

Transport for London Conditions of Carriage London Trams and other TfL services



25 May 2018 until further notice

Section	Content	Page
1	Introduction	3
2	Useful contacts	4
3	Services, safety and passenger comfort	5
4	Photocards and Oyster photocards	7
5	Oyster cards, other smartcards and contactless payment cards	12
6	Data Protection	19
7	Using tickets and travel concessions	20
8	Replacement and duplicate tickets and Oyster cards	33
9	Penalty fares and fare evasion	36
10	Refunds	37
11	Access	37
12	Luggage, possessions and animals	38
13	Lost property	39
14	Bicycle racks	39
15	Explanation of terms	40
16	Appendix	44

I. 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 Transport for London (TfL), London Trams, London Bus Services Limited and London Underground Limited. '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 trams, buses and Underground stations and trains.

These Conditions of Carriage set out your rights and obligations as a customer

- The Greater London Authority Act 1999, The Croydon Tramlink (Penalty Fares) Order 2011 available from tsoshop.co.uk or at most public libraries in the London area.
- The Croydon Tramlink Byelaws - available from the Tramlink Shop, 5 Suffolk House, George Street. Croydon CR0 1PE

1.1 These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by TfL, London Trams 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. For the most up to date version go to tfl.gov.uk/terms.

Alternatively, you may obtain a copy from the Tramlink Shop at 5, Suffolk house, George Street, Croydon CR0 1PE.

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

1.2 Any contract for travel on Trams is with Tramtrack Croydon Limited, the concessionaire appointed by London Transport (subsequently TfL) to design, build, operate and maintain the tram system.

1.3 Tram Operations Limited has been appointed by Tramtrack Croydon Limited as the operating sub-contractor for Trams.

1.4 Separate Conditions of Carriage / Use apply on other TfL and NR services:

2. Useful Contacts

2.1 We aim to be fair and helpful in all our dealings with customers. Comments about our services or suggestions for improvement are always welcome. If you have a problem with your journey, and it cannot be solved on the spot, you should contact the Tramlink Shop.

2.2 We hope that you will find our response satisfactory. If not, you can contact London TravelWatch, the independent transport watchdog, at londontravelwatch.org.uk

2.3 Useful addresses and telephone numbers are:

Transport for London, Customer Services	14 Pier Walk North Greenwich London SE10 0ES	Tele: 0343 222 1234 Text: 020 7027 8511 Online: tfl.gov.uk/contact
Tramlink Shop (for customer services and travel information)	5 Suffolk House George Street Croydon CR0 1PE	Tel: 020 8681 8300 Fax: 020 8688 0989
Penalty Fare Appeals Tramlink	5, Suffolk House George Street Croydon CR0 1PE	Appeals in writing only
Lost Property Trams	5, Suffolk House George Street Croydon CR0 1PE	Tel: 020 8681 8300 Fax: 020 8688 0989
London TravelWatch	169 Union Street London SE1 0LL	Tel: 020 3176 2999 Fax: 020 3176 5991 enquiries@londontravelwatch.org.uk

3. Services, Safety and Passenger Comfort

3.1 We always aim to provide a safe and reliable service. Sometimes our regular services have to change at short notice for circumstances 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 call TfL Customer Services on 0343 222 1234.

3.2 Our services are often heavily used so we cannot guarantee to carry you, or provide you with a seat, on a particular tram.

3.3 You may use any tram 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 (you must validate your card before boarding the tram).

3.4 We reserve the right to close entrances to, and exits from, our tram stops and stations and to refuse you entry to or require you to leave our premises, or trams at any time. In most cases this will be for reasons of safety.

3.5 For your own safety and the safety of others, you must follow instructions given by our staff.

3.6 For your personal security, all our trams and tram platforms 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.

3.7 You must comply with our Byelaws. You may be prosecuted for breaching any of these byelaws.

In the interests of safety and the comfort of fellow passengers you must not:

- smoke on the tram or use an electronic cigarette ('vape')
- carry lit cigarettes, pipes and matches on the tram.
- use roller skates, roller blades, scooters or skateboards on trams or platforms
- consume alcohol or have in your possession any open container of alcohol on trams or tram stops

You may be prosecuted for disobeying these requirements.

3.8 In cases of emergency, exit from the trams will be through the doors. If they cannot be opened by the driver automatically, any person will be able to open the

doors by means of the Emergency Door Handles situated at each doorway. The doors will not open until the tram has stopped. Misuse of the Emergency Door Handles is an offence and may result in prosecution.

4. Photocards and Oyster Photocards

4.1 All photocards and Oyster photocards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. If they are we may withdraw or cancelled 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 do not need a 5-10 Oyster photocard to travel free on buses and trams, unless you look older.

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

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 buses and trams you need an 11-15 Oyster photocard, to travel free. You must carry your Oyster photocard with you and touch it on the yellow card reader when you board a bus and before boarding the tram. If you fail either to touch in correctly or to pay a fare, you will be liable for a penalty fare and/or you may have your travel concession withdrawn.

If you do not have a valid 11-15 Oyster photocard do not have it with you or it has stopped working or is damaged, you will need to pay the adult fare for your journey using an Oyster or contactless payment card.

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

You need a 16+ Oyster photocard to travel free on buses and trams, to pay as you go at half adult rate and to use discounted Travelcards and Bus & Tram Passes

If you have a negative balance on your 16+ Oyster photocard, you will not be able to travel until you add credit to clear the negative balance. You can do this at an Underground, London Overground or TfL Rail station, Visitor Centre or Oyster Ticket Stop and most National Rail stations.

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 before you board the tram. If you do not have your 16+ Oyster photocard with you or has stopped working or is damaged, you will need to pay the adult fare for your journey using an Oyster card or contactless payment card.

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.

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

4.6 Behaviour Code 5-10, 11-15 and 16+ Oyster photocard holders

TfL's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or 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, 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 anti-social
- 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

4.7 18+ Student Oyster photocards can be used by students 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 you 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.

4.8 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.

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.

4.9 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 buses and trams. Tube, DLR, London Overground, TfL Rail and most National Rail services

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

4.11 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 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 Saturday, Sunday and public holidays

4.12 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 dependants 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 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 Saturday, Sunday and public holidays

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

The serial number on your photocard must match the one 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.

To update the photograph on your Bus & Tram Discount photocard, you must get a new photocard at a London Post Office. You will then need to go to an Oyster Ticket Stop, Underground station, or Visitor Centre to update the details on your Oyster card.

4.14 National Railcards are issued by London Overground, TfL Rail, Train Operating Companies and other authorised issuers under the National Rail Conditions of Carriage. Information can be obtained at nationalrail.co.uk or 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 7.2.5

5. Oyster cards, other smartcards and contactless payment cards

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

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

5.3 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.

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

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

5.6 We reserve the right to prevent the use of your Oyster card, smartcard or contactless payment card for travel. TfL reserves 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 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 TfL 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 your 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.

5.7 Registered Oyster cards and online accounts for contactless payment cards

5.7.1 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 it 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.

5.7.2 Unregistered Oyster cards. You do not need to register your Oyster card or sign up for an online account if you are only buying only intend to use 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 10)

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

5.9 Card deposit. You have to pay a deposit to get an Oyster card. This will be refunded to you if you return the original card to TfL 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 refunded 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.

5.10 Duty to show your Oyster card smartcard or contactless payment card.

You must be prepared to show your Oyster card (and supporting photocard where needed), your Oyster photocard, smartcard or contactless payment card on each journey, whenever we 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.

5.11 Using a season ticket on your Oyster card or smartcard. If you are using a Bus & Tram Pass or Travelcard on trams, you to touch your Oyster card on the yellow card reader at the start of your journey.

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.

5.11.1 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.

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

5.11.3 When you buy a 12 month adult season ticket on you 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 discounted 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.

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

5.12.1 You can pay as you go with an Oyster card on all tram. London buses (including those services shown in Note A3), Tube, DLR, 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.

5.12.2 You can pay as you go with a contactless payment card on all tram, London buses (excluding routes 402 and 477 as shown in Note A3 and journeys on the Heritage Routemasters used on route 15), Tube, DLR, 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.

5.12.3 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.

5.12.4 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

5.12.5 Paying as you go on trams. To pay as you go for a tram journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the tram stop where you start your journey **before** boarding the tram. If you are using an Oyster card, a charge, set by TfL, will be deducted from the balance on your card. Before travelling, you must have sufficient pay as you go credit on your Oyster card or Auto top-up set on your Oyster card.

5.12.6 If the balance on your Oyster card is less than the pay as you go fare for your journey but is £0.00 or more, you will be allowed to make one more journey. You must then top up your Oyster card to clear the negative balance before you can use it again.

5.12.7 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.

5.12.8 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 or you may be prosecuted.

5.12.9 You only need to touch in with your Oyster or contactless payment cards on the validators positioned at the stops before you board – there are **NO** validators on

a tram.

5.12.10 You must also touch your Oyster or contactless payment card flat on a yellow card reader at any tram stop where you change from one tram to another in order to complete your journey. There will be no charge for the second touch in provided it is made within 60 minutes of the first so that you will only pay the advertised Oyster single fare for the journey made.

5.12.11 If you make a pay as you go journey using pay as you go on a bus or tram, you can make multiple bus or tram journeys for free within one hour of first touching in providing you touch in using the same card

5.12.12 If you do not touch in before boarding the tram 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.

5.12.13 If you enter Wimbledon station to make a tram journey, you must always touch in on the Tram yellow card reader on platform 10 before boarding the tram. If you arrive at Wimbledon station by National Rail or Underground and you are making a tram journey, you must touch on a NR or Underground yellow card reader to complete this part of your journey and then touch on the Tram yellow card reader. If you do not, you may be charged a maximum fare and you may be liable to a penalty fare.

5.12.14 If you enter Mitcham Junction or Elmers End stations to make a tram journey, you must always touch in on the Tram yellow card reader before boarding the tram. If you arrive at Mitcham Junction or Elmers End stations by National Rail, you must touch on a NR yellow card reader to complete your train journey and then touch on the Tram yellow card reader before you board. If you do not, you may be charged a maximum fare and you may be liable to a penalty fare.

5.12.15 Your pay as you go journey must be completed within 70 minutes of touching in at the start of your journey.

5.13 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 tram stops you must use another yellow card reader that is.

When you touch your Oyster or contactless payment card flat on the a 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.

On a bus, a green light accompanied by three beeps and the issue of a printed slip from the ticket machine means that you are being allowed to make one more journey and that you must top up your Oyster card before you can travel again.

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

5.14 Pink card reader



Pink card readers are located at a number of interchange stations. They tell us which route you've taken so we can charge you the right fare.

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 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 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 pay as you go fare and avoid paying a maximum fare.

5.15 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 you may 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 and Thames Clippers River Bus services
- pay as you go journeys on Gatwick Express services
- pay as you go journeys on Southeastern high speed services between St Pancras and Stratford International

5.16 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.

6. Data Protection

6.1 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

6.2 Retention of personal travel data

The TfL ticketing system retains details of the journeys made using your Oyster card 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.

6.15 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 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.

7. Using tickets and travel concessions

7.1 Printed tickets

7.1.1 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 travel 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.

7.1.2 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.

7.1.4 On our bus and tram services, cash fares are not available.

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 or you may be prosecuted.

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 and Tramlink Byelaws.

7.1.7 Duty to show printed tickets. You must show your printed ticket (and photocard, if needed) to a member of staff or a Police Officer to 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.

7.2 Using travel concessions

7.2.1 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.

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 Trams and Buses - You can travel free at all times.

7.2.4 11 to 15 year olds

You will not be able to travel by bus or tram if you do not have your 11-15 Oyster photocard with you or if it has stopped working or is damaged. You will need to pay the relevant adult fare for your journey using another Oyster or contactless payment card.

7.2.5 National Railcard or Gold Card discounts

If you hold

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

Your off-peak Oyster daily cap will be a third off the equivalent adult-rate daily cap. Individual off-peak pay as you go fares for journeys by Tube, DLR, London Overground, TfL Rail or National Rail will also be a third lower than the equivalent adult rate for the

journey. These discounts are only available to the card holder. You must register your Oyster card and once the discount is set on it, you cannot not lend or transfer your card to someone else. 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 and an Oyster card with the Disabled Railcard discount set on it, you can get a third off pay as you go fares and daily caps at any time.

If you have an Oyster card with your Disabled Railcard discount set on it, 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, may use pay as you go instead of buying a printed ticket.

If you hold an Annual season ticket (Gold Card) valid in Zones 1-6, either on an Oyster card or as 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. If the journey you are making isn't covered by your Gold Card, then you must buy a ticket before you travel.

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 is at 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 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 or pay as you go single fare for all journeys you make using the invalid ticket or Oyster card and we can stop the card.

7.4 Buying tickets from a self-service ticket machine

Currently our self-service ticket machines sell:

- Single tram tickets
- Single tickets through to specified bus routes
- Day Travelcards
- One Day Bus and Tram Passes
- 7 Day Bus & Tram Pass

- Through tickets to Tube stations for journeys via Wimbledon Park

If the machine does not sell the ticket you want, you must buy a ticket for that part of your journey you are making on Trams.

If you want to buy a through ticket to a National Rail, London Underground or DLR station which is not on the ticket machine, you must buy a ticket to the tram stop where you will leave The tram and there buy another ticket for the rest of your journey.

If you have a problem using the ticket machines, ask for help from a member of our staff. You may do this by either using the Passenger Help Point on the platform or by telephoning our enquiry line 020 8681 8300.

Please note self-service ticket machines are due to be withdrawn in 2018

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 Refund vouchers. If you buy a ticket from a self-service ticket machine which isn't able to give you the correct change, you should pay the exact fare if possible. If you insert coins and notes above the value of your ticket, you will receive (in addition to your ticket) a refund voucher for the amount you have overpaid. You can exchange your refund voucher for the amount of overpayment at the Tramlink Shop. Refund vouchers are not valid for travel and cannot be used as a ticket.

7.7 Travelling outside ticket availability. If your Travelcard does not cover travel on tram services (zone 3, or 4, or 5, or 6 required) you will need to buy a ticket from a self-service ticket machine or touch in with your Oyster card if using pay as you go before you board the tram or use a contactless payment card to pay as you go. Failure to do so may mean that you are liable to pay a penalty fare.

7.4 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

It is your responsibility to ensure you have the correct ticket or have validated your Oyster card 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 with 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	Tram single	One Day Bus & Tram Pass
When and where it can be used	For 70 minutes only from the time of issue stated on the ticket on the day of issue.	Unlimited bus journeys across the London bus network, including sections outside Greater London, and unlimited tram journeys.
Additional Information	For one single journey from the tram stop of purchase to any other Tramlink stop, including a change of tram where necessary to complete the journey.	<p>Adult photocard not needed.</p> <p>Cannot be bought before the day of validity.</p> <p>Cannot be transferred from one person to another.</p> <p>Only available at adult rate.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Will not be replaced if damaged or it cannot be read by yellow card readers.</p>

Ticket type	Bus & Tram Pass season ticket	Free travel for young people
<p>When and where it can be used</p>	<p>From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.</p> <p>Unlimited bus journeys across the London bus network, including sections outside Greater London and unlimited tram journeys.</p>	<p>At all times.</p> <p>On all trams</p>
<p>Additional Information</p>	<p>Adult photocard need with printed monthly and longer period tickets.</p> <p>Cannot be transferred from one person to another or used on special bus services.</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 Visitor Centres or 7 days before at Oyster Ticket Stops.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Printed Bus & Tram Pass season tickets are not available to buy at ticket selling outlets.</p>	<p>Yes - for unlimited bus journeys across the London bus network, including sections outside Greater London, on services contracted by London Buses. Can also be used on the bus services as shown in Note A3</p> <p>Not applicable</p> <p>Available to all under-11s All 11 year olds and over need a valid Oyster photocard which must be carried on every journey and must be touched on yellow card readers at tram stops before boarding a tram. Failure to touch an Oyster photocard on the yellow card reader before boarding the tram may result in the free travel concession being withdrawn. Failure to have a valid Oyster photocard or to pay a fare may result in a penalty fare being issued .</p>

Ticket type	Day Travelcard	Group Day Travelcards
<p>When and where it can be used</p>	<p>On Tube, DLR, London Overground. TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket</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 high speed services, Heathrow Express and on Heathrow Connect services between Hayes & 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 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>	<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 high speed services, Heathrow Express and on Heathrow Connect services between Hayes & 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>Additional Information</p>	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</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>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</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>
--	---	---

Ticket type	Travelcard season ticket	Pay as you go
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 high speed services, Heathrow Express or on Heathrow Connect services between Hayes & 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>Oyster and contactless payment cards can be used to pay as you go at all times on bus, Tube, 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 & Harlington & Heathrow.</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>Additional Information</p>	<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 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 the Emirates Air Line, Crown River and TRS services will not count towards any daily or weekly cap.</p>

Ticket type	Freedom Pass	English National Concessionary Bus Pass
When and where it can be used	<p>Can be used at all times on bus, Tube, tram, DLR, 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>Not valid for travel on trams</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, 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</p>	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>On local bus services throughout the rest of England, normally from 0930 to 2300 on Mondays to Fridays (all day Saturdays, Sundays and public holidays).</p> <p>Holders of English National Concessionary Bus Pass Companion cards are not permitted to start their journey within Greater London.</p> <p>Can only be used by the person whose name and photograph appears on the Pass.</p> <p>Within Greater London, people accompanying English National</p>

and the Emirates Air Line.

Can only be used by the person whose name and photograph appears on the Pass.

If you move from Greater London your Freedom Pass must be surrendered by sending it to:

Journeycall
James Chalmers Road
ARBROATH
DD11 3RQ

Concessionary Bus Pass holders must pay for their own journeys.

Ticket type	Veterans Oyster photocard	60+ London Oyster photocard
When and where it can be used	<p>At all times on bus, Tube, tram, DLR, 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>	<p>At all times on bus, Tube, tram, DLR, 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 photocard.</p>	<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 photocard.</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)
- 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.

8. Replacement and duplicate tickets and Oyster cards

8.1 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 Underground station, from an online account or by calling TfL Customer Services. You may be asked to give your name and address for administration purposes. Note that a One Day Bus & Tram Pass on Oyster will not be replaced.

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 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 eg Railcard, you should get the discount set on your replacement card.

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

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

8.3.1 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.

8.3.2 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 to find out what to do or call TfL Customer Services.

8.3.3 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 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.

8.3.4 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 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 your report of loss has 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.

9. Penalty fares and fare evasion

9.1 A penalty fare of £80 applies on tram services. This is reduced to £40 if paid within 21 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.

9.2 If you are travelling on one of our trams 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
- 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
- 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.

9.3 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 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

9.4 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.

10. Refunds

10.1 Refunds on unused tickets bought from our ticket machines, or reimbursement of credit lost in a Trams ticket vending machine due to mechanical failure or vandalism, are at the absolute discretion of Tramtrack Croydon Limited, and each application is treated on its merits.

10.2 Where a ticket has been bought for use on a specific day and a passenger can demonstrate that they have been unable to use it on that day they may apply for a refund at the Tramlink shop. Any refund will be at the absolute discretion of Tramtrack Croydon Limited. We reserve the right to levy an administration charge of £1.50.

10.3 If we fail to run the 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.

10.4 For refunds regarding season tickets on Oyster or pay as you go credit, contact TfL Customer Services.

11. Access

11.1 We want to make travel on Trams easier for everyone, and especially for people with special needs, including customers with disabilities and those with young children or pushchairs. The tram system is designed to be fully accessible for those with impaired mobility.

11.2 Access to all platforms (except Wimbledon - see 12.3) is either level access or by sloping ramps. Access from the platform to the tram is level access with only a minimal gap between the platform edge and the tram.

11.3 At Wimbledon access to the platform is via a staircase down from the concourse. For people whose mobility is impaired a lift is available to enable access to and exit from the platform.

11.4 On the tram, spaces are available specifically for pushchairs and wheelchairs.

11.5 If you use a wheelchair or mobility scooter user you can travel free on our trams at all times without showing a ticket or pass.

12. Luggage, possessions and animals

12.1 For safety reasons, and for the comfort of customers, we have to restrict the amount and type of luggage that you can take with you on our tram services. You may, at the discretion of staff, take with you the following items, provided they do not cause an obstruction, and are not put on seats:

- personal luggage
- pushchairs and buggies
- prams
- folded bicycles
- any other item provided that it is not dangerous or likely to injure anyone

12.2 You may not bring with you:

- unfolded bicycles
- any item that is more than 2 metres long
- hazardous or inflammable substances
- any item which you are unable to carry yourself (including up and down stairways).
- any item that is likely to cause injury or offence to our customers or to staff

12.3 We can refuse permission for you to take any item on to a tram. If you are in any doubt over a particular item, please contact the Tramlink Shop for advice before you travel.

12.4 We reserve the right to restrict the carriage of any luggage when there is a need for increased security.

12.5 Please keep your luggage with you at all times.

12.6 If we think that unattended property may be a security threat, the Police or security services may destroy it.

12.7 Animals

You can bring with you a guide dog for the blind or a hearing dog for the deaf without charge. At the discretion of staff, you can also take with you a dog or any other inoffensive animal, without charge, provided it is kept under control. Any such animal carried on the tram must either be on a lead or be carried in a suitable container and must not be put on seats. We can refuse permission for you to take an animal on our trams if these conditions are not met or if the animal is likely to cause discomfort to other passengers. Staff are not allowed to take charge of any animal.

13. Lost property

13.1 If you find any lost property on our trams or premises, please alert a member of staff immediately.

13.2 If you lose something on a tram, contact us at the Tramlink Shop where lost property is normally held. Please contact us as soon as possible but allow two working days for the item to be delivered to the Shop prior to collection.

13.3 Lost property may be reclaimed from the Tramlink Shop. We reserve the right to charge an administration fee on collection of lost property.

14 Bicycle racks

14.1 Unfolded bicycles are not permitted on trams.

14.2 Bicycle racks are provided at some of our tram stops. You may leave your bicycle at a rack, providing that it is not left in a position which causes an obstruction or hindrance to other people using the tram stop.

14.3 Any bicycles left at the racks are left there entirely at the risk of the owner and London Trams accept no liability for loss or damage to any bicycle left at tram stops.

15. Explanation of Terms

In these conditions:

- ‘we’ and ‘us’ means The Tram.
- ‘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 who is using our trams.

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

Auto top-up	A facility available to customers who have an online account which enables them to have pay as you go credit automatically added to their Oyster card.
Available/ availability	Where a ticket, 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, all trams and tram stops. At Wimbledon Station, it means platforms 9 and 10 and includes the fixed stairway rising from platform level on platforms 9 and 10 to the pedestrian over bridge spanning platforms 4 to 10. At Elmers End station, it includes platforms 1 and 2. Any part of an Underground station and all Underground trains where you should have a ticket, sufficient pay as you go credit or other travel authority for the whole journey you intend to make.
Concession	A travel benefit not an entitlement sometimes referred to as a discount. A concessionary or discount fare is a cheaper fare that some customers can pay, such as holders of National Railcards or Oyster photocard.
Contactless payment card	A contactless payment card or other device enabled for contactless payments which allows contactless payment for travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Airline and National Rail services.

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 (or by another company under contract to it).
Emirates Air Line	The cable car service between Emirates Greenwich peninsula and Emirates Royal
London bus network	Buses, run by our contractors, on routes in Greater London and beyond.
London Overground	Trains and stations operated on behalf of Rail for London, a subsidiary of TfL.
London Underground	Trains and stations run by London Underground Limited (LUL). The stations listed below are operated by London Underground but any ticket bought at these stations is covered by the National Rail Conditions of Travel and the Rail for London - London Overground and TfL Rail Services Ticketing and Travel Guide: Gunnelsbury Kenton South Kenton Harlesden Kew Gardens Stonebridge Park North Wembley Wembley Central KensalGreen Queen's Park Harrow & Wealdstone
National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.
Oyster card	A smartcard that can hold up to three season tickets and/or pay as you go credit. The term Oyster card also includes Oyster photocard and smartcards issued by other organisations that can be used for travel on TfL services.
Oyster photocard	A smartcard that operates in the same way as an Oyster card and includes the holder's photograph.
Oyster Ticket Stops	Shops, usually newsagents, across London that issue Oyster cards and where you can add season tickets and pay as you go credit to your Oyster card.

Pay as you go area	The area where pay as you go can be used.
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 which can be charged in circumstances set out in The Croydon Tramlink (Penalty Fares) Order 2009 as amended by The Croydon Tramlink (Penalty Fares) Order 2011 and the Greater London Authority Act 1999 and as amended by the TfL 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 pay as you go fare for the route you are taking.
Rail for London	A subsidiary of TfL, whose operating names are London Overground and TfL Rail.
Smartcard	A card that contains an electronic chip 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	A physical ticket or electronic document which entitles the holder to travel between the stations or within the zones indicated.
Tram	The tram network between New Addington, Elmers End, Beckenham Junction and Wimbledon running through Croydon.
Valid/validity	When a ticket, Oyster card, smartcard or contactless payment card can be used. See also 'Available/availability'.

Validate	<p>Touch an Oyster card, smartcard or a contactless payment card on a yellow card reader at the start of a bus or tram journey.</p> <p>Touch an Oyster card, smartcard or contactless payment card on a yellow card reader at the start and end of an Underground, DLR, London Overground, TfL Rail, National Rail, Emirates Air Line or Thames Clippers River Bus journey.</p>
Validator	<p>A free standing yellow card reader adjacent to gates and at entrances/exits at London Underground, DLR, London Overground, TfL Rail and National Rail stations and at river piers.</p>
Yellow card reader	<p>A device that when:</p> <ul style="list-style-type: none"> • an Oyster card or smartcard is touched on it, checks that it is valid, checks for any season ticket and/or pay as you go credit and, where appropriate, charges a pay as you go fare for the journey • 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 <p>Other than on ticket machines, it can also be used to activate Auto top-up, 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>

16. Appendix X – 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 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 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 or call 0333 200 2425.
- Also available at 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 or call 0333 200 2425.
- Also available at 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 or call 0333 200 2425.

Tramlink Byelaws 2000

- Tramlink Shop
- Available at tfl.gov.uk/terms 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.