicate season ticket on it.

If the loss of your Oyster card is a result of theft or other exceptional circumstances which have been reported to the police or other appropriate organisation, you should be able to provide confirmation of the circumstances from the relevant authority on request e.g. a crime reference report from the police or a Victim Care Card. We will then refund any daily fares paid whilst waiting for your duplicate season ticket to be transferred to a new Oyster card or for a new Oyster card with a duplicate season ticket to be issued. When you apply for a refund, you will need to provide proof that you bought tickets or used pay as you go on each additional day. We refund additional fares where they are covered by the availability of your season ticket. We will not refund for the period before you reported the theft/ destruction of your Oyster card and we have verified the details or if we do not agree to issue a duplicate. You must claim within 28 days of the date your duplicate season ticket or new Oyster card is received. Claims cannot be made after this time.

We issue duplicate tickets for Oyster cards at our discretion. We may ask you to provide additional information or to attend a meeting to discuss your application for a duplicate



ticket. We reserve the right to refuse to issue a duplicate ticket. We do not issue duplicates (or give refunds) for lost printed season tickets that are valid for 7 days or less.

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 Oyster card only has pay as you go credit on it, you should create an online account (or sign in) or call TfL Customer Services to arrange to transfer your pay as you go credit to a new Oyster card. Alternatively, we may refund the remaining pay as you go credit to you. You may have to pay an administration fee (currently £5). Any refund or transfer will be worked out from the date and time that you report the loss the details of which have been verified.

We transfer pay as you go credit to a new Oyster card or make a refund at our discretion. We may ask you to provide additional information or to attend a meeting. We have the right to refuse to issue a new Oyster card with pay as you go credit or to refund any pay as you go credit.

We will not refund any deposit paid for the lost/stolen Oyster card or of the value of any daily fares paid.

## 7. Penalty fares and fare evasion

**7.1** A penalty fare of £80 applies on DLR. This is reduced to £40 if paid within 22 days from the day the penalty fare notice is issued.

If you wish to appeal against a penalty fare, the appeals process is outlined on the penalty fares notice issued at the time. Details of who to contact about this and how are shown in Appendix 3.

**7.2** If you are travelling on DLR without:

- a ticket that is valid and available for the journey you are making
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey
- a validated contactless payment card

and we believe that you are trying to avoid paying the correct fare, you may be issued with a penalty fare or you may be prosecuted. If the court finds you guilty you risk a fine or imprisonment.

You may be issued with a penalty fare where you have not touched in, even if we subsequently resolve this incomplete journey fare using our automated processes.

**7.3 DLR.** If you are in a compulsory ticket area you must have a ticket or Oyster card that is valid and available for the whole of the journey you are making. If you are not making a journey and you do not hold a ticket or Oyster card that is both valid and available for travel you must buy a Platform ticket. Otherwise you will be liable to pay a Penalty fare or you may be prosecuted.

If you are using Oyster to pay as you go and you cannot produce, on request, your Oyster card containing a record of the start of your journey, you will be liable to pay a Penalty fare or you may be prosecuted.

**7.4** If we believe that you have used or tried to use any ticket, Oyster card or photocard to defraud us we may cancel and not re-issue it. 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.

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.

**7.5** 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.

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

## **8. Refunds**

### **8.1 Refunds for delays**

**8.1.1** For information about delays and cancellations, check publicity at stations or go to [tfl.gov.uk/status-updates](http://tfl.gov.uk/status-updates)

**8.1.2** If we or our contractors fail to run the advertised DLR services or if there are delays to those services, we may compensate you.

**8.1.3** If your DLR journey was delayed by 15 minutes or more for reasons within our control, we will refund you the single pay as you go fare for the journey on which you were delayed. We will refund the cash value for the delayed DLR journey, if you bought a paper single or return ticket. You must apply online within 28 days of the delayed journey.

**8.1.4** You can't get a refund if your journey was delayed as a result of planned service changes and engineering works or for a reason outside our control, such as:

- a security alert
- a customer incident, e.g. a person ill on a train
- adverse weather conditions

**8.1.5** If you use an alternative route to your destination due to planned or advertised service changes, you are not eligible for a refund.

**8.1.6** If you have a free travel concession and you are delayed, you are not eligible for a refund.

**8.1.7** If our services are disrupted by strike action and your journey takes longer than normal, refunds are not payable. Service delay refunds will be suspended during strike

action. We may offer a goodwill payment - contact TfL Customer Services to find out more.

## **8.2 Season ticket refunds on Oyster cards**

**8.2.1** We will not give you a refund for a season ticket (including any pay as you go credit) on a lost or stolen unregistered Oyster card.

**8.2.2** 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 ask us to cancel it or you do so via your online account. The amount of the refund will be worked out from that date. Your Oyster card will be stopped.

**8.2.3** Where a refund is payable, it will be based on what you paid for the ticket and how long you actually used it for. We will calculate the difference between the price you paid and the cost of a ticket(s) for the period you actually travelled. This means that the amount that we pay back will not usually be in direct proportion to original the cost of the season ticket. If it is near to its expiry date when you return it to us or cancel it, there may be no refund due. An admin fee (currently £5) will usually be charged. Any deposit paid will be refunded.

When you apply for a refund, there must be at least seven days remaining on a Monthly ticket and three days remaining on a 7 day ticket. On some 7 Day tickets, there may be no refund due after three days of use. Generally on an Annual ticket, no refunds are due after about 10½ months.

**8.2.4** Refunds will not include any days when you did not use your season ticket before you returned it to us or had it cancelled.

In cases of illness, the refund can be backdated if you provide suitable evidence and provided that you have not travelled using your season ticket since your illness. If you cancel your season ticket within six weeks after the start of your illness, we will work out your refund from the start of your illness. If you cancel your season ticket more than six weeks after the start of your illness, we will work out your refund based on your season ticket having been used six weeks prior to the cancellation date.

If you have an Oyster card with a season ticket on it, you must not use your Oyster card again if you intend to claim a refund. You should contact TfL Customer Services who will tell you what to do. If you do use your season ticket again or any pay as you go credit on your Oyster card, before the season ticket is cancelled, we will not give you a refund.

**8.2.5** Where your Oyster card is unregistered and you contact TfL Customer Services for a refund, you will be required, for administration purposes, to provide your name and address.

## **9. Taking luggage, animals and bicycles with you**

**9.1** For safety reasons, and for the comfort of other passengers, we have to control what you can bring with you onto our trains and property, although we do not charge you for the things we allow.

Our trains can be busy so you must ensure that what you bring with you does not get in the way of others.

If you have luggage, shopping, a folding buggy, a shopping trolley or cycle you must not put it on the seats or allow it to block the aisles, stairs, lifts or passages.

**9.2** You may bring with you:

- personal luggage that you are able to carry yourself (including on stairs)
- folding buggies and cycles that you are able to carry yourself (including on stairs)
- any other item, provided it is not dangerous or likely to injure anyone

**9.3** You must not bring with you anything:

- that is more than 2 metres long
- that you are unable to carry yourself (including on stairs)
- that is hazardous or inflammable
- that is likely to cause injury or obstruct other customers or staff
- that is likely to cause damage to buses, DLR trains or stations.

**9.4** Staff can refuse permission for you to take any item onto our services.

**9.5** You may bring full size bicycles on DLR railway services throughout the system apart from the section between Shadwell and Bank. Bicycles will be accepted in off-peak hours only. Bicycles will therefore not be accepted between 0730 to 0930 and 1600 to 1900 on Mondays to Fridays (excluding Bank Holidays).

Passengers wishing to bring bicycles onto DLR services should note the following:

- they must be in possession of a valid ticket for the journey being made (there is no additional charge for bicycles)
- bicycles must not be more than 2 m long
- passengers with bicycles must not use moving escalators
- passengers must ensure that they take responsibility for their bicycles and ensure that they do not obstruct the doors or gangways, cause annoyance or injury to other passengers or soil their clothing in any way, nor cause damage to any DLR Limited property.
- DLR reserves the right to suspend the carriage of bicycles at any time (this is likely to be the case during periods of extreme crowding during major exhibitions or events around the railway such as the London Marathon - if you need specific advice as to whether bicycles will be allowed, please contact TfL's customer services).

All passengers must abide by the instructions of an authorised person.

For safety reasons we do not allow them on the buses that we run in place of DLR trains when part of the network is temporarily closed.

**9.6** 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, DLR trains and property if we believe it may create a security risk.

**9.7** You can take with you a folded buggy or folded bicycle on the DLR at all times. Note that a folded bicycle can have wheels of any size. Find out more about taking your bicycle on our services at [tfl.gov.uk/modes/cycling/cycling-in-london/bikes-on-public-transport](https://tfl.gov.uk/modes/cycling/cycling-in-london/bikes-on-public-transport)

Unfolded buggies and bicycles are not allowed on moving escalators or replacement bus services.

**9.8** You can take an assistance dog with you on DLR services. You can also take any other dog or inoffensive animal on our services, 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.

**9.9** If you bring an animal with you, for safety reasons you must carry it through automatic ticket gates.

**9.10** If you bring an animal with you, you must use a staircase or lift where provided.

## **10. Using wheelchairs and mobility scooters**

### **10.1 DLR**

**10.1.1** DLR is fully accessible with lifts and ramps and same level access between platforms and trains. If you have a mobility impairment and would like information about whether particular DLR or London Underground stations or trains are accessible, go to [tfl.gov.uk](https://tfl.gov.uk) or contact TfL Customer Services.

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

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

## **11. Lost property**

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

**11.2** If you find any lost property on our trains or stations, please tell a member of staff immediately.

**11.3** If you lose something on the DLR, you can go to [tfl.gov.uk](https://tfl.gov.uk) and complete an enquiry form, telephone 0343 222 1234 or visit our Lost Property Office at 200 Baker Street, London NW1 5RZ. It is open 08:30 to 16:00 Mondays to Fridays (except public holidays).

**11.4** We make a charge for the return of lost property.

## 12. Bicycle stands

**12.1 Bicycle stands.** Some DLR stations have facilities where bicycles can be left free of charge at owner's risk.

### Appendix 1 – Our Ticket Types and conditions

The tables below 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 fares and concessions go to [tfl.gov.uk/fares](http://tfl.gov.uk/fares)

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

As well as the ticket types shown in these conditions, we sell or issue other tickets that are subject to special conditions (as shown on the ticket or in supporting publicity. Where these special conditions conflict from the ones shown in these conditions, the special conditions apply instead.

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

#### Our ticket types and conditions

Ticket type	DLR or London Underground single or return	Free travel on DLR for children aged under 11 years old
When and where it can be used	<p>On any train on the date of validity and 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>A single DLR, London Underground and tram journey from the station where it is bought to any station/tram stop within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are for the same journey in reverse to any DLR or London Underground station where the fare value is the same or less. The journey must be made without leaving DLR (or other operator's system) at intermediate stations unless this is specifically mentioned.</p>	<p>Available At all times. on DLR services, provided they are accompanied by an adult using a valid ticket or pay as you go (see clause 5.2.3)</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be used.</p>
Additional information	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	Free travel available on DLR, London Overground and TfL Rail services for up to four children provided they are accompanied by an adult using a valid ticket or pay as you go (see clause

	one of our staff.	<p>5.2.3).</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be used to travel free..</p> <p>Under 5s travel free at all times provided they are with someone with a valid ticket or free travel concession or is using pay as you go.</p> <p>Free travel with a 5-10 Oyster photocard within the pay as you go area (except on Southeastern high speed and Gatwick Airport services).</p> <p>Free travel on the NR services shown in Note A1 if accompanied by an adult using a valid ticket or pay as you go (see clause 5.2.3).</p>
--	-------------------	--

<b>Ticket type</b>	<b>Day Travelcard</b>	<b>Group Day Travelcards</b>
<b>When and where it can be used</b>	<p>On Tube, DLR, London Overground, TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket. Also to and from any station shown on the ticket and any station in between.</p> <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> <p>Not on Southeastern highspeed services, Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <p>Unlimited bus journeys across the London bus network including sections outside Greater London. This applies</p>	<p>On Tube, DLR, London Overground, TfL Rail 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>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> <p>Cannot be used on Southeastern highspeed services, Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <p>Unlimited bus 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>Unlimited tram journeys across the tram network.</p>

	<p>to all Day Travelcards irrespective of the zone(s) shown on the ticket. Cannot be used on special bus services.</p> <p>Unlimited tram journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	
Additional Information	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Discounted fares are available on Thames Clippers River Bus services, most River Tours and to the Emirates Air Line on showing the ticket to a member of staff.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date required.</p>	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Discounted fares are available on Thames Clippers River Bus services, most River Tours and the Emirates Air Line on showing the ticket to a member of staff.</p> <p>Groups must be at least 10 people and must travel together at all times. Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

<b>Ticket type</b>	<b>Travelcard season ticket</b>	<b>Pay as you go</b>
When and where it can be used	<p>Can be used from 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.</p> <p>On Tube, DLR, London Overground, TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket. Also to and from any station shown on the ticket and any station in between.</p> <p>Cannot be used on Southeastern highspeed services, Heathrow Express or on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <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 tram journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>Oyster and contactless payment cards can be used to pay as you go at all times on bus, London Underground, tram, DLR, London Overground and TfL Rail and National Rail services, the Emirates Air Line and Thames Clippers River Buses.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area.</p> <p>Cannot be used on Heathrow Express or on Heathrow Connect services between Hayes and Harlington &amp; Heathrow.</p>



Additional information	<p>Adult photocard needed with printed monthly and longer period tickets.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Discounted fares are available on Thames Clippers River Bus services, most River Tours and to the Emirates Air Line on showing the ticket to a member of staff.</p> <p>Can be bought up to 30 days before the start date at London Underground stations and Visitor Centres and 7 days before at Oyster Ticket Stops.</p> <p>Where more than one Travelcard, covering the same date(s) of validity, is on an Oyster card, the zonal availability of any such Travelcard must cover adjacent zones at all times.</p>	<p>Pay as you go credit can be used to buy tickets on the Emirates Air Line, Crown River and Thames River Services.</p> <p>Pay as you go journeys on the Emirates Air Line, Thames Clippers River Buses, Southeastern high speed and Gatwick Express services and tickets bought using pay as you go credit for use on Emirates Air Line, Crown River and TRS services will not count towards any daily or weekly cap.</p>
------------------------	--	--

<b>Ticket type</b>	<b>Freedom Pass</b>	<b>Veterans Oyster photocard</b>
When and where it can be used	<p>Can be used at all times on DLR, bus, Tube, tram, London Overground and TfL Rail Services.</p> <p>Can be used at all times on National Rail except for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. This Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.</p> <p>Can also be used on some special bus services.</p>	<p>At all times on DLR, bus, Tube, tram, London Overground and TfL Rail services.</p> <p>Can be used at times on National Rail services except for journeys that start between 0430 and 0930 Monday to Friday (excluding public holidays). This restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.</p> <p>Can also be used on some special bus services.</p>
Additional information	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Freedom Passes with a hologram and the English National Concessionary Bus Scheme logo can be used on local bus services throughout the rest of England between 0930 – 2300 Mondays-Fridays,</p>	<p>Can be used on route 447 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.</p> <p>Can only be used by the person whose</p>

	<p>anytime at weekends and on public holidays.</p> <p>These bus services can normally only be used by Freedom Pass holders from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays).</p> <p>Can be used to get discounted fares on Thames Clippers River Buses, most River Tour services and the Emirates Air Line.</p> <p>Can only be used by the person whose name and photograph appears on the Pass.</p> <p>If you move from Greater London your Freedom Pass must be surrendered by sending it to:  Journeycall  James Chalmers Road  ARBROATH  DD11 3RQ</p>	<p>name and photograph appears on the photocard.</p>
--	---	--

<b>Ticket type</b>	<b>60+ London Oyster Photocard</b>
Validity	<p>At all times on DLR, bus, Tube, tram, London Overground and TfL Rail services.</p> <p>Can be used at all times on National Rail services except for journeys that start between 0430 and 0930 Monday to Friday (excluding public holidays). This restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.</p> <p>Can also be used on some special bus services.</p>
Additional information	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.</p> <p>Can only be used by the person whose name and photograph appears on the</p>

## Notes

**A1** Tube cash single and return tickets that only show a fare value or zones 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 (not via Romford)
- Tottenham Hale/Seven Sisters/Walthamstow Central to Liverpool Street
- Harrow & Wealdstone to Clapham Junction (Southern service)
- Bushey to Euston (London Midland service)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip

**A2** Freedom Passes, 60+ London Oyster photocard and Veterans 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 (not via Romford)
- New Cross Gate to West Croydon / Crystal Palace /Clapham Junction (London Overground services only)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip

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

On Southern services between Clapham Junction and Harrow & Wealdstone the following applies:

holders of Veterans 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.

## Appendix 2 – Refunds table

### Refunds if you are delayed on DLR services

If this happens	We will...	What to do next...
You make your journey	refund the single pay as you go	Sign in to your online account

but are delayed for reasons within our control by 15 minutes or more on our services.  This does not include any delay caused by strike action	fare for the delayed journey if you were using an Oyster or contactless payment card  refund the cash value, for the delayed journey, if you bought a paper single or return ticket	to apply. You must apply within 28 days of the delayed journey.  Apply at <a href="http://tfl.gov.uk/service-delay-refunds">tfl.gov.uk/service-delay-refunds</a> or call TfL Customer Services
You make your journey but are delayed, or have to pay additional or higher fares on alternative routings, for reasons outside our control.	give no refund.	Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.
You make your journey but are delayed, or have to pay additional or higher fares on alternative routings, as a result of planned service changes or engineering works.	give no refund.	Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.
When using pay as you go, you have touched your Oyster or contactless payment card on a yellow card reader, but are unable to start or finish your journey because of service disruption:	attempt to charge the right fare by automatically completing the journey. You should allow 48 hours for us to check all fares.	Sign into your online account after 48 hours and within 28 days to apply for a refund or call TfL Customer Services.

### General refund policy for travel on DLR

If this happens	We will...	What to do next
You have bought a single or return ticket but have not used it for reasons other than service disruption	generally not refund; however we may consider such requests on a case by case basis.  not refund for service disruption caused by strike action	You should send your ticket(s) to TfL Customer Services, explaining why you have not used it (them).
You have bought a single or return ticket but have only partially used it for reasons other than service disruption	not give a refund on partially used single or return tickets.  not refund for service disruption caused by strike action	
You buy a Day Travelcard but do not use it	give a refund provided that the ticket is handed in before the day of validity.	You should send you ticket(s) to TfL Customer Services, explaining why you have not used it (them). The date on the envelope must be before the ticket's day of validity.

You buy a Day Travelcard but only partially use it on the day of validity	Not give a refund on partially used One Day tickets.	
You have credit on your Oyster card to pay as you go but no longer need it	Give a refund of the credit on your Oyster card.	If the balance on your Oyster card is £10 or less, you can get a refund at Underground station ticket machines. Once you have done this, your card will be stopped. Alternatively, create an online account, sign in or contact TfL Customer Services.
You have paid more than the advertised pay as you go fare and have correctly touched in and touched out	refund the amount overpaid.	Sign in to your online account (or call TfL Customer Services) after 48 hours and within 8 weeks.  Claims cannot be made after this time.
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	not normally make any refund unless there were reasons beyond your control for not touching in and touching out.  Where we can we will attempt to adjust the credit on your card automatically. This may take up to 48 hours.	Sign in to your online account, after 48 hours and within 8 weeks, to apply for one maximum fare refund per calendar month.  Call TfL Customer Services after 48 hours but within 6 weeks of making the journey and we will consider your request. Claims cannot be made after this time.
You forget to bring your season ticket or registered Oyster card with a season ticket on it with you for a day	consider a request for a refund provided you buy an additional ticket 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.  not normally do this if you have used your season ticket already for the day you are claiming.  not normally do this more than twice in any 12 month period.  not give a refund if your Oyster card is unregistered  have the right to charge you a penalty fare if you do not pay your fare before travelling.	You should call TfL Customer Services with details of the ticket(s) you bought or the Oyster or contactless payment card you used to pay as you go.
You forget to bring your 5-10 Oyster photocard with free	not give a refund of any additional fares paid.	

travel concession with you and are not travelling with an adult		
You forget to bring your 11-15, 16+, 60+ or Veterans Oyster photocard, your Freedom Pass or English National Concessionary Scheme Bus Pass with free travel concession with you	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.	
You forget to bring your 18+ or Apprentice Oyster photocard with you	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.	

## Appendix 3 – Getting in touch

Addresses and telephone numbers of the offices mentioned in these Conditions are shown below.

<b>Transport for London, Customer Services</b>	14 Pier Walk North Greenwich London SE10 0ES	<ul style="list-style-type: none"> <li>• online: <a href="http://tfl.gov.uk/contact">tfl.gov.uk/contact</a></li> <li>• telephone: 0343 222 1234</li> <li>• textphone: 020 7027 8511</li> </ul>
<b>Penalty fare Appeals (Underground, DLR, London Overground, TfL Rail and buses)</b>	IRCAS PO Box 212 Petersfield GU32 9BQ (ircas.co.uk)	<ul style="list-style-type: none"> <li>• Appeals via <a href="http://ircas.co.uk">ircas.co.uk</a> or in writing to this address</li> <li>• Payments only: 0845 434 8292</li> </ul>
<b>Lost Property Office</b>	Transport for London 200 Baker Street London NW1 5RZ	<ul style="list-style-type: none"> <li>• online: <a href="http://tfl.gov.uk/lostproperty">tfl.gov.uk/lostproperty</a></li> <li>• telephone: 0343 222 1234</li> <li>• fax: 020 7918 1028</li> </ul>
<b>London TravelWatch</b>	169 Union Street London SE1 0LL <a href="mailto:enquiries@londontravelwatch.org.uk">enquiries@londontravelwatch.org.uk</a>	<ul style="list-style-type: none"> <li>• telephone: 020 3176 2999</li> <li>• fax: 020 3176 5991</li> </ul>

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

If you have a problem with your journey and our staff cannot resolve it on the spot, or if you have any comments about the day-to-day running of our services, you can contact TfL Customer Services.

If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog, at [londontravelwatch.org.uk](http://londontravelwatch.org.uk).

## Appendix 4 – Byelaws and Conduct Regulations

---

### Transport for London (TfL) Railway Byelaws

- These relate to 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.
  - Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.
- 

### Road Transport Premises Byelaws

- These control behaviour at bus stations.
  - You can see a copy at bus station enquiry offices.
  - Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.
- 

### 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](http://tsoshop.co.uk) or call 0333 200 2425.
  - Also available at [legislation.gov.uk](http://legislation.gov.uk)
- 

### 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](http://tsoshop.co.uk) or call 0333 200 2425.
  - Also available at [legislation.gov.uk](http://legislation.gov.uk)
- 

### 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](http://tsoshop.co.uk) or call 0333 200 2425.
- 

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.

## Appendix 5 - Special terms

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

---

Auto top-up	A facility available to customers who have a TfL online account which enables them to automatically have pay as you go credit added to their Oyster card.
Available / availability	Where a ticket or Oyster card with pay as you go credit on it or a contactless payment card can be used. See also 'Valid/Validity'.

---



Compulsory ticket area	Generally, parts of DLR stations within the red line area or ticket gates on DLR or London Underground stations, and all DLR and London Underground trains. There are warning signs at all entrances to compulsory ticket areas.
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. Sometimes referred to as a discount.
Concessionary or discounted fare	A cheaper fare that some customers can pay, such as holders of National Railcards or Oyster photocard.
Contactless payment card	A Visa, MasterCard or American Express branded contactless payment card or other device enabled for contactless payments which allows pay as you go travel on DLR, bus, Tube, tram, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and most National Rail services in London.
Deposit	A returnable sum that must be paid to get an Oyster card.
Docklands Light Railway (DLR)	Trains and stations run by Docklands Light Railway Limited (or by another company under contract to it)
Emirates Air Line	The cable car service between Emirates Greenwich Peninsula and Emirates Royal Docks managed by DLR Limited.
London Overground	Trains and stations operated on behalf of Rail for London. National Rail conditions of Travel also apply on London Overground services.
London Underground	Trains and stations run by London Underground Limited (LUL, some of which stations are used by DLR trains).
National Rail (NR)	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.
Pay as you go area	The area where pay as you go can be used. It can be used on all DLR, bus, Tube, tram, London Overground, TfL Rail, Emirates Air Line and Thames Clipper River Bus services. It can also be used on National Rail services within Zones 1-9, on Southeastern high speed services between St Pancras and Stratford International and at Broxbourne, Chafford Hundred, Earlswood, Gatwick Airport, Grays, Hertford East, Horley, Merstham, Ockendon, Purfleet, Redhill, Rye House, St Margarets (Herts), Salfords, Shenfield, Ware and Watford Junction stations.  It cannot be used on Heathrow Express or on Heathrow Connect services between Hayes & Harlington and Heathrow.
Oyster online and Customer Services	Visit <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a> or call Customer Services on 0343 222 1234 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, add pay as you go credit or 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 photocard and smartcards issued by other organisations that can be used for travel on TfL services except where we say that they cannot. Oyster cards issued to visitors from outlets abroad have different Terms and Conditions.
Oyster photocard	A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph.
Oyster Ticket Stops	Shops, usually newsagents, across London that issue Oyster cards and at



	which you can add season tickets and pay as you go credit to your Oyster card.
Pay as you go balance	Credit held on an Oyster card, which you can use for pay as you go travel. It can also be used to buy single tickets on the Emirates Air Line, Crown River and TRS services..
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 Transport for London Act 2008.
Pink card reader	A device that, when an Oyster or contactless payment card is touched on it, ensures that you pay the appropriate Oyster single fare for the route you are taking.
Registered Oyster card	An Oyster card that has been registered with TfL and on which a Travelcard can be added. Once registered it is protected against lost of theft.
Season ticket	Any ticket valid for unlimited journeys for 7 days, one month or longer. Including point-to-point tickets which are available between two named stations.
Smartcard	A card that is able to contain one or more electronic tickets and/or electronic funds.
TfL Rail	Trains and stations operated on behalf of Rail for London
Ticket selling outlets	DLR, London Underground, London Overground and TfL Rail stations, Visitor 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.
Trams	The tram network between New Addington, Elmers End, Beckenham Junction and Wimbledon running through Croydon.
Valid/validity	When a ticket, Oyster card or contactless payment card can be used. See also 'Available/availability'.
Validate	Touching an Oyster card, smartcard or a contactless payment card on a yellow card reader at the start and end of a DLR, London Underground, London Overground, TfL Rail, National Rail, Emirates Air Line or Thames Clippers River Bus journey.
Validator	A free standing yellow card reader adjacent to gates and at entrances/exits at DLR, Underground, Emirates Air Line, Overground, TfL Rail and National Rail stations and at river piers.
Yellow card reader	A device that when: <ul style="list-style-type: none"> <li>• an Oyster card or smartcard is touched on it, checks that it is valid, checks for any season tickets and/or pay as you go credit are on the card and, where appropriate, charges the Oyster single fare for the journey.</li> <li>• 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.</li> </ul> <p>Other than on buses and on ticket machines, it can also be used to activate Auto top-up. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or by phone. On a ticket machine, it can be used to buy a season ticket or pay as you go credit.</p>
Zones	The zones shown on maps at stations and at <a href="http://tfl.gov.uk/maps">tfl.gov.uk/maps</a>