

London Trams

Conditions of Travel



11th January 2016 until further notice

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1. Introduction

1.1 These Conditions of Travel set out your rights and obligations as a customer of The tram. The documents listed below set out your rights and duties in other particular circumstances:

- 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

1.2 These Conditions of Travel, which may be amended from time to time, replace all previous versions published by The tram. They come into force from the date shown on the front cover and will remain in force, with any amendments that we may make from time to time, until we republish them. Go to tfl.gov.uk/terms for the most up to date version and any amendments. 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 Travel.

1.3 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.

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:

Transport for London Conditions of Travel

Available at tfl.gov.uk/terms

Docklands Light Railway (DLR) Conditions of Carriage

- Available at tfl.gov.uk/terms
-

Rail for London - London Overground and TfL Rail Services Ticketing and Travel Guide

- Available at tfl.gov.uk/terms
-

Emirates Air Line Conditions of Carriage

- Available at tfl.gov.uk/terms
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National Rail Conditions of Carriage

- Available at tfl.gov.uk/terms or at nationalrail.co.uk/nrcc. These Conditions also apply on London Overground and TfL Rail.
 - Further information is included in the Rail for London - London Overground and TfL Rail Services Ticketing and Travel Guide available at tfl.gov.uk/terms.
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Oyster Conditions of Use on National Rail services

- Available at tfl.gov.uk/terms or at nationalrail.co.uk/nrcoc
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Contactless Payment Cards - Conditions of Use

- Available at tfl.gov.uk/terms
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1.5 Information about the tickets we sell and the fares we charge is at tfl.gov.uk/fares and in publicity available at London Underground stations, Oyster Ticket Stops, and Travel Information Centres

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	Telephone: 0343 222 1234 Online: tfl.gov.uk/contact Textphone: 020 7027 8511
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 (enquiries@londontravelwatch.org.uk)	Tel: 020 3176 2999 Fax: 020 3176 5991

3. 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.

Apprentice-rate season ticket	7 Day, one month and longer period season tickets that holders of Apprentice Oyster photocard encoded with the Apprentice discount concession can buy at a reduced rate.
Auto top-up	A facility available to customers who have an Oyster online account which enables them to automatically have pay as you go credit added to their Oyster card.
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'
Child-rate tickets	Tickets which can be used only by: <ul style="list-style-type: none"> • anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed to pay as you go. An 11-15 Oyster photocard is needed for child-rate Travelcard season tickets. Oyster photocard is valid until the photocard expiry date; even where the holder has turned 16 years old • holders of 16+ Oyster photocard (applies to season tickets only) • holders of Jobcentre Plus Travel Discount Cards (applies to season tickets on Oyster and pay as you go fares)
Compulsory ticket area	Generally, all trams and, for passengers alighting from trams, the tram stop platforms themselves. 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 overbridge spanning platforms 4 to 10. At Elmers End station, it includes platforms 1 and 2.
Concession	A travel benefit which is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at the

	discretion of TfL.
Concessionary fare	A cheaper fare which can be obtained by some customers 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 contactless payment for travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Airline and most National Rail services in London.
Deposit	A returnable sum which must be paid to get an Oyster card. This does not apply to Oyster photocard or smartcard which include Oyster and which are issued by organisations other than TfL.
Discount concession scheme	A scheme operated by TfL, under which certain categories of customers may, on application and according to the conditions of the scheme, be issued with a photocard or Oyster photocard that allows them to travel at a reduced rate.
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 Docks managed by DLR Limited
London bus network	Buses, run by TfL's contractors, displaying this sign: 
London Overground	Trains and stations operated on behalf of Rail for London
London Underground	Trains and stations run by London Underground Limited. The following stations are operated by LUL but National Rail Conditions of Carriage and the Rail for London - London Overground and TfL Rail Services Ticketing and Travel Guide apply to tickets bought at these stations: Gunnerysbury North Wembley Harlesden Queens Park Harrow & Wealdstone South Kenton Kensal Green Stonebridge Park Kenton Wembley Central Kew Gardens
National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail
National Rail pay as you go area	Pay as you go can be used on all National Rail services within Zones 1-9, on Southeastern high speed services between St Pancras and Stratford International and can also be used at Broxbourne, Chafford Hundred,

	<p>Earlswood, Gatwick Airport, Grays, Hertford East, Horley, Merstham, Ockendon, Purfleet, Redhill, Rye House, St Margarets (Herts), Salfords, Shenfield, Ware and Watford Junction stations.</p> <p>It cannot be used on Heathrow Express or on Heathrow Connect services between Hayes & Harlington and Heathrow.</p>
Oyster online and Customer Services	Visit tfl.gov.uk/oyster 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 to your Oyster card and set up Auto top-up.
Oyster card	<p>A smartcard on which up to three season tickets and/or pay as you credit can be held.</p> <p>The term Oyster card also includes Oyster photocard and smartcards issued by other organisations which can be used for travel on TfL services except where they say that it cannot. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions.</p>
Oyster photocard	<p>A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. These photocards are only issued to customers who qualify for concessionary travel and include 5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans concessions. Discount rate Travelcards and pay as you go top ups can be ordered from an Oyster photocard web account.</p>
Oyster Ticket Stops	Shops, usually newsagents, across London which 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 fare	The fare charged when you pay as you go on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and National Rail services within the National Rail pay as you go area.
Pay as you go balance	Credit held on an Oyster card, which you can use to pay as you go. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on the Emirates Air Line, 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.
Pink card reader	A device that, when an Oyster card is touched on it, ensures that you pay the appropriate pay as you go fare for the route you are taking.
Point to point season ticket	A season ticket available between two named stations.
Printed ticket	A ticket that is printed on paper, often with a magnetic stripe on the reverse.

Protected Oyster card	An Oyster card that has been protected online against loss or theft at tfl.gov.uk/oyster .
Registered Oyster card	An Oyster card which has been registered with TfL and on which a Travelcard or Bus & Tram Pass valid for longer than one month can be added.
Season ticket	Any ticket valid for 7 days, one month or longer.
Smartcard	A card that contains an electronic chip that is able to contain one or more electronic tickets and/or electronic funds.
Special services	Services run on a particular occasion or for a particular purpose that are advertised as 'special services'.
Staff	People who work for us or our contractors.
Student-rate season tickets	7 Day, one month and longer period season tickets which holders of 18+ Student Oyster photocards encoded with the 18+ Student discount concession can buy at a reduced rate.
TfL Rail	Trains and stations operated on behalf of Rail for London.
Ticket	Any of the types of ticket listed in these Conditions.
Ticket selling outlets	London Underground, DLR, 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.
Tube	See London Underground
Underground	See London Underground
Unregistered/unprotected Oyster card	An Oyster card which has not been registered or protected with TfL.
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 contactless payment card on a yellow card reader at the start of a bus or tram journey. When travelling by tram, you must also validate your card where you change from one tram to another to complete your journey.</p> <p>Touch an Oyster card, smartcard or contactless payment card on a yellow reader at the start and end of an Underground, DLR, London Overground, TfL Rail, National Rail or Emirates Airline journey.</p> <p>Touch an Oyster card on a yellow card reader at the start and end of a Thames Clipper River Bus journey.</p>

Validator	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.
Yellow card reader	<p>A device which when:</p> <ul style="list-style-type: none"> • an Oyster card or smartcard is touched on it, checks that it is valid, checks to see what season tickets and/or pay as you go credit are on it and, where appropriate, charges a pay as you go fare for the journey being made • a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey being made. <p>Other than on buses and on self-service ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online or by phone. 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 add a season ticket or pay as you go credit to your Oyster card.</p>
Zones	The zones shown on the maps at stations and at tfl.gov.uk/maps .

4. Services, safety and passenger comfort

4.1 We aim to provide a safe and reliable service. Sometimes we cannot run our services at their advertised times or frequencies because of circumstances beyond our control or that of our contractors. We reserve the right, when necessary, to alter timetables, re-route or stop trams serving a station or tram stop or section of line, without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

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

4.2 You may use any tram if you have a ticket which is valid and available for your entire journey. You can also do so if you have sufficient pay as you go credit on your Oyster card or have a contactless payment card and have successfully validated your card before boarding the tram.

4.3 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.

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

4.5 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 defenders may be passed to the police and be used in a court of law.

4.6 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.

4.7 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.

5. Photocards and Oyster photocards

5.1 All photocards and Oyster photocards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. They may be withdrawn or cancelled at any time.

5.2 5-10 Oyster photocards can be used by 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.

5.3 11-15 Oyster photocards can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year). Information about the concession and how to apply is at tfl.gov.uk/fares.

If you do not have a valid 11-15 Oyster photocard or do not have your Oyster photocard with you or your Oyster photocard has failed or is damaged, you will need to pay the relevant adult tram fare for your journey using an Oyster or contactless payment card or purchase a ticket from the ticket machine prior to boarding the tram.

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

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

5.4 16+ Oyster photocards can be used by anyone who meets the eligibility criteria of the scheme. Information about the concession and how to apply online is at tfl.gov.uk/fares.

On trams if you hold a 16+ Oyster photocard, the following travel concessions are available:

- **holder is aged 16-17 (up to 31 August prior to the start of the academic year) and a resident of a London borough** - you can travel free on buses (except on special bus services) and trams and you can buy and use child-rate 7 Day, monthly and longer period (up to 12 months and not going beyond the expiry date of the 16+ Oyster photocard) Travelcard season tickets
- **holder is aged 18-19 (up to 31 August prior to the start of the academic year), is in qualifying full time education and a resident of a London borough** - you can travel free on buses (except on special bus services) and trams and you can buy and use child-rate 7 Day, monthly and longer period (up to 12 months and not going beyond the expiry date of the 16+ Oyster photocard) Travelcard season tickets
- **holder is not a resident of a London borough – must be aged 16 or 17 as the photocard expires the day before the 18th birthday** - you can pay half adult rate pay as you go fares on buses and trams and you can buy and use child-rate 7 Day, monthly and longer period (for up to 12 months not going beyond the expiry date of the 16+ Oyster photocard) Travelcard season tickets and reduced rate Bus & Tram Pass season tickets.

If you have a negative balance on your 16+ Oyster photocard, you will not be able to travel free. You will need to add credit to your card to clear the negative balance. This can be done at an Underground, London Overground or TfL Rail station, Visitor Centre or Oyster Ticket Stop ticket office or ticket machine, Travel Information Centre or Oyster Ticket Stop and some 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 your Oyster photocard has failed or is damaged, you will need to pay the relevant adult fare for your journey using an Oyster card or contactless payment card or buy a ticket from the ticket machine.

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.

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

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

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

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

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

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:

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

5.6 18+ Student Oyster photocards can be used by students at participating universities, colleges and schools.

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

You only remain eligible for the 18+ Student discount concession as long as you meet the criteria set out on tfl.gov.uk/fares. If you cease to be eligible for the 18+ Student discount concession, the concession will no longer be valid and you must contact TfL. If you continue to use your 18+ Student Oyster photocard to obtain Student-rate season tickets when you are no longer eligible to do so, TfL will stop the discount concession or stop your Oyster photocard without notice and you may be prosecuted.

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

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

5.7 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 only remain eligible for the Apprentice discount concession as long as you meet the criteria set out on tfl.gov.uk/fares. If you cease to be eligible for the Apprentice discount concession, the concession will no longer be valid and you must contact TfL.

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

You cannot buy Apprentice rate season tickets at London Overground or TfL Rail stations.

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

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

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

5.9 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 buy and use reduced rate Bus

& Tram Pass season tickets and pay as you go at half the adult-rate on bus and tram services.

Although you can also buy and use Travelcard season tickets and pay as you go on Tube, DLR, London Overground, TfL Rail and National Rail services within the National Rail pay as you go area, there is no discount and full adult rates will apply. You can also use pay as you go on Emirates Air Line and Thames Clippers River Buses but there is no discount and full adult rates will apply.

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

5.10 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 public holidays

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

5.11 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 will also be 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 public holidays

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

5.12 Your photograph. The photograph on your photocard or Oyster photocard must be full-face and must be a true likeness of you; also it must be without a hat or head coverings unless it is worn consistently for religious or medical reasons. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard will not be valid and we may withdraw them and they may not be returned for further use. If we do this, we may do so without giving you a receipt.

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

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

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

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

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

5.13 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

6. Oyster cards, other smartcards and contactless payment cards

6.1 General information

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



Oyster cards are available at Oyster online, Underground and London Overground 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.

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

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

Contactless payment cards can be used to pay as you go within the National Rail pay as you go area and they will generally show the contactless symbol:



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

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

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

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

6.1.4 TfL reserves 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 Travel and it may not be returned whether or not the misuse was by the registered holder of the card. 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. We will not do this without good reason and we may give you a receipt should it be withdrawn. Where, for whatever reason, your Oyster card is cancelled without telling you and you find it no longer works, you will need to call TfL Customer Services to find out why this has been done.

6.2 Registered and protected Oyster cards and online accounts for contactless payment cards

6.2.1 Registered Oyster cards. If you wish to register your Oyster card to protect it against loss or theft or must do so because you are buying a season ticket valid for longer than one

month, you must complete an Oyster card registration form. If you already have an unregistered or unprotected Oyster card, you can register it at any time at an Underground or London Overground station some TfL Rail stations, Oyster Ticket Stops or Visitor Centre by handing in your completed Oyster card registration form together with your Oyster card. Alternatively, you can protect your Oyster card online against loss or theft. You must always register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

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

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

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

6.2.2 Protected Oyster cards. You can protect your Oyster card online against loss or theft at tfl.gov.uk/oyster. If you subsequently need to register your Oyster card because you are buying a season ticket valid for longer than one month, you should complete an Oyster card registration form or print a screen shot of your online protection and show it to a member of staff at an Underground station.

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

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

6.3 Unregistered or unprotected Oyster cards. You do not need to register or protect your Oyster card if you only intend to use an adult-rate 7 Day or one month season ticket and/or add pay as you go credit but you can do so if you wish. If you already have an unregistered or unprotected Oyster card, you can register or protect it against loss or theft at any time. If you have an unregistered or unprotected Oyster card, TfL cannot provide any information to you by telephone with regard to that Oyster card.

6.4 Online accounts for contactless payment cards. If you sign up to a TfL online account, you can see your detailed journey and payment history for up to 12 months. If any of your personal details change after you have created an online account, you must sign in to your account and update them.

6.5 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. You may be asked to provide proof of your name and address.

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

If the pay as you go balance on your card is £10 or less, you can get a refund of it and the deposit at Tube station ticket machines. Once you have done this, you cannot use your card again.

6.6 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 (which you have used to pay for your journey) on each journey, whenever we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

6.7 Using a season ticket on your Oyster card or smartcard. If you are using a Bus & Tram Pass or Travelcard on trams, you do not need to touch your Oyster card on the yellow card reader at the start of your journey unless you are traveling to/from Wimbledon. If you are traveling to/from Wimbledon, then you must touch in with your card on a yellow card reader before boarding the tram.

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

Provided that the season ticket on your Oyster card or smartcard is available and valid at the time you travel, you can still use it at tram stops if the yellow card readers are not working.

6.7.1 You must have a valid Bus & Tram Pass or Travelcard and/or use pay as you go for the whole of the journey you are making. Any Travelcard on your Oyster card or smartcard must cover any of Zones 3, 4, 5 or 6 to be valid for travel on tram services. If you have a Travelcard for Zones 1 - 2 only, it is not valid on tram services and you must buy a printed ticket for your tram journey or use pay as you go.

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

6.7.3 When you buy an annual Bus & Tram Pass or annual Travelcard, a Record Card or receipt will be issued to you. The Record Card or receipt provides details of the season ticket that you have bought and is not valid for travel.

6.7.4 If you buy an adult rate annual Travelcard, you will be issued with a Gold Record Card. You must show your Gold Record Card and Oyster card when buying a discounted ticket under the terms of the Gold Card scheme. It is not necessary to show your Gold Record card to have the Gold Card discount set on your Oyster card. A Gold Record Card is not valid for travel.

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

6.8.1 You can pay as you go with an Oyster or contactless payment card for all tram journeys.

Only one person at a time can travel using the pay as you go credit on an Oyster card or with a contactless payment card. You may pay another person's pay as you go fare by contactless payment card only if they are travelling with you and you have paid your fare by another means.

6.8.2 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. You will not be allowed to start your journey unless you have sufficient pay as you go credit 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.

You can only touch in with your Oyster or contactless payment cards before you board - you cannot touch in once you are on a tram.

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 70 minutes of the first so that you will only pay the advertised Oyster single fare for the journey made.

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.

You should not touch out at the end of your tram journey. However, if you are travelling to Wimbledon and leaving the station via the gateline, you must touch your Oyster or contactless payment card on a yellow card reader at the gateline. Provided that you touched in at the start of your tram journey, there will be no further charge. However, if you have not touched in you will be charged a maximum fare.

If you are starting a tram journey at Wimbledon, you must touch your Oyster or contactless payment card on one of the Trams yellow card readers on platform 10. This applies if you have entered the station via the gateline or if you have arrived by National Rail or Underground services. If you do not, you may be charged a maximum fare and you may be liable to a penalty fare.

If you are starting a tram journey at Elmers End, you must touch your card on a Trams yellow card reader on platform 1, whether you have entered the station or arrived there by National Rail services. If you do not, you may be charged a maximum fare or you may also be liable to pay a penalty fare.

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

6.9 Yellow card reader



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

If, before you present your card, a yellow card reader displays a red light or no light at all, it is not working. If this is the case, you must use another yellow card reader at the tram stop that is working. An amber light normally means that the yellow card reader is ready to check your Oyster or contactless payment card.

6.10 Daily and Monday-Sunday capping. Although you may have reached a daily or Monday - Sunday cap, you must continue to touch your Oyster or contactless payment card on a yellow card reader at the start of every tram journey. If you do not do so, you may pay too much, be liable to pay a penalty fare or you may be prosecuted.

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

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

6.11 Visitor Oyster cards

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

- The card can only be used to pay as you go
- A non-refundable £3 charge is applied
- The card cannot be registered or protected

Specimen Oyster cards issued to visitors:



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

6.12 Data Protection. If you have registered or protected your Oyster card or signed up to an online account for your contactless payment card, you agree to TfL holding personal information about you and using it as described below.

6.13 Retention of personal travel data. The TfL ticketing system retains data 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.

6.14 How TfL 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, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) so that they can use it for the same purposes.

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

If, having used your contactless payment card for travel, you check your journey and charging data without signing up for 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.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

7. Using tickets and travel concessions

7.1 Printed tickets

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

If you wish to travel to or from a place outside the availability of your printed ticket, or before or after the times that it is valid, you must buy another ticket for your tram journey.

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

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

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

7.1.3 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.

7.1.4 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 the Tramlink Byelaws.

7.1.5 Duty to show printed tickets. You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whenever we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

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 request proof of 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 valid discount concession on it, you cannot transfer it to anyone else to use. If you have an Oyster card or Oyster photocard with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you at all times, including when you are buying a ticket or adding credit to pay as you go, irrespective of the service you are using.

If you have a photocard, you cannot transfer or lend it to anyone else.

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 can travel free at all times on tram services.

7.2.4 11-15 year olds - If you hold a valid 11-15 Oyster photocard, you can travel free on trams unless the concession has been withdrawn. You must carry your Oyster photocard with you and touch it on a yellow card reader at the tram stop at the start of your journey and when changing from one tram to another.

If you do not have a valid 11-15 Oyster photocard or do not have your Oyster photocard with you, or your Oyster photocard has failed or is damaged, you must buy a valid ticket from the self-service ticket machine before you board the tram. If you fail either to touch in correctly or pay a fare, you may be liable to pay a penalty fare and/or you may have your travel concession withdrawn.

Child cash single fares are not available.

If you are aged 11-15 years and you are travelling to, from or via Wimbledon you must have a valid 11-15 Oyster photocard.

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

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

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 hold a Disabled Persons Railcard and also hold an Oyster card with the Disabled Railcard discount and pay as you go credit loaded on it and are travelling with a companion who is eligible for a discount on any printed tickets bought in association with your Railcard, you, as the Railcard holder, 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 a case, 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

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 Passes
- 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.

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.

7.8 Ticket types and conditions. The tables below give information about the availability and validity of the most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, 18+ Student, Apprentice, 60+ London, Veterans, Jobcentre Plus Travel Discount Card, Bus & Tram discount tickets and National Rail discounts 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 of Travel, we sell or issue some other types of ticket that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict with the ones shown in these Conditions of Travel, the special conditions apply instead.

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

Ticket types and conditions

	Tram single
Validity	For 90 minutes only from the time of issue stated on the ticket on the day of issue.
Trams availability	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.
Can it be used on other services?	Yes, where the destination includes forward travel on bus routes 64, 130, 314, 353, 359, 433 and 464
Adult photocard needed?	No
Extra conditions	A break of journey is allowed provided that all sections of the journey are consecutive and the whole journey is completed within 90 minutes. A break of journey is not allowed on the 64, 130, 314, 353, 359, 433 and 464 bus routes.

	Bus & Tram Pass season ticket
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.
Trams availability	For an unlimited number of journeys on trams.
Can it be used on other services?	Unlimited bus journeys across the London bus network, including sections outside Greater London. Can also be used on the bus services as shown Note A3 Cannot be used on special bus services.
Adult photocard needed?	7 Day, monthly and longer period on an Oyster card - No. Printed 7 Day ticket - No. Printed monthly and longer period ticket - Yes.
Extra conditions	Cannot be bought in advance at Trams self-service ticket machines. Bus & Tram Pass season tickets on an Oyster card can be bought up to 30 days before the start date at Tube stations and Visitor Centres or 7 days before at Oyster Ticket Stops. Cannot be transferred from one person to another.

	One Day Bus & Tram Pass
Validity	From 0001 on the day of validity and for any journey that starts before 0430 the following day.
Trams availability	For an unlimited number of journeys on trams
Can it be used on other services?	Unlimited bus journeys across the London bus network, including sections outside Greater London. On the bus services as shown in Note A3. Cannot be used on special bus services
Adult photocard needed?	No
Extra conditions	Cannot be transferred from one person to another. Only available at adult rate. Cannot be bought before the day of validity. Will not be replaced if damaged or it cannot be read by yellow card readers

	Day Travelcard
Validity	<p>Anytime tickets: from 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off Peak tickets: from 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that start starts before 0430 the following day.</p>
Trams availability	<p>Anywhere on tram services where the Day Travelcard includes Zone 3, 4, 5 or 6.</p> <p>Day Travelcards which include only Zones 1 and 2 are not valid for travel on tram services.</p>
Can it be used on other services?	<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>On buses - across the London bus network, including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket. Can also be used on the bus services shown in Note A3.</p> <p>Cannot be used on special bus services.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line</p> <p>Also entitles the holder to 1/3 off the cost of travel on Thames Clipper River Bus services and most River Tours and to discounted fares on the Emirates Air Line.</p>
Extra conditions	<p>Cannot be used on special bus services.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

	Group Day Travelcard
Validity	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.
Trams availability	On trams - unlimited journeys across the Trams network.
Can it be used on other services?	<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>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket</p> <p>On the bus services as shown in Note A3.</p> <p>Cannot be used on special bus services.</p>
Extra conditions	<p>Groups must be at least 10 people and must travel together at all times.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

	Travelcard season
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.
Trams availability	Anywhere on trams when the Travelcard includes Zone 3, 4, 5 or 6. Travelcards which include only Zones 1 - 2 are not valid for travel on trams.
Can it be used on other services?	<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>On buses - unlimited journeys across the London bus network, including sections outside Greater London. This applies to all Travelcards irrespective of the zones shown on the ticket. Can also be used on the bus services as shown in Note A3.</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 Airline.</p> <p>Also entitles the holder to 1/3 off the cost of travel on Thames Clippers River Bus services and most River Tours services and to discounted fares on the Emirates Air Line.</p>
Adult photocard needed?	<p>7 Day, monthly and longer period on Oyster card - No.</p> <p>Printed 7 Day ticket (issued by TfL) available in Zones 1-9 - No.</p> <p>Printed monthly & longer period – Yes</p>
Extra conditions	<p>Cannot be used on special bus services.</p> <p>Cannot be transferred from one person to another.</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 or dates of validity is on an Oyster card, the zonal availability of any such Travelcard must cover adjacent zones at all times.</p>

	Pay as you go
Validity	At all times.
Trams availability	Anywhere on tram services.
Can it be used on other services?	<p>Oyster and contactless payment cards can be used to pay as you go on bus, Tube, tram, DLR and London Overground and TfL Rail services and the Emirates Airline.</p> <p>Also on National Rail services within the National Rail pay as you go area. You can also pay as you go with Oyster on Thames Clippers River Bus services. Oyster cards can be used on other services - see Note A3.</p> <p>Cannot be used on Heathrow Express and on Heathrow Connect services between Hayes & Harlington & Heathrow.</p> <p>Cannot be used on special bus services and on a small number of bus services in the Outer London area. Go to tfl.gov.uk for information</p>
Adult photocard needed?	No.
Extra conditions	<p>Pay as you go journeys on the Emirates Airline Thames Clippers River Buses and tickets bought using pay as you go credit for use on the Emirates Airline, Crown River and TRS services will not count towards any daily cap.</p>

	Free travel for young people
Validity	At all times.
Trams availability	On all trams.
Can it be used on other services?	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
Adult photocard needed?	Not applicable
Extra conditions	<p>Available to all under-11s</p> <p>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.</p> <p>Failure to touch an Oyster photocard on the yellow card reader before boarding the tram may result in the free travel concession being withdrawn.</p> <p>Failure to have a valid Oyster photocard or to pay a fare may result in a penalty fare being issued .</p>

	Freedom Pass
Validity	<p>At all times except on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday excluding public holidays.</p> <p>Restriction does not apply on the London Overground TfL Rail and National Rail services shown in Note A2.</p>
Trams availability	<p>On all trams.</p>
Can it be used on other services?	<p>At all times on the bus services as shown in Note A3.</p> <p>Also on local bus services throughout the rest of England as part of the English National Concessionary Bus Scheme. 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). To travel free on these services, the Freedom Pass must contain a hologram and the English National Concessionary Bus Scheme logo.</p> <p>Can be used to get discounted fares on Thames Clippers River Bus, most River Tour services and Emirates Air Line services.</p>
Extra conditions	<p>Cannot be transferred from one person to another. Can only be by used the person whose name appears on the pass.</p> <p>We may withdraw any freedom pass which appears to be invalid or is being misused and it may not be returned whether or not the misuse was by the registered holder of the pass.</p> <p>If you move from the Greater London area your freedom pass must be surrendered to: Journeycall, James Chalmers Road, Arbroath, DD11 3RQ</p>

Veterans Oyster photocard	
Validity	<p>At all times except on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays.</p> <p>Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.</p>
Trams availability	On all trams
Can it be used on other services?	<p>On bus, Tube, DLR, London Overground, TfL Rail and National Rail services. A map showing where you can use a Veterans Oyster photocard is at tfl.gov.uk/fares.</p> <p>Can also be used at all times on the bus services as shown in Note A3 and on some special bus services. Please check with the operator or go to tfl.gov.uk/fares</p> <p>Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can only be used by the person whose name and photograph appears on the photocard</p>

English National Concessionary Bus Pass	
Validity	
Trams availability	Not valid for travel on trams
Can it be used on other services?	
Extra conditions	

London 60+ Oyster photocard	
Validity	At all times except on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.
Trams availability	On all trams
Can it be used on other services?	<p>On bus, Tube, DLR, London Overground, TfL Rail and National Rail services. A map showing where you can use a 60+ Oyster photocard is at tfl.gov.uk/fares.</p> <p>Can be used at all times on the bus services as shown in Note A3.</p> <p>Can also be used on some special bus services. Please check with the operator or go to tfl.gov.uk/fares</p> <p>Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can only be used by the person whose name and photograph appears on the photocard.</p>

Notes:

- A1 Through tickets from Trams to London Underground destinations can, when the fare for the appropriate combination of zones has been paid, also be used on the following National Rail services:
- Amersham to Marylebone
 - Finsbury Park to King's Cross/Moorgate
 - Tottenham Hale/Seven Sisters to Stratford
 - Stratford to Liverpool Street
 - Upminster to Fenchurch Street/Liverpool Street (not via Romford)
 - Tottenham Hale/Seven Sisters 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 Kings Cross/Moorgate
- Harrow and Wealdstone to Clapham Junction via Kensington (Olympia)*
- Harrow and 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 Concessionary Travel Oyster photocard holders can travel free at all times on London Overground services.

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

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

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

- 402 between Bromley North Station and Knockholt Pound, Three Horseshoes* only
- 477 Between Orpington Station and Crockenhill Road, Crouch Farm* only

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

This information may be changed at any time.

8. Duplicate and replacement tickets and Oyster cards

8.1 Replacement printed tickets. If your printed ticket is damaged or can no longer be read easily, or if it no longer works our ticket gates, it will be replaced free of charge provided it can be confirmed that it is still valid. Printed tickets issued from London underground ticket offices or London Visitor Centres can be replaced at any Underground station.

If your ticket was bought from a Trams ticket machine you must visit the Tramlink Shop and ask about a replacement there.

The Tramlink Shop will not replace any printed tickets bought elsewhere, other than from Trams ticket vending machines.

8.2 Replacement Oyster cards. If your Oyster card is damaged or will not work on our yellow card readers we may replace it free of charge. You can ask us to do this at any Tube station or by calling TfL Customer Services. You may be asked to provide proof of your name and address.

If your Oyster card has a negative pay as you go balance, you will be asked to clear it before we replace your card. . Note that a One Day Bus & Tram Pass on Oyster will not be replaced.

8.3 Duplicate printed tickets. If you lose a monthly or longer period ticket which you bought at a London Underground (or other railway) station or Visitor Centre, you can apply for a duplicate at the place of issue. The issue of duplicate tickets is discretionary and subject to an administration fee. Duplicates are not issued, nor are refunds given for lost tickets which are valid for 7 days or less.

Trams will not issue duplicate season tickets for tickets originally issued elsewhere.

8.4 Duplicate Oyster cards. If your registered or protected Oyster card is lost or stolen, you must report the loss as soon as possible by visiting tfl.gov.uk or by calling TfL Customer Services. Arrangements will be made to stop the card as soon as you report it missing so that it cannot be used again.

If you lose your Oyster card which has not been registered or protected, a replacement will not be issued, nor will a refund be made of any season ticket or credit on the card at the time of loss. No refund will be made of any additional fares paid following the loss.

If you lose your Oyster photocard or smartcard issued by another organisation with Oyster capability, you must call the appropriate helpline

9. Ticketless travel and penalty fares

9.1 A penalty fare of £80 applies on trams. This is reduced to £40 if paid on the spot or within 21 days of the date following issue of the penalty fare notice.

If you are issued with a penalty fare, the appeals process is outlined on the penalty fares notice issued at the time.

9.2 If you are within the compulsory ticket area on Trams without:

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

- a validated Oyster card, Oyster photocard or other smartcard when you are paying as you go, showing a record of the start of your journey
- a validated contactless payment card

you may be issued with a penalty fare or you may be prosecuted.

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

9.3 Compulsory ticket areas on The tram generally are the trams and the tram stop and station platforms onto which you alight from a tram. The compulsory ticket areas at Wimbledon and Elmers End are defined more specifically in Section 3.

10. Suspected fare evasion

10.1 If you are travelling on a tram without:

- a ticket which is valid and available for the journey being made
- 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 payment of the correct fare, you may be prosecuted. If the court finds you guilty you risk a fine or imprisonment.

10.2 We reserve the right to withdraw any ticket or photocard at any time although we will not do so without good reason.

10.3 If we think 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.

10.4 If we think 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 card readers, we will withdraw and not return it, but may, at TfL's discretion, replace it. In either case you must hand over the ticket or Oyster card and/or photocard if we ask you to do so.

11. Refunds

11.1 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.

11.1 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.

11.3 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.

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

12. Access

12.1 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 The tram system is designed to be fully accessible for those with impaired mobility.

12.2 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.

12.3 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.

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

12.5 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.

13. Luggage, possessions and animals

13.1 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

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

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.

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

Please keep your luggage with you at all times.

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

13.2 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 this Condition is not met or if the animal is likely to cause discomfort to other passengers. Staff are not allowed to take charge of any animal.

For safety reasons, any animal must be carried through the ticket gates. If you have a guide or hearing dog, at gated stations you must use the wide gates to enter or leave a station.

14. Lost property

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

14.2 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.

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

15. Bicycle racks

15.1 Unfolded bicycles are not permitted on trams.

15.2 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.

15.3 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.