

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



**2 September 2018 until further notice**

## Contents

1. Introduction	3
2. Our services	4
3. Oyster cards, contactless payment cards and other smartcards	4
4. Photocards and Oyster photocards	10
5. Using tickets and travel concessions	13
6. Replacement Oyster cards and tickets	16
7. Penalty fares and fare evasion	17
8. Refunds and compensation	17
9. Taking luggage, bicycles and animals with you	19
10. Using wheelchairs	19
11. Lost Property	20
12. Appendix 1 - Our ticket types and conditions	21
13. Appendix 2 - Byelaws and conduct regulations	27
14. Appendix 3 - Getting in touch	27
15. Appendix 4 - Special Terms	28

## 1. Introduction

### 1.1 London Overground and TfL Rail operate stations and trains for Transport for London (TfL).

London Overground provides train services on the following routes:

- London Euston to Watford Junction (local services only)
- Richmond to Stratford via Willesden Junction
- Stratford/Willesden Junction to Clapham Junction
- Gospel Oak to Barking
- Highbury & Islington to New Cross / Crystal Palace / West Croydon / Clapham Junction
- Cheshunt to Liverpool Street (via Seven Sisters)
- Enfield Town to Liverpool Street
- Chingford to Liverpool Street
- Romford to Upminster (via Emerson Park)

TfL Rail provides train services between Shenfield and Liverpool Street (local services only) and between Paddington and Heathrow (not Heathrow Express).

London Overground and TfL Rail are part of the National Rail network and the National Rail Conditions of Travel apply for journeys made on them unless we say otherwise in this Guide.

When you travel on our London Overground and/or TfL Rail 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. The National Rail Conditions of Travel are part of that agreement and apply to all journeys by scheduled passenger trains of the Train Operating Companies on the National Rail network.

For the purposes of these Conditions, 'we' and 'us' mean London Overground and/or TfL Rail. '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 London Overground and/or TfL Rail stations and trains.

This Guide sets out your rights and responsibilities as our customer, in addition to those set out in the National Rail Conditions of Travel. This Guide sets out your rights and responsibilities as our customer. When you use our stations, services and facilities, you are also subject to other byelaws and regulations as set out in Appendix 2.

We've tried to make this Guide simple and easy to understand. Some words have a specific meaning and these are set out in Appendix 4.

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

This Guide replaces all previous versions published by TfL and its predecessors. It comes into force from the date shown on the front and will remain in force, with any amendments that we may make from time to time, until we republish them. The most up-to-date version is available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms)

Our staff and agents have no authority to make individual exceptions to this Guide.

## **2. Our services**

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

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

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

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

**2.5** On our trains and in our stations you must not:

- smoke or use an electronic cigarette ('vape')
- use bicycles, roller skates, roller blades, scooters, skateboards or hoverboards
- take flash photographs and/or use a tripod or other camera support equipment
- use emergency exits except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

**2.6** On our trains and in our stations, you must not:

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

You may be prosecuted if you disobey these requirements.

Our trains have on-board CCTV cameras and our stations are also monitored by CCTV cameras.

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

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

### **3.1 General information**

**3.1.1** If you are using an Oyster card, it must have a season ticket on it that covers the journey you are making. If it doesn't, you may be able to use pay as you go for that part of your journey. If not, you must buy a paper ticket for that part of your journey not covered by your season ticket.

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

**3.1.2** If your Oyster card only has pay as you go credit at adult rate on it, you can lend your card to someone else, even if it is registered in your name. They must carry the Oyster card with them when travelling.

If you have a season ticket on your Oyster card, you cannot lend or transfer it to anyone else.

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 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.

**3.1.3** We reserve the right to prevent the use of your Oyster, smartcard or contactless payment card for travel. We reserve the right to withdraw your Oyster card if it is misused or if it is used in a way that is not permitted by this Ticketing and Travel Guide. It may not be returned whether or not the misuse was by the registered holder of the 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 the property of TfL 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, your Oyster card is cancelled without you being informed, you will need to call TfL Customer Services to find out why TfL have done so and what to do next.

## **3.2 Registered Oyster cards and online accounts for contactless payment 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. You can register your card at an Underground, London Overground or TfL Rail station, Oyster Ticket Stop or Visitor Centre and some National Rail station ticket offices by handing in your completed Oyster card registration form. Or you can sign up for an online account. Before you do, you will need to have made at least one journey with your Oyster card so you can complete the process.

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 to a travel concession.

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

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.

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

**3.3 Unregistered Oyster cards.** You do not need to register your Oyster card or sign up for an online account if you are only buying an adult-rate 7 Day 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.

**3.4 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.

**3.5 Card deposit.** You have to pay a deposit to get an Oyster card. This deposit will be refunded if you return the original card to us or 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 us, you will be asked to clear it before we refund the deposit.

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

**3.6 Duty to show your Oyster card, smartcard or contactless payment card.** You must be prepared to show your Oyster card (and supporting photocard, if needed), 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.

**3.7 Using a season ticket on your Oyster card or smartcard**

**3.7.1** When you use London Overground and/or TfL Rail services, you must touch your Oyster card or smartcard on the yellow card reader at both the start and the end of your journey. If the ticket gates at stations are open you must still touch your card on the yellow card reader.

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

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

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

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

**3.7.5** If you buy an adult rate Annual Travelcard on Oyster, 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.

### **3.8 Paying as you go on with your Oyster or contactless payment card**

**3.8.1** You can pay as you go with an Oyster or contactless payment card on 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 and on the Emirates Air Line.

**3.8.2** Only one person at a time can travel using the pay as you go credit on an Oyster card. You must carry the Oyster card with you at all times when travelling.

**3.8.3** To pay the correct fare, you must always touch in and out (touch in only on bus and tram) using the same single card or device. For example, if you touch in with your phone and touch out with your watch or contactless bankcard, you will be charged for two separate incomplete journeys.

**3.8.4** Only one person at a time can use a contactless payment card for travel. You may pay another person's pay as you go fare with a contactless payment card only if they are travelling with you and you have paid your fare by another means.

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

**3.8.6** To record the start of your journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the station as you enter the compulsory ticket area. If you are using an Oyster card, a charge, set by TfL, will be deducted from the balance on your card. Your card will be accepted if your pay as you go balance is at least the minimum fare from the station. Before travelling you must have either sufficient pay as you go credit for the whole of your journey, or else Auto top-up set on your 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 associated card account.

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

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

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you first touched in. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 5 hours and 15 minutes for a longer distance journey on a Sunday or public holiday. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit you will be charged a maximum the pay as you go fare for your journey. If this happens, we may in some instances correct this over-payment

automatically. Otherwise you will need to sign into your online account and request a refund on any over-payment. You can do this online up to three times in a month. You can also do this by calling TfL Customer Services so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

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

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

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

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

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

### **3.8.8 Paying as you go on with Oyster on Thames Clippers River Bus services**

When you pay as you go on Thames Clippers River Bus services, you must touch your Oyster or contactless payment card on the yellow card reader at the start of your journey when instructed to do so by a member of Thames Clippers staff. You must also touch out at interchanges and at the end of your journey. If you do not touch in at the start and touch out at the end of your journey, you may be charged a maximum fare.

## **3.9 Yellow card readers**



An amber light means that the yellow card reader 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, you must use another yellow card reader that is.

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

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

## **3.10 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 are charged the correct fare for your journey.

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.

### **3.11 Daily and Weekly (Monday-Sunday) capping**

Once you have reached a daily cap 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 don't, you may pay too much, be liable to a penalty fare or you may be prosecuted.

The following will not count towards any daily or weekly 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.

### **3.12 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

### **3.13 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.

### **3.14 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](https://tfl.gov.uk/privacy) regularly for the most up to date information. Where substantial changes are made (or intended to be made) to the way TfL handles your personal information, we will let you know.

#### **4. Photocards and Oyster photocards**

**4.1** All TfL 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 cancel your photocard or Oyster photocard at any time.

You cannot lend or transfer an Oyster photocard or Oyster card with a discount on it to anyone else. If you do, we may withdraw the Oyster photocard 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** National Rail photocards remain the property of National Rail and are valid for use with printed tickets bought for use on London Overground or TfL Rail.

**4.3 5-10 Oyster photocards** are available for anyone aged 5 to 10 years. You need a 5-10 Oyster photocard to travel free on Tube, DLR, London Overground and TfL Rail services unless you are accompanied by an adult (see 7.2.4). You need a 5-10 Oyster photocard to travel free on most National Rail services within the pay as you go area, regardless of whether you are accompanied by an adult. You do not need a 5-10 Oyster photocard to travel free on TfL buses and trams unless you look older.

**4.4 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 London Overground and TfL Rail, you may use child-rate single and return tickets and Day Travelcards without the need for an 11-15 Oyster photocard.

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) for child-rate Travelcard season tickets and to pay as you go at child-rate.

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.

**4.5 16+ Oyster photocard** are available for those who meet the eligibility criteria of the scheme. On London Overground and TfL Rail, you need a 16+ Oyster photocard to pay as you go at half the adult-rate and to buy and use child-rate Travelcard season tickets.

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 when travelling. If you don't 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 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.

**4.6 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 travel concession and may withdraw your 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and TfL withdraw your free bus and tram travel concession, you can apply for a new 11-15 Oyster photocard without the free travel concession and 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 for 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, DLR, London Overground, TfL Rail and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any penalty fare that has been issued to you

You must **not**:

- Smoke or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach 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 enrolled at participating universities, colleges and schools.

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

You are only eligible for the 18+ Student concession if you meet the scheme criteria. If you cease to be eligible, your 18+ Oyster photocard will not be valid and you must stop using it. You must tell us and your university/college/school immediately. If you continue to use your 18+ Student Oyster photocard to buy and use discounted season tickets when you are not eligible, TfL 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 Apprentice rate season tickets 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.

**4.10 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, TfL Rail and some National Rail\* services at all times. You can also travel on National Rail from 0930 Monday to Friday and anytime on Saturdays, Sundays and public holidays (\* see Note A1).

**4.11 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 are also eligible.

If you hold a Veterans Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground, TfL Rail and some National Rail\* services at all times. You can also travel on National Rail from 0930 Monday to Friday and anytime on Saturdays, Sundays and public holidays (\* see Note A1).

**4.12 National Railcards** are issued by London Overground, TfL Rail, Train Operating Companies and other authorised issuers under the National Rail Conditions of Travel. Information about them is available at London Overground and TfL Rail stations, at [nationalrail.co.uk](http://nationalrail.co.uk) or National Rail stations. See clause 5.2.5 for information about the travel concessions if you set the Railcard discount on your Oyster card.

**4.13 Your photograph.** The photograph on your photocard or Oyster photocard must show your full face and must be a true likeness of you. It must be without a hat or other head covering unless the head covering 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 encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard is 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.

## **5. Using tickets and travel concessions**

### **5.1 Printed tickets**

**5.1.1** If you don't have pay as you go credit or a valid season ticket on an Oyster card, a contactless payment card to pay as you go, a valid permit to travel, free travel concession or other

authority to travel, you must have a printed ticket which covers the whole of the journey you are making.

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

Printed tickets issued for use on London Overground and TfL Rail are issued in accordance with the National Rail Conditions of Travel unless stated otherwise in this Ticketing and Travel Guide.

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

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

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

**5.1.5 Duty to show printed tickets.** At stations where there are no gates, or where the gates are open or not in use, you must be prepared to show your printed ticket (and photocard, if needed) to a member of staff before starting or ending your journey. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

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.

**5.1.6 Platform tickets.** If you intend to go into a compulsory ticket area, do not intend to travel and don't already have a valid ticket you must buy a printed platform ticket from the ticket office. It will be valid for 60 minutes from the time you buy it. Platform tickets cannot be used for travel.

## **5.2 Using travel concessions**

**5.2.1** If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard with you. This also applies to Oyster photocards when used with a printed ticket.

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

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

If you have an Oyster card or Oyster photocard with a discount on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you at all times, including when you are buying a ticket or adding credit to pay as you go, irrespective of the service you are using.

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

**5.2.3** Children under 5 years old can travel free at all times on London Overground and TfL Rail when with a person aged 16 or older who holds a valid ticket or who is using pay as you go.

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

Children aged 5 to 10 years travelling without an adult as defined above may travel free on London Overground and TfL Rail with their valid 5-10 Oyster photocard.

Children aged 5 and under 11 travelling on services operated by other Train Operating Companies must buy a ticket for their journey before travelling.

### **5.2.5 National Railcard or Gold Card discounts**

If you hold:

- a 16-25, 26-30, Senior or HM Forces Railcard and an Oyster card with the National Rail discount set on it, or
- an Oyster card which both holds an adult-rate annual Travelcard and has the associated Gold Card discount set on it, or
- 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 pay as you go 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.

**5.3 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](http://tfl.gov.uk/fares) and in publicity at ticket selling outlets.

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

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

**6.1 Replacement printed tickets.** If your printed ticket is damaged or can no longer be read easily, or if it no longer works our ticket gates, we will replace it in accordance with the provisions of the National Rail Conditions of Travel.

**6.2 Replacement Oyster cards.** If your Oyster card is damaged or will not work on our yellow or pink card readers we may replace it free of charge. You may be able to do this at any London Overground or Underground station, at some TfL Rail station ticket offices, 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. You may be asked 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](http://tfl.gov.uk/photocard). Once reported, it will be cancelled and a replacement sent to you. You will need to pay an admin fee for a replacement.

If your Oyster card 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 Travel will apply subject to you not suffering any loss as a result.

If your Oyster photocard, smartcard or Oyster card with a reduced rate travel concession no longer works or is damaged, you should get the concession loaded on your replacement card.

**6.3 Duplicate printed season tickets.** If you lose a monthly or longer period printed season ticket, we can arrange for it to be replaced with a duplicate printed season ticket, provided that:

- You call TfL Customer Services as soon as possible
  - You immediately return the lost printed season ticket to us if you find it
- National Rail's Conditions of Travel will apply.

If you bought the ticket at a London Overground station ticket office, you can apply for a duplicate season ticket at any London Overground station ticket office. If you bought the ticket at a TfL Rail station ticket office, you can apply for a duplicate season ticket at any TfL Rail station ticket office. You will need to buy printed tickets or use pay as you go whilst waiting for your duplicate ticket to be issued. We will not refund you for the period before you reported the loss of your printed ticket or if we do not agree to issue a duplicate. If it takes longer than five days to issue a duplicate season ticket after you have reported it lost or stolen and we have verified your details, we will refund, assessed pro-rata to the original cost of the missing season ticket, for each additional day



over the five days. 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.

If the loss of your printed season ticket is a result of theft, fire or other exceptional circumstances which have been reported to the police, the fire service or other appropriate organisation, you should be able to provide confirmation of the circumstances from the relevant authority on request eg a crime reference report from the police or a Victim Care Card

#### **6.4 Duplicate season tickets and/or pay as you go on an Oyster card.**

If you lose a registered Oyster card or it is stolen, you can apply for a new Oyster card with a duplicate season ticket and/or pay as you go on it from an online account or by calling TfL Customer Services. TfL's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If you lose an unregistered Oyster card or it is stolen, we will not issue a duplicate or make a refund of any season ticket or pay as you go credit on the Oyster card at the time of loss/theft or make a refund of any additional fares paid following the loss/theft.

### **7. Penalty fares and fare evasion**

A penalty fare of £80 applies on London Overground and TfL Rail services. This is reduced to £40 if paid within 22 days from the day the penalty fare notice is issued.

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

If you are within the compulsory ticket area on London Overground and TfL Rail services or travelling on one of their trains without:

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

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.

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

### **8. Refunds and compensation**

**8.1** If you choose not to travel, refunds are generally available on single and return tickets and Day Travelcards bought from a London Overground or TfL Rail station, provided the ticket is unused and is handed in before the day of travel. You can also get a refund for Travelcards and season tickets. An administration fee may be charged.

To apply for a refund, pick up a refund application form from a London Overground or TfL Rail ticket office. Complete the application form and hand it in with the ticket(s) to a London

Overground or TfL Rail ticket office. Staff at our ticket offices will advise how your refund will be issued.

Refunds on tickets sold for use elsewhere on the National Rail network are made in accordance with the National Rail Conditions of Travel.

Refunds on Travelcards bought at London Overground or TfL Rail stations are made in accordance with the National Rail Conditions of Travel.

You can get a refund of the balance on your Oyster card at London Overground or TfL Rail stations. If the balance on your Oyster card is £10 or less, you can get a refund of it and any deposit at Tube station ticket machines. Once you have done this, your card will be stopped. Alternatively, sign into or up for an online account or contact TfL Customer Services.

**8.4** If you make your journey but are delayed or have to pay additional or higher fares on alternative routes, for reasons outside our control, we will not give you a refund.

**8.5** If you make your journey but are delayed, or have to pay additional or higher fares on alternative routes, as a result of planned or advertised service changes or engineering works, you are not eligible for a refund.

**8.6** If when using pay as you go, you have touched your Oyster or contactless payment card on a yellow card reader, but are unable to start or finish your journey because of service disruption, we will attempt to charge the right fare by automatically completing the journey. Otherwise you should sign into your online account after 48 hours to apply for a refund or call TfL Customer Services.

If London Overground or TfL Rail services are disrupted by strike action you may be eligible for a refund. Service delay refunds will be suspended during strike action. We may offer a goodwill payment. For information contact TfL Customer Services.

**8.7** If you have used pay as you go but have paid more than the advertised pay as you go fare, we will refund the amount overpaid provided you correctly touched in and touched out. Where possible, we'll do this automatically. Otherwise, after 48 hours, you should sign in to your online account or call TfL Customer Services. Claims must be made within 28 days of making the journey.

**8.8** If you have a free travel concession, you are not eligible for a refund.

**18.9** If we or our contractors fail to run the advertised London Overground or TfL Rail services or if there are delays to those services, we generally will not compensate you for any losses you may suffer as a result.

**8.10** If your London Overground or TfL Rail journey was delayed for reasons within our control by 30 minutes or more, we will refund you the single pay as you go fare for the journey on which you were delayed. We will refund the cash value, for the delayed London Overground or TfL Rail journey, if you bought a paper single or return ticket. We may in some circumstances do this automatically so to apply, you should sign in to your online account after 48 hours. You must apply within 28 days of the delayed journey. Find out how to apply for a refund at [tfl.gov.uk/service-delay-refunds](https://tfl.gov.uk/service-delay-refunds) or call TfL Customer Services

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

- a security alert
- a customer incident, for example, a person ill on a train
- adverse weather conditions

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

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

We accept luggage, animals and other articles in accordance with the National Rail Conditions of Travel.

**9.2** If you have luggage, shopping, a folded buggy/pushchair, a shopping trolley or a folded bicycle you must not put it on the seats or allow it to block the aisles, stairs, lifts or passages. On buses, unfolded cycles are not permitted.

**9.3** You can take a folded bicycle with you on London Overground and TfL Rail services at all times. Note that a folded bicycle can have wheels of any size.

You can take an unfolded bike with you, but restrictions apply. You cannot take an unfolded bicycle on a moving escalator. Find out more at [tfl.gov.uk/modes/cycling/cycling-in-london/bikes-on-public-transport](https://tfl.gov.uk/modes/cycling/cycling-in-london/bikes-on-public-transport)

Unfolded bicycles are not allowed on replacement bus services.

**9.3** You can take an assistance dog on our services. You can also take up to two dogs or inoffensive small animals, unless there is a good reason for us to refuse it (such as if the animal seems dangerous). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

**9.4** If you bring an animal with you, you should use the wide gates or carry it through the gates. If you have an assistance dog, at stations where there is no wide gate, you must ask a member of staff to open a gate to allow you to enter or leave a station.

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

## **10. Using wheelchairs**

**10.1** We want to make travel on London Overground and TfL Rail services easier for everyone, including disabled customers and those with young children or buggies.

**10.2** Information about the help that can be given to customers is available at [tfl.gov.uk/transport-accessibility/](https://tfl.gov.uk/transport-accessibility/)

## **11. Lost property**

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

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

**11.3** If you lose something on London Overground or TfL Rail, you can go to [tfl.gov.uk](http://tfl.gov.uk) and complete an enquiry form, call 0343 222 1234 or visit the Lost Property Office at 200 Baker Street, London NW1 5RZ. The opening hours are 08:30 to 16:00 Monday to Friday (except public holidays).

Note that lost property handed in at Paddington rail station will be taken to the lost property office on platform 12. At Shenfield station it be kept at the National Rail lost property office. Lost property handed in at Heathrow rail station will be stored there for 24 hours and then taken to Heathrow airport lost property centre.

**11.5** A charge is made for the return of lost property.

## Appendix 1 - Our ticket types and conditions

The tables below give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on fares and concessions, go to [tfl.gov.uk/fares](http://tfl.gov.uk/fares)

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

As well as the ticket types shown in this Guide, 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 this Guide, the special conditions apply instead.

In addition to any special conditions mentioned, all tickets issued for travel on London Overground and TfL Rail are subject to the National Rail Conditions of Travel.

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

### Our ticket types and conditions

Ticket type	Tickets, which only show a fare value or zone(s), bought at a London Underground/DLR station for a single or return journey which includes travel on London Overground	Tickets, which show the destination station name, valid for a single or return journey on London Overground/TfL Rail and other National Rail services, including via London Underground and DLR
<b>When and where it can be used</b>	<p>Can be used on any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	<p>Can be used on any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>
<b>Additional information</b>	<p>Can also be used for a single journey from a London Underground/DLR station where it is bought to any London Overground station stop within the fare value shown on the ticket. Return tickets are available for a journey in reverse to any London Underground/DLR station where the fare value is the same or less.</p> <p>Not valid to London Overground stations south of New Cross Gate or on services between Liverpool Street and Enfield Town/Cheshunt (via Seven Sisters)/Chingford or between Romford and Upminster.</p> <p>Not valid on TfL Rail services between Stratford and Shenfield, and between Paddington and Heathrow.</p>	<p>Can also be used for a single or return London Overground/TfL Rail journey wholly or partially between the stations shown on the ticket. The journey must be made without breaking your journey at an intermediate Underground or DLR station.</p>

<b>Ticket type</b>	<b>Day Travelcard</b>	<b>Free travel on London Overground and TfL Rail for children aged under 11 years</b>
<b>When and where it can be used</b>	<p>Can be used for unlimited journeys on Tube, DLR, London Overground. TfL Rail and National Rail services within the zones shown on the ticket. Also to and from any station shown on the ticket and any station in between.</p> <p>Anytime tickets can be used 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 can be used 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>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>Cannot be used on Southeastern high speed services, Heathrow Express or on the Emirates Air Line.</p>	<p>Available at all times on London Overground and TfL Rail services, provided they are accompanied by an adult using a valid ticket or pay as you go.</p> <p>If unaccompanied by an adult, they must use their valid 5-10 Oyster photocard,</p>
<b>Additional information</b>	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</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.</p>	<p>Free travel available on Tube and DLR services and on the National Rail services shown in Note A1 provided they are accompanied by an adult using a valid ticket or pay as you go. .</p> <p>If unaccompanied by an adult, they must use their 5-10 Oyster photocard.</p>

Ticket type	Point-to-point season ticket	Travelcard season ticket
<b>When and where it can be used</b>	<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>Unlimited journeys between the stations shown on the ticket, including any stations in between.</p>	<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>Unlimited journeys on the Tube, DLR, London Overground, TfL Rail and National Rail services 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 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 where the Travelcard includes Zone 3, 4, 5 or 6.m</p>
<b>Additional information</b>	<p>Can be used on other National Rail services as shown on the ticket.</p> <p>A photocard is needed.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be used to travel by any reasonably direct route to the destination (or, in the case of a National Rail ticket, any route permitted by the National Rail Conditions of Travel), unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p> <p>Can be bought up to 7 days before the start date.</p>	<p>A photocard is needed for printed 7 Day, 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 the Emirates Air Line on showing the ticket to a member of staff.</p> <p>Where on an Oyster card, 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 season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times.</p> <p>Printed tickets can be bought up to 7 days before the start date.</p>

Ticket type	Pay as you go	Group Day Travelcards
<p><b>When and where it can be used</b></p>	<p>Can be used 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.</p>	<p>Can be used 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>Can be used for unlimited journeys on Tube, DLR, London Overground, TfL Rail and National Rail services within the zones shown on the ticket.</p> <p>Cannot be used on Southeastern high speed services, Heathrow Express 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.</p> <p>Cannot be used on special bus services.</p> <p>Unlimited tram journeys across the Tramlink network.</p>
<p><b>Additional Information</b></p>	<p>Oyster and contactless payment cards can be used to pay as you go 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.</p> <p>Pay as you go credit can be used to buy tickets on the Emirates Air Line, Crown River and TRS services. These will not count towards any daily or weekly cap.</p>	<p>Unlimited Tube, DLR, London Overground, TfL Rail and National Rail journeys within the zones shown on the ticket. Also to and from any station shown on the ticket and any station in between. Cannot be used on Southeastern high speed services, 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 Tramlink network.</p> <p>Can be used to get discounted fares on Thames Clippers River Bus services and the Emirates Air Line.</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	60+ London Oyster photocard	Freedom Pass
<b>When and where it can be used</b>	<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 National Rail services shown in Note A1.</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 except for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. This restriction does not apply on the National Rail services shown in Note A1.</p>
<b>Additional information</b>	<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 Pass.</p> <p>Cannot be used on West Midlands Trains or Southern services between Watford Junction and Harrow &amp; Wealdstone.</p>	<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 and the Emirates Air Line.</p> <p>Can only be used by the person whose name and photograph appears on the Pass.</p> <p>If you move from Greater London your Freedom Pass must be surrendered by sending it to:  Journeycall  James Chalmers Road  ARBROATH  DD11 3RQ</p>

<b>Ticket type</b>	<b>Veterans Oyster photocard</b>
<b>When and where it can be used</b>	<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 except for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. This restriction does not apply on the National Rail services shown in Note A1.</p>
<b>Additional information</b>	<p>Can also be used on some special bus services.</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>Cannot be used on West Midlands Trains or Southern services between Watford Junction and Harrow &amp; Wealdstone Can only be used by the person whose name and photograph appears on the photocard.</p>

### Note A1

Freedom Passes, 60+ London Oyster photocards and Veterans Oyster photocards 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
- New Cross Gate to West Croydon / Crystal Palace / Clapham Junction (London Overground service only)
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

\* On Southern services between Clapham Junction and Harrow & Wealdstone, holders of Veterans Oyster photocards or Disabled Person Freedom Passes can travel free at any time; holders of Older Persons Freedom Passes and 60+ London Oyster photocards can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

## Appendix 2 - Byelaws and conduct regulations

- **Transport for London (TfL) Railway Byelaws**

- These relate to behaviour on London Overground/TfL Rail trains and at London Overground/TfL Rail stations, London Underground trains and at London Underground stations, on Docklands Light Railways trains and at Docklands Light Railways stations.
- Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.

- **Greater London Authority Act 1999**

- This shows when, where and why we can charge penalty fares on London Overground and TfL Rail.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
- Also available at [legislation.gov.uk](http://legislation.gov.uk)

- **London Transport Act 1982**

- This shows how we look after lost property.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.

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

## Appendix 3 - Getting in touch

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

<b>Transport for London, Customer Services</b>	14 Pier Walk North Greenwich London SE10 0ES	Online: <a href="http://tfl.gov.uk/contact">tfl.gov.uk/contact</a> telephone: 0343 222 1234
<b>Penalty fare Appeals</b>	IRCAS PO Box 212 Petersfield GU32 9BQ	Appeals via <a href="http://ircas.co.uk">ircas.co.uk</a> or in writing to this address  Payments only: 0845 434 8292
<b>Lost Property Office</b>	Transport for London 200 Baker Street London NW1 5RZ	Online: <a href="http://tfl.gov.uk/lostproperty">tfl.gov.uk/lostproperty</a> telephone: 0343 222 1234 fax: 020 7918 1028
<b>London TravelWatch</b>	169 Union Street London SE1 0LL <a href="mailto:enquiries@londontravelwatch.org.uk">enquiries@londontravelwatch.org.uk</a>	telephone: 020 3176 2999 fax: 020 3176 5991

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

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

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

## Appendix 4 - Special Terms

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

<b>Auto top-up</b>	A facility available to customers who have an online account which enables them to have pay as you go credit added automatically to their Oyster card.												
<b>Available / Availability</b>	Where a ticket, contactless payment card, smartcard or Oyster card with pay as you go credit on it can be used. See also 'Valid/validity'.												
<b>Compulsory ticket area</b>	A part of a London Overground or TfL Rail station and all London Overground and TfL Rail trains where you should have a valid ticket, free travel concession, sufficient pay as you go credit or.												
<b>Concession</b>	A travel benefit (not an entitlement). Sometimes referred to as a discount. A concessionary or discounted fare is a cheaper fare that some customers can pay, such as holders of National Railcards or Oyster photocard.												
<b>Contactless payment card</b>	A contactless payment card or other device enabled for contactless payments which allows pay as you go travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and National Rail services.												
<b>Deposit</b>	A returnable sum that must be paid to get an Oyster card.												
<b>Docklands Light Railway (DLR)</b>	Trains and stations run by Docklands Light Railway Limited (or by another company under contract to it).												
<b>Emirates Air Line</b>	The cable car service between Emirates Greenwich Peninsula and Emirates Royal Docks.												
<b>London Overground</b>	Trains and stations operated on behalf of Rail for London. Note that although the following stations are operated by London Underground Limited, the ticketing conditions in this Guide apply and tickets are issued in accordance with the National Rail Conditions of Travel: <table style="margin-left: 40px; border: none;"> <tr> <td>Gunnelsbury</td> <td>Kenton</td> <td>South Kenton</td> </tr> <tr> <td>Harlesden</td> <td>Kew Gardens</td> <td>Stonebridge Park</td> </tr> <tr> <td>Harrow &amp; Wealdstone</td> <td>North Wembley</td> <td>Wembley Central</td> </tr> <tr> <td>Kensal Green</td> <td>Queen's Park</td> <td></td> </tr> </table>	Gunnelsbury	Kenton	South Kenton	Harlesden	Kew Gardens	Stonebridge Park	Harrow & Wealdstone	North Wembley	Wembley Central	Kensal Green	Queen's Park	
Gunnelsbury	Kenton	South Kenton											
Harlesden	Kew Gardens	Stonebridge Park											
Harrow & Wealdstone	North Wembley	Wembley Central											
Kensal Green	Queen's Park												
<b>London Underground</b>	Trains and stations run by London Underground Limited.												
<b>National Rail</b>	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.												
<b>Oyster card</b>	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.												
<b>Oyster photocard</b>	A smartcard that operates in the same way as an Oyster card and includes the holder's photograph.												
<b>Oyster Ticket Stops</b>	Shops, usually newsagents, across London that issue Oyster cards												

	and at which you can add season tickets and pay as you go credit to your Oyster card.
<b>Pay as you go area</b>	<p>The area where pay as you go can be used. It can be used on all bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line and Thames Clipper River Bus services. It can also be used on National Rail services within Zones 1-9, on Southeastern high speed services between St Pancras and Stratford International and at Broxbourne, Chafford Hundred, Earlswood, Gatwick Airport, Grays, Hertford East, Horley, Merstham, Ockendon, Purfleet, Redhill, Rye House, St Margarets (Herts), Salfords, Shenfield, Ware and Watford Junction stations.</p> <p>It cannot be used on Heathrow Express.</p>
<b>Pay as you go balance</b>	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 Thames River Services.
<b>Penalty fare</b>	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the TfL Act 2008.
<b>Pink card reader</b>	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.
<b>Smartcard</b>	A card that contains an electronic chip that is able to contain one or more electronic tickets and/or electronic funds.
<b>TfL Rail</b>	Trains and stations operated on behalf of Rail for London.
<b>Trams</b>	The company operating trams and tram stops on behalf of TfL
<b>Valid/validity</b>	When a ticket, Oyster card, smartcard or contactless payment card can be used. See also 'Available/availability'.
<b>Validate</b>	<p>Touch an Oyster card, smartcard or 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>
<b>Validator</b>	A free standing yellow card reader adjacent to gates and at entrances/exits at Underground, DLR, London Overground, TfL Rail and National Rail stations and at river piers.
<b>Yellow card reader</b>	<p>A device that when:</p> <ul style="list-style-type: none"> <li>• an Oyster card or smartcard is touched on it, checks that it is valid, checks for any season tickets and/or pay as you go credit are on it and, where appropriate, charges the pay as you go fare for the journey being made</li> <li>• a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey being made</li> </ul> <p>Other than on 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>