

# Transport for London Conditions of Carriage - Bus and Underground Services



**23 February 2020 until further notice**

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## 1. Introduction

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

For the purposes of these Conditions, 'we' and 'us' mean Transport for London (TfL), London Bus Services Limited and London Underground Limited. 'You' means any customer holding a ticket, an Oyster card with a season ticket, pay as you go credit or a free travel concession on it or a contactless payment card and who is using our buses and Underground stations and trains.

These Conditions of Carriage set out your rights and responsibilities as our customer.

When you use our stations, services and facilities, you are also subject to other byelaws and regulations as set out in Appendix 4.

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

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

These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by TfL and its predecessors. They come into force from the date shown on the front and will remain in force, with any amendments that we may make from time to time, until we republish them. The most up-to-date version is available at [tfl.gov.uk/terms](https://tfl.gov.uk/terms)

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

## 2. Our services

**2.1** We always try to run reliable services. Sometimes our regular services have to change at short notice 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](https://tfl.gov.uk/status-updates) call TfL Customer Services on 0343 222 1234.

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

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

**2.3** We want to make sure that all your journeys are safe. We and our contractors reserve the right to close bus and Underground stations (or parts of them) and to require you to leave a bus or Underground train at any time. 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 buses and Underground trains and in our bus and Underground 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

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

On our buses, you must only get on or off at official bus stops, except where we advertise the service as being 'hail and ride' when the driver will stop where it is safe to do so. There may also be special circumstances eg when the bus is stuck in traffic, drivers may pull over at a safe place and let you get off. However, they will only do this where/when they judge it is safe to do so.

You may be prosecuted for disobeying these requirements.

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

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

You may be prosecuted if you disobey these requirements.

**2.7** Our buses and most bus stations are monitored by CCTV cameras. Some bus services may also make use of audio recording and there will be signage where this is the case. Most Underground trains and all stations are monitored by CCTV cameras.

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

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

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

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

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

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

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

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

**3.1.3** We reserve the right to prevent the use of your Oyster card, smartcard or contactless payment card for travel.

We may withdraw or cancel your Oyster card if it is misused or if it is used in a way that is not permitted by these Conditions of Carriage. It may not be returned whether or not the misuse was by the registered card holder and you may forfeit the right to any refund on the unused value of any season ticket or pay as you go credit and any deposit.

All Oyster cards remain our property and must not be intentionally damaged, altered or tampered with in any way.

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

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

**3.2.1 Registered Oyster cards.** If you want to protect your ticket or pay as you go credit against loss or theft, you should register your card. You must go online and create an Oyster and contactless account and add your Oyster card to it. Before you do, you will need to have made at least one journey with your Oyster card so you can complete the online process.

You must always register your Oyster card if you add a discount to it. When you add a discount you must provide a password. You should use the same password when adding your Oyster card to an online account.

If you want to buy a season ticket for longer than one month at a ticket office, you must complete a season ticket application form. You must provide a password and you should use the same one when you add your Oyster card to an online account.

If you don't register your Oyster card by creating an online Oyster and contactless account and adding your Oyster card, you will not be able to get a refund or replacement if it's lost or stolen.

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

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

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

You must keep your account details secret and not share them with anyone. You should take all reasonable precautions to prevent unauthorised or fraudulent use of them.

If, when creating an online account you do not provide accurate personal details, you may not pass any future ID verification checks. If we are not satisfied as to your identity, we may not be able to provide you with any support, including providing refunds and replacements.

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 or issues arising out of the transfer and use of your Oyster card or if you share your personal details with anyone.

**3.2.2 Unregistered Oyster cards.** You do not need to register your Oyster card by signing up for an online account if you are only buying an adult-rate 7 Day or one month season ticket and/or adding pay as you go credit.

If your card is not registered and you lose it, or it is stolen, you will not be able to get a refund on any season ticket or pay as you go credit. Also, we will not provide any information about the card to you.

If you have an unregistered Oyster card that you no longer need, you may be able to get a refund of your pay as you go credit at a ticket machine (if the balance is not more than £10) or you can send it to us for a refund of you pay as you go credit and any deposit.

If you contact TfL Customer Services for any refund, you may be asked to provide your name, address and other details for administration purposes.

### **3.2.3 Online accounts for contactless payment cards**

If any of your personal details change after you have created an online account, you must sign in to your account and update them.

You must keep your account details secret and not share them with anyone. You should take all reasonable precautions to prevent unauthorised or fraudulent use of them.

### **3.2.4 Card fee or deposit.** You have to pay £5 to get an Oyster card.

If you paid a deposit when you got your Oyster card, we will refund this if you return the original card to us when you no longer need it.

If you paid a fee when you got your Oyster card, we will refund this after a year if you keep and use your card.

If your Oyster card has a negative pay as you go balance, you will need to clear it before a refund can be paid.

You can get a refund of up to £10 pay as you go at Underground station ticket machines. Once you have done this, your card will be stopped.

**3.2.5 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), 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.

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

**3.3.1** When you use Tube, London Overground, TfL Rail and National 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 is valid at the time you travel, you can still use it at stations where there is no yellow card reader or if the reader is not working. You may be asked to show your Oyster card (and photocard where needed) or smartcard.

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

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

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

**3.3.4** When you buy a 12 month adult rate season ticket on your Oyster card we will issue a Record Card or receipt to you showing details of the season ticket you have bought. It is not valid for travel.

If you buy an adult rate Annual Travelcard, we will issue you with a Gold Record Card. You must show your Gold Record Card and Oyster card when buying a 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.

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

**3.4.1** You can use an Oyster or contactless payment card to pay as you go on London buses, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line and Thames Clippers River Bus services. You can also use your Oyster or contactless payment card on National Rail services where pay as you go is accepted (standard class only).

You can only use a contactless payment card to pay as you go between West Drayton and Reading. You cannot use an Oyster card.

You cannot use your contactless payment card to pay as you go on the Heritage Routemasters used on bus route 15.

**3.4.2** An Oyster or contactless payment card can only be used for pay as you go travel by one person at a time.

You must carry your Oyster or contactless payment card with you at all times when travelling.

**3.4.3** 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 payment card, you will be charged for two separate incomplete journeys.

If using a mobile phone or other contactless device, you must have sufficient battery (charge) to complete your journey. If your contactless device runs out of battery and cannot be read, you may be charged a maximum fare or you may be given a penalty fare or you may be prosecuted.

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

### **3.5 Paying as you go on Tube, DLR, London Overground, TfL Rail and National Rail services**

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 sufficient pay as you go credit for the whole of your journey or Auto top-up set on your Oyster card.

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

To record the end of your journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the station as you exit the compulsory ticket area. The deduction made from your Oyster card at the start of your journey will be adjusted so that you only pay the advertised 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 pay as you go fare. If this happens, we may in some instances correct this over-payment automatically. Otherwise, you will need to sign into your online account and request a refund on any over-payment. You can do this online up to three times in a month. You can also do this by calling TfL Customer Services so that they may refund any over-payment.

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

### **3.6 Paying as you go on buses and trams**

On **buses**, you must touch your Oyster or contactless payment card on the yellow card reader as you board. Special arrangements apply if you are accompanying a wheelchair user (see clause 10.1.5) and to users of buggies (see clause 11.4).

On route 15 Heritage Routemaster buses you must touch your Oyster card on the conductor's ticket machine. Contactless payment cards and smartcards issued by other organisations are not accepted on Heritage Routemaster buses.

If travelling by bus and the balance on your Oyster card is less than the pay as you go fare for your journey but is not less than £0.00, you will be allowed to make one more journey. You must top up your Oyster card to clear the negative balance before you can use it again.

On **trams**, you must touch your Oyster card or contactless payment card on the yellow card reader before you board



If you enter Wimbledon station or arrive on a Tube or National Rail (NR) train to make a tram journey, you must always touch in on the tram yellow card reader on platform 10 before boarding the tram. If you don't, you may be charged a maximum fare and you may be liable to a penalty fare.

If you enter Mitcham Junction or Elmers End stations or arrive on a NR train to make a tram journey, you must always touch in on the tram yellow card reader before boarding the tram. If you don't, you may be charged a maximum fare and you may be liable to a penalty fare.

On **buses and trams**, you can make multiple bus or tram pay as you go journeys for free within one hour of first touching in using the same card or device. This will not happen if:

- You don't use the same card or device on all your journeys
- Your Oyster card has a negative pay as you go balance after the first journey. If you clear the negative balance within one hour of touching in, you can still make subsequent journeys for free within the hour
- A contactless card is added to the 'Not authorised for travel' list after the first journey. If the card is removed from the 'Not authorised for travel' list within 60 minutes, subsequent journeys made within the 60 minutes will still be free
- You travel on route 15 Heritage Routemaster buses.

When you touch in using a contactless payment card, you will be authorising the deduction of the advertised pay as you go fare from your associated card account.

If you travel without having touched in, you may be liable to a penalty fare or you may be prosecuted.

If your contactless payment card is not accepted, you are not allowed to make your journey. If you do so you may be liable to a penalty fare or you may be prosecuted.

If your Oyster or contactless payment card isn't working, you must advise the driver (or the conductor on a Heritage Routemaster) and you may need to show another ticket or use another way to pay.

### **3.7 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 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 don't 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 reader**



An amber light on a yellow card reader means that it is ready to check your Oyster or contactless payment card. If, before you touch your card on a yellow card reader, it has a red light or no light at all, it is not working. If this is the case, at stations and tram stops you must use another yellow card reader that is. On buses, you must speak to the driver. On buses where entry is allowed through all doors, you should use another working yellow card reader. If none are working, you must speak to the driver.

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 your Oyster or contactless payment card has been accepted for travel, you have used another card that is accepted or you have bought a ticket.

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

You cannot start or finish a journey using a yellow card reader 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 do not pay an extension fare.

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

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

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

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

- pay as you go journeys to or from stations Iver - Reading
- pay as you go journeys on the Emirates Air Line and Thames Clippers River Bus services
- pay as you go journeys on Gatwick Express and Heathrow Express services
- pay as you go journeys on Southeastern high speed services between St Pancras and Stratford International
- tickets for Crown River and TRS services bought using pay as you go credit

### **3.12 Visitor Oyster cards**

Visitor Oyster cards are issued by our agents abroad and by selected UK agents. You can use them for pay as you go travel. Special conditions apply to these cards as follows:

- You cannot add a season ticket
- A non-refundable £5 charge is applied
- The card cannot be registered to an online account
- You cannot get your full journey history

### **3.13 Data Protection**

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

### **3.14 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.

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

TfL, its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. If you use your Oyster or contactless payment card in connection with National Rail products or services, or London river services you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) and river service operators so that they can use it for the same purposes.

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

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

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

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

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

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

**4.2 5-10 Oyster photocards** are available for anyone aged 5 to 10 years. You do not need a 5-10 Oyster photocard to travel free on buses and trams, unless you look older. 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 clause 5.2.3). 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 cannot use your 5-10 Oyster photocard to travel between West Drayton and Reading.

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

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

You cannot use your 11-15 Oyster photocard to travel between West Drayton and Reading.

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.

If you are under 16, you may use child-rate single and return tickets and Day Travelcards without the need for an 11-15 Oyster photocard.

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

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

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

You cannot use your 16+ Oyster photocard to travel between West Drayton and Reading.

To get the 16+ free or half-rate travel concession, you must carry your 16+ Oyster photocard with you and touch it on the yellow card reader when you get on a bus or tram. If you do not have your 16+ Oyster photocard 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 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.

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

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

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

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

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

### **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 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

**4.6 18+ Student Oyster photocard** 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 or school immediately. If you continue to use your 18+ Student Oyster photocard to buy and use discounted season tickets when you are not eligible, we will stop your Oyster photocard without notice and you may be prosecuted. You may forfeit the right to any refund on the unused value of any season ticket or pay as you go credit.

You cannot use your 18+ Oyster photocard to travel between West Drayton and Reading.

**4.7 Apprentice Oyster photocard** 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 use your Apprentice Oyster photocard to travel between West Drayton and Reading.

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

**4.8 Jobcentre Plus Travel Discount Cards** are issued by Job Centre Plus offices. Once you have set your Job Centre Plus discount on an Oyster card, you can use child-rate Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. You can also pay as you go at half the adult-rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services, except between West Drayton and Reading..

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

**4.10 60+ London Oyster photocard** are available to London residents aged 60 and older and not yet eligible for a Freedom Pass.

If you hold a 60+ London Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground, TfL Rail and some National Rail services at all times (see Note A2). You can also travel on most National Rail services in London from 0930 Monday to Friday and anytime on Saturdays, Sundays and public holidays. You cannot use your 60+ Oyster photocard to travel between West Drayton and Reading.

**4.11 Veterans Oyster photocard** 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 (see Note A2). You can also travel on most National Rail services in London from 0930 Monday to Friday and anytime on Saturdays, Sundays and public holidays.

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

The serial number on your photocard must match the one 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 are not valid. We may withdraw them and they may not be returned for further use.

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

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

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

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

**4.13 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 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.

## **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 buy a printed ticket which covers the whole of your journey before starting the journey.

**5.1.2** You must use your printed ticket(s) in accordance with these conditions. All printed tickets remain our property. We may withdraw or cancel any printed ticket at any time if it is misused or used in any way not permitted by these Conditions. It may not be returned for further use and you may forfeit the right to a refund.

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** On our bus services, cash fares are not available.

**5.1.4** 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.

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

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

Some of our tickets and Oyster cards are accepted for travel on other companies' services. Information about this is shown in the tables on pages 26 to 32. In addition, we sell printed tickets for travel solely on other companies' services. If you use other companies' services, their conditions will apply to that part of your journey.

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

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

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

**5.1.7 Duty to show printed tickets.** At stations where there are no ticket gates, or where the ticket gates are open or not in use, and on buses and trams 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.

If you are using a Saver ticket, you must only get on at the front of the bus and hand the Staff Receipt to the driver. On Heritage Routemaster buses, you must give your Saver ticket to the conductor at the first reasonable opportunity.

**5.1.8 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. 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 lend or transfer it to anyone else.

If you have an Oyster card or Oyster photocard with a discount on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you at all times, including



when you are buying a ticket or adding credit to pay as you go, irrespective of the service you are using.

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

**5.2.3** If you have added a discount to your card, you must create an online account and add your Oyster card. If you don't and your card is lost or stolen, you will not be able to get a refund or replacement.

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

#### **On Buses**

You can travel free at all times.

#### **On the Tube**

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

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

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

### **5.2.4 11 to 15 year olds**

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

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

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

If you hold

- a) a 16-25, 26-30, Senior or HM Forces Railcard and an Oyster card with the National Railcard discount set on it
- b) an Oyster card which both holds an adult-rate annual Travelcard and has the associated Gold Card discount set; or
- c) an Oyster card on which a Gold Card discount has been set in association with a printed adult-rate annual Travelcard or National Rail point-to-point season ticket

your off-peak Oyster daily cap will be a third off the equivalent adult-rate daily cap. Individual off-peak pay as you go fares for journeys by Tube, DLR, London Overground, TfL Rail or National Rail will also be a third lower than the equivalent adult rate for the journey. These discounts are only available to the card holder. You must register your Oyster card by completing a registration form or creating an online account. Once the discount is set on it, only you can use the card. 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.

If you have added a Railcard discount to your card, you must create an online account and add your Oyster card. If you don't and your card is lost or stolen, you will not be able to get a refund or replacement.

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

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

**6.1 Replacement Oyster cards.** If your Oyster card is damaged or will not work on our yellow or pink card readers we may replace it free of charge. You can ask us to do this at any Underground station, from an online account or by calling TfL Customer Services. You may be asked to give your name and address for administration purposes. Note that a One Day Bus & Tram Pass on Oyster will not be replaced.

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

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

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

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

If your Oyster card or Oyster photocard had a discount on it and you are still eligible for it, you should get the discount set on your replacement card.

If you lose your card, or it is stolen, and you have not registered it by adding it to an online account, you will not be able to get a refund or replacement.

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

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

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

**6.3.2 Registered Oyster cards.** If you lose your registered Oyster card or it has been stolen, you must report this to us as soon as possible. You can report it from your online account or call TfL Customer Services. Once we have verified your details, we will stop your card. If you subsequently find your lost/stolen Oyster card, you must not start using it again. Instead, you should dispose of it securely. You can send it to us for a refund of any deposit you paid.

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

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

In some cases, generally where there are fewer than five days left on your ticket, we will arrange a refund. We will refund the remaining value of the season ticket, less an administration fee (currently £5). The amount of the refund will be worked out from the time and date that we verify your details once you have reported your card missing. If your missing Oyster card also has pay as you go credit on it, any credit remaining on the missing card will be refunded.

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

If you lose your registered Oyster card with an adult-rate season ticket on it, you will need to buy tickets or use pay as you go whilst waiting for your duplicate ticket to be issued. If you have to wait longer than five days from the time you report the loss of your Oyster card (and we have verified your details) to be transferred to your new Oyster card or for a new Oyster card with your duplicate ticket on it to be issued, a refund assessed pro-rata to the original cost of the missing season ticket, will be made for each additional day over the five days. Any such claim must be made within 28 days of the date your duplicate season ticket or new Oyster card is received and you will need to provide proof that you bought tickets or used pay as you go on each day you claim for. Claims cannot be made after this time.

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

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

We issue duplicate tickets for Oyster cards at our discretion. We may ask you to provide additional information or to attend a meeting to discuss your application for a duplicate ticket. We reserve the right to refuse to issue a duplicate ticket. We do not issue duplicates or give refunds for lost printed season tickets that are valid for 7 days or less.

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

**6.3.4 Pay as you go credit.** If your registered Oyster card only has pay as you go credit on it, you should create an online account (or sign in) or call TfL Customer Services to transfer your pay as you go credit to a new Oyster card. Alternatively, we may refund the remaining pay as you go credit to you. You may have to pay an administration fee (currently £5). Any refund or transfer amount will be worked out from the time and date that we verify your details once you have reported your card missing.

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

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

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

**7.1** If you do not touch in and out correctly, you may be charged a maximum fare which will not be included in any daily capping. You may also be liable to a penalty fare or you may be prosecuted.

**7.2** A penalty fare of £80 applies on London Bus Services Limited and London Underground Limited. This is reduced to £40 if paid within 21 days from the day the penalty fare notice is issued.

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

**7.3** If you are travelling on one of our buses without:

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

or you are within the compulsory ticket area on the Underground or travelling on an Underground train 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

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

If your contactless device runs out of battery (charge) and cannot be read, you may be charged a maximum fare or you may be given 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.

**7.4** If we believe that you have used or tried to use any ticket, Oyster card, Oyster photocard or smartcard to defraud us we may cancel and not re-issue it. If this happens, we will not give you or the rightful holder a refund of the remaining value of the ticket, or refund any credit or deposit paid for the Oyster card.

If we believe that you have used or tried to use a contactless payment card to defraud us, we may prevent it from being accepted for travel in future

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

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

## **8. Refunds**

### **8.1 Refunds for delays**

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

Under the Consumer Rights Act 2015, the train services we offer must be provided with reasonable skill and care. If the service you receive falls way below expected standards, you might be able to claim a full or partial refund. For general information regarding your rights when travelling on train services, visit [gov.uk/consumer-protection-rights](https://www.gov.uk/consumer-protection-rights) or <https://www.which.co.uk/consumer-rights/l/train-delays>

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

**8.1.3** If your Tube journey was delayed by 15 minutes or more for reasons within our control, we will refund you the single pay as you go fare for the journey on which you were delayed. If you

bought a paper single or return ticket we will refund the cash value for the delayed Tube journey. You must apply online within 28 days of the delayed journey.

You must apply online and you will need to have an online account. In some cases, where you are unable to access the internet, we will accept claims made by you over the phone. We do not accept claims made by email.

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

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

**8.1.5** If you use an alternative route to your destination due to delays caused by reasons within our control and have to pay additional or higher fares, we may refund the difference in fares paid.

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

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

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

**8.1.8** If our bus services are disrupted by strike action, you can contact TfL Customer Services for guidance.

## **8.2 Refunds on Oyster cards**

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

**8.2.2** Where your Oyster card is registered, we will normally refund the remaining value of a season ticket that you no longer need provided that as soon as you stop using it you ask us to cancel it or you do so via your online account. The amount of the refund will be worked out from the time and date that we verify your details. Your Oyster card will be stopped.

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

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

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

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

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

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

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

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

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

If you have luggage, shopping, a 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.

**9.2** You may bring with you:

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

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

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

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

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

**9.6** You can take a buggy/pushchair with you on any line at any time, including on moving escalators. If you have a double or tandem buggy/pushchair, you must fold it before using a moving escalator. If it cannot be folded, you must not use a moving escalator.

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

You can also take an unfolded bicycle with you, but only on the sections of line shown below, and not between 0730 and 0930 or 1600 and 1900 on Mondays to Fridays (except public holidays). You cannot take an unfolded bicycle on a moving escalator.

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

Unfolded buggies and unfolded bicycles are not allowed on replacement bus services.

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

**9.8** At stations, 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 the gates to allow you to enter or leave a station.

**9.9** At Underground stations, 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 and mobility scooters

### 10.1 Buses

**10.1.1 Accessibility.** All of our bus services (with the exception of route 15 Heritage Routemasters) are accessible for customers using the following mobility aids:



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

**10.1.2 Free travel.** If you are a wheelchair or mobility scooter user, you can travel free on any of our bus services at all times. Anyone accompanying you must pay for their travel.

**10.1.3 Priority.** Wheelchair and mobility scooter users have priority over everyone else for the use of the wheelchair space, since this is the only space in which they can travel safely. If someone in a wheelchair wishes to get on, you may have to make room for them and you may have to fold your buggy. The driver may tell you what to do.

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

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

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

**10.1.5 Getting on the bus.** If you are a wheelchair or mobility scooter user, you should get on the bus through the centre doors of a dual-door bus. You should ensure that your wheelchair or mobility scooter is safely positioned in the designated area. Anyone accompanying you must immediately go to the front of the bus after getting on to show their ticket or touch their Oyster card, Oyster photocard or contactless payment card on the yellow card reader.

**10.1.6** Customers using wheeled mobility walkers may be allowed to get on and off through the centre doors of a dual-door bus, with the driver's permission. You must immediately go to the front of the bus after getting on to show your ticket or to touch your Oyster card on the yellow reader.

## 10.2 Underground

**10.2.1** If you have mobility impairment and would like information about whether particular Underground stations or trains are accessible, go to [tfl.gov.uk/transport-accessibility/](http://tfl.gov.uk/transport-accessibility/) or contact TfL Customer Services.

**10.2.2** You are not allowed to use an escalator while seated in a wheelchair.

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

## 11. Using a buggy on buses

**11.1 Accessibility.** All of our bus services are accessible for passengers with buggies up to an unfolded width of 70cm and a length of 120cm. On the Heritage Routemasters on route 15, you may have to fold your buggy.

**11.2 Priority.** Wheelchair and mobility scooter users have priority over everyone else for the use of the wheelchair space. You may be asked to fold up your buggy to allow wheelchair or mobility scooter users to use the wheelchair space.

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

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

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

**11.4 Getting on a bus.** Where possible, you must get on at the front of the bus. You may be able to get on through the centre doors with the driver's permission. You must immediately go to the front of the bus after getting on to show your ticket or to touch your Oyster or contactless payment card on the yellow reader.

**11.5 During transit.** If unfolded, please make sure that your buggy is safely positioned within the designated area during transit. For everyone's comfort and safety, unfolded buggies must not be placed in the aisle.

## 12. Lost Property

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

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

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

**12.4** We make a charge 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 card or contactless payment card correctly for the journey you are making.

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

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

### Our ticket types and conditions

Ticket type	Bus Saver ticket	One Day Bus & Tram Pass
<b>When and where it can be used</b>	<p>Not sold at ticket selling outlets.</p> <p>Each ticket is valid for one single bus journey across the London bus network, including sections outside Greater London.</p>	<p>Unlimited bus journeys across the London bus network, including sections outside Greater London, and unlimited tram journeys.</p> <p>Valid from 0001 on the day of validity and for any journey that starts before 0430 the following day.</p>
<b>Additional Information</b>	<p>Adult photocard not needed.</p> <p>Cannot be used on more than one bus, unless specifically authorised. You must only get on at the front of the bus and hand the Staff Receipt of the bus Saver to the driver.</p> <p>Special arrangements apply if you are accompanying a wheelchair user (see clause 10.1.5) or using a buggy (see clause 11.4). On route 15 Heritage Routemasters, you must hand the Staff Receipt to the conductor at the earliest opportunity.</p>	<p>Adult photocard not needed.</p> <p>Cannot be bought before the day of validity.</p> <p>Cannot be transferred from one person to another.</p> <p>Only available at adult rate.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Will not be replaced if damaged or it cannot be read by yellow card readers.</p>

<p><b>Ticket type</b></p> <p><b>When and where it can be used</b></p>	<p><b>Bus &amp; Tram Pass season ticket</b></p> <p>From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown. Unlimited bus journeys across the London bus network, including sections outside Greater London and unlimited tram journeys.</p>	<p><b>Free travel on buses for young people</b></p> <p>Available at all times for unlimited bus journeys across the London bus network, including sections outside Greater London, and unlimited tram journeys.</p>
<p><b>Additional information</b></p>	<p>Adult photocard needed with printed monthly and longer period tickets.</p> <p>Cannot be transferred from one person to another or used on special bus services.</p> <p>Bus &amp; Tram Pass season tickets on an Oyster card can be bought up to 30 days before the start date at Underground stations and Visitor Centres or 7 days before at Oyster Ticket Stops.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Printed Bus &amp; Tram Pass season tickets are not available to buy at ticket selling outlets.</p>	<p>Available to all under 11s.</p> <p>All children aged 11 and older need a valid Oyster photocard.</p> <p>Available on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Not available on special bus services or other operators' services which cross the Greater London boundary</p> <p>You must carry your Oyster photocard with you when travelling on our buses and you must touch in when you get on.</p> <p>Failure to do so may result in your free travel concession being withdrawn.</p> <p>If you travel without your valid Oyster photocard or have not paid a fare, you may be liable for a penalty fare.</p>

<b>Ticket type</b>	<b>Underground single or return</b>	<b>Free travel on the Underground for children aged under 11 years old</b>
<b>When and where it can be used</b>	<p>On any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period.</p> <p>A single Underground journey from the station where it is bought to any station within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are for the same journey in reverse to any Underground station where the fare value is the same or less. The journey must be made without leaving the Underground (or other operator's system) at intermediate stations unless this is specifically mentioned.</p>	<p>Available at all times on all Tube services, provided they are accompanied by an adult using a valid ticket or pay as you go (see clause 5.2.3).</p>
<b>Additional Information</b>	<p>Can be used on DLR and London Overground services and on the National Rail services shown in Note A1.</p> <p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p> <p>Not valid between:</p> <ul style="list-style-type: none"> <li>• Seven Sisters - Enfield Town / Cheshunt</li> <li>• Walthamstow Central - Chingford</li> <li>• Stratford - Shenfield</li> <li>• Romford - Upminster</li> <li>• New Cross Gate - Crystal Palace / West Croydon</li> <li>• Watford High Street - Watford Junction</li> </ul>	<p>Free travel available on DLR, London Overground and TfL Rail services for up to four children provided they are accompanied by an adult using a valid ticket or pay as you go (see clause 5.2.3).</p> <p>If unaccompanied by an adult, a valid 5-10 Oyster photocard must be used to travel free. Free travel with a 5-10 Oyster photocard within the pay as you go area, except on Gatwick Airport and Southeastern high speed services and between West Drayton and Reading.</p> <p>Under 5s travel free at all times provided they are with someone with a valid ticket or free travel concession or is using pay as you go.</p> <p>Free travel on the NR services shown in Note A1 if accompanied by an adult using a valid ticket or pay as you go (see clause 5.2.3).</p>

Ticket type	Day Travelcard	Group Day Travelcards
<p><b>When and where it can be used</b></p>	<p>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. 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>Not 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 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>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>From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Not on Southeastern high speed services, Heathrow Express 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 tram network.</p>
<p><b>Additional Information</b></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.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Groups must be at least 10 people and must travel together at all times.</p> <p>Discounted fares are available on Thames Clippers River Bus services, most River Tours and the Emirates Air Line.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

Ticket type	Travelcard season ticket	Pay as you go
<p><b>When and where it can be used</b></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><b>On Tube, DLR, London Overground, TfL Rail and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also to and from any station shown on the ticket and any station in between.</p> <p>Not on Southeastern high speed or Heathrow Express.</p> <p>Unlimited bus journeys across the London bus network including sections outside Greater London.</p> <p>Cannot be used on special bus services.</p> <p>Unlimited tram journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>Oyster and contactless payment cards can be used to pay as you go at all times on bus, Tube, tram, DLR, London Overground and TfL Rail and National Rail services, the Emirates Air Line, and Thames Clippers River Buses.</p> <p>Oyster cards cannot be used between West Drayton and Reading.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area.</p> <p>Contactless cannot be used on Heritage Routemaster buses used on route 15.</p>
<p><b>Additional information</b></p>	<p>Adult photocard needed with printed monthly and longer period tickets.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>Discounted fares are available on Thames Clippers River Bus services, most River Tours and the Emirates Air Line.</p> <p>Can be bought up to 30 days before the start date at Underground stations and Visitor Centres and 7 days before at Oyster Ticket Stops.</p> <p>Where more than one Travelcard, covering the same date(s) of validity, is on an Oyster card, the zonal availability of any such Travelcard must cover adjacent zones at all times.</p>	<p>Pay as you go credit can be used to buy tickets on the Emirates Air Line, Crown River and Thames River Services (TRS).</p> <p>Pay as you go journeys on the Emirates Air Line, Thames Clippers River Buses, Southeastern high speed, Gatwick Express and Heathrow Express services and tickets bought using pay as you go credit for use on the Emirates Air Line, Crown River and TRS services will not count towards a daily or weekly cap.</p>

Ticket type	Freedom Pass	English National Concessionary Bus Pass
<b>When and where it can be used</b>	<p>Can be used at all times on bus, Tube, tram, DLR, London Overground and TfL Rail services.</p> <p>Can be used at all times on National Rail except for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. This restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.</p> <p>Can also be used on some special bus services.</p> <p>Not on Southeastern high speed or Heathrow Express services or the Emirates Air Line.</p>	<p>Can be used at all times on any TfL bus service and on some special bus services. Check with the operator.</p> <p>Not on any other TfL or National Rail service.</p>
<b>Additional information</b>	<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 from 0930 to 2300 Mondays-Fridays, anytime at weekends and on public holidays.</p> <p>Can be used to get discounted fares on Thames Clippers River Buses, most River Tour services and the Emirates Air Line.</p> <p>Can only be used by the person whose name and photograph appears on the Pass.</p> <p>If you move from Greater London your Freedom Pass must be surrendered by sending it to:  Journeycall  James Chalmers Road  ARBROATH  DD11 3RQ</p>	<p>Can be used on route 477 between Orpington station and Crockenhill Road, Crouch Farm.</p> <p>On local bus services throughout the rest of England, from 0930 to 2300 Mondays to Fridays, anytime at weekends and public holidays.</p> <p>Holders of English National Concessionary Bus Pass Companion cards can only travel free in Greater London if their journey started outside Greater London</p> <p>Can only be used by the person whose name and photograph appears on the Pass.</p>



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

## Notes

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

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- Tottenham Hale/Seven Sisters/Walthamstow Central to Liverpool Street
- Harrow & Wealdstone to Clapham Junction (Southern service)
- Bushey to Euston (London Midland service)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

**A2** Freedom Passes, 60+ London Oyster 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
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip.

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

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

- holders of Veterans Oyster photocards and Disabled person Freedom Passes can travel free at all times
- holders of Older person 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 Refunds

### Refunds if you are delayed on Underground services

If this happens	We will...	What to do next
<p><b>You make your journey but are delayed for reasons within our control by 15 minutes or more on Tube services. (This does not include any delay caused by strike action).</b></p>	<p>refund the single pay as you go fare for the delayed journey if you were using an Oyster or contactless payment card. In some circumstances we may do this automatically.</p> <p>refund the cash value, for the delayed journey, if you bought a paper single or return ticket</p>	<p>As we may refund you automatically, you should wait 48 hours before applying. After 48 hours, sign in to your online account to apply. You must apply within 28 days of the delayed journey.</p> <p>Apply at <a href="https://tfl.gov.uk/service-delay-refunds">tfl.gov.uk/service-delay-refunds</a> or call TfL Customer Services</p>
<p><b>You make your journey but are delayed for reasons within our control and have to pay additional or higher fares having taken an alternative route.</b></p>	<p>generally give no refund</p>	<p>If you contact Customer Services, they may consider requests to refund the difference in the fares on a case by case basis.</p>

<b>If this happens</b>	<b>We will...</b>	<b>What to do next</b>
<b>You make your journey but are delayed or have to pay additional or higher fares on alternative routes, for reasons outside our control.</b>	give no refund.	Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.
<b>You make your journey but are delayed, or have to pay additional or higher fares on alternative routes, as a result of planned service changes or engineering works.</b>	give no refund.	Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.
<b>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.</b>	attempt to charge the right fare by automatically completing the journey. You should allow 48 hours for us to check all fares.	After 48 hours, sign into your online account. You must apply within 28 days. Or you can call TfL Customer Services.

### Refunds if you are delayed when using bus services

<b>If this happens</b>	<b>We will...</b>	<b>What to do next</b>
<b>You make your journey but are delayed because of service disruption not within our or our contractors' control.</b>	normally give no refund.	Contact TfL Customer if you have any suggestions about how we could have handled it better.

### General refund policy for travel on Underground and bus

<b>If this happens</b>	<b>We will...</b>	<b>What to do next</b>
<b>You have bought a single or return ticket but have not used it for reasons other than service disruption</b>	generally not refund; however we may consider such requests on a case by case basis.  not refund for service disruption caused by strike action	You should send your ticket(s) to TfL Customer Services, explaining why you have not used it (them).
<b>You have bought a single or return</b>	not give a refund on partially used single or return tickets	

If this happens	We will...	What to do next
<b>ticket but have only partially used it for reasons other than service disruption</b>	not refund for service disruption caused by strike action	
<b>You have a book of bus Saver tickets but you no longer need it</b>	not give a refund on unused bus Saver tickets.	
<b>You buy a Day Travelcard but do not use it</b>	give a refund provided that the ticket is handed in before the day of validity.	You should send your ticket(s) to TfL Customer Services, explaining why you have not used it (them). The date on the envelope must be before the ticket's day of validity.
<b>You buy a Day Travelcard but only partially use it on the day of validity</b>	not give a refund on partially used One Day tickets.	
<b>You have credit on your Oyster card to pay as you go but no longer need it</b>	give a refund of the credit on your Oyster card.	If the balance on your Oyster card is £10 or less, you can get a refund at Tube station ticket machines. Once you have done this, your card will be stopped. Alternatively, create an online account, sign in or contact TfL Customer Services.
<b>You buy a season ticket and you no longer need it</b>	<p>give a partial refund provided that:</p> <ul style="list-style-type: none"> <li>• you stop using the season ticket and do not start using it again; and</li> <li>• the charge for the period the season ticket was held plus the administration fee that we charge for this service does not exceed the price you paid for the ticket.</li> </ul>	<p><b>Printed season ticket</b> If you have a printed ticket, you must hand it in at the station where you bought it or send it to TfL Customer Services.</p> <p><b>Season ticket on an Oyster card</b> Arrange a refund online by creating/signing into an online account. Your card will be stopped. If your season ticket was bought using a travel warrant, any refund due will be paid to the warrant issuer.</p>
<b>On your existing Oyster card, you bought a new season ticket that has the same zone(s) of availability and overlaps the expiry date of your current season ticket</b>	<p>consider a request for a refund of the number of days the tickets overlapped except where your old season ticket expires after a fares revision and your new season ticket starts before the fares revision date.</p> <p>not normally do this more than twice in any 12 month period.</p>	Contact TfL Customer Services.
<b>You have paid more than the advertised pay as you go fare and have correctly touched in and</b>	refund the amount overpaid	Sign in to your online account (or call TfL Customer Services) after 48 hours and within 8 weeks. Claims cannot be made after this time.

If this happens	We will...	What to do next
<p><b>touched out</b></p> <p><b>You have paid more than the advertised pay as you go fare when paying as you go and either did not touch in or did not touch out.</b></p>	<p>not normally make any refund unless there were reasons beyond your control for not touching in and touching out.</p> <p>Where we can we will attempt to adjust the credit on your card automatically. This may take up to 48 hours.</p>	<p>Sign in to your online account, after 48 hours and within 8 weeks, to apply for one maximum fare refund per calendar month.</p> <p>Call TfL Customer Services after 48 hours but within 6 weeks of making the journey and we will consider your request.</p> <p>Claims cannot be made after this time.</p>
<p><b>You forget to bring your season ticket or registered Oyster card with a season ticket on it with you for a day</b></p>	<p>consider a request for a refund provided you buy an additional ticket for the journey(s) you make before or at the time you travel on that day. The refund will be based on the cost of your original ticket which you forgot to bring with you and will generally be less than the cost of cash single/return fares.</p> <p>not normally do this if you have used your season ticket already for the day you are claiming.</p> <p>not normally do this more than twice in any 12 month period.</p> <p>not give a refund if your Oyster card is unregistered</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	<p>You should call TfL Customer Services with details of the tickets you bought or the Oyster or contactless payment card you used to pay as you go.</p> <p>All such refund claims must be made within 28 days of the date you forgot to bring your season ticket or registered Oyster card with you.</p> <p>Claims cannot be made after this time.</p>
<p><b>You forget to bring your 5-10 Oyster photocard with free travel concession with you and are not travelling with an adult</b></p>	<p>not give a refund of any additional fares paid.</p>	
<p><b>You forget to bring your 11-15, 16+, 60+ or Veterans Oyster photocard, your Freedom Pass or English National Concessionary Scheme Bus Pass with free travel concession with you</b></p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	

<b>If this happens</b>	<b>We will...</b>	<b>What to do next</b>
<b>You forget to bring your 18+ or Apprentice Oyster photocard with you</b>	not give a refund of any additional fares paid.  have the right to charge you a penalty fare if you do not pay your fare before travelling.	
<b>You forget to bring your Bus &amp; Tram Discount or Jobcentre Plus Travel Discount photocard and accompanying Oyster card with you</b>	not give a refund of any additional fares paid.  have the right to charge you a penalty fare if you do not pay your fare before travelling.	

### Appendix 3 - Getting in touch

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

<b>Transport for London, Customer Services</b>	14 Pier Walk North Greenwich London SE10 0ES	tfl.gov.uk/contact 0343 222 1234 020 7027 8511(textphone)
<b>Penalty fare Appeals (Underground, DLR, London Overground, TfL Rail and buses)</b>	IRCAS PO Box 212 Petersfield GU32 9BQ (ircas.co.uk)	Appeals via ircas.co.uk 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	tfl.gov.uk/lostproperty 0343 222 1234
<b>London TravelWatch</b>	5-11 Lavington Street London SE1 0NZ	enquiries@londontravelwatch.org.uk 020 3176 2999

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

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

If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog, at londontravelwatch.org.uk.

## Appendix 4 - Byelaws and Conduct Regulations

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### Transport for London (TfL) Railway Byelaws

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

- These control behaviour at bus stations.
  - You can see a copy at bus station enquiry offices.
  - Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.
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### Greater London Authority Act 1999

- This shows when, where and why we can charge penalty fares on London Underground and London Bus Services.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
  - Also available at [legislation.gov.uk](http://legislation.gov.uk)
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### Public Service Vehicle (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 (as amended in 2002) ('the Conduct Regulations')

- These control the behaviour of passengers and staff on the London bus network.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
  - Also available at [legislation.gov.uk](http://legislation.gov.uk)
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### London Transport Act 1982

- This shows how we look after lost property.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
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Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.

## Appendix 5 - Special Terms

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

<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 automatically added to their Oyster card.
<b>Available / availability</b>	Where a ticket, Oyster card with pay as you go credit on it or a contactless payment card can be used. See also 'Valid/Validity'
<b>Compulsory ticket area</b>	A part of an Underground station and all Underground trains where you should have a ticket, sufficient pay as you go credit or other travel authority

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	for the whole journey you intend to make.												
<b>Concession</b>	A travel benefit (not an entitlement), sometimes referred to as a discount. A concessionary or discount fare is a cheaper fare that some customers can pay, such as holders of National Railcards or Oyster photocard.												
<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 was paid to get an Oyster card.												
<b>Docklands Light Railway (DLR)</b>	Trains and stations run by Docklands Light Railway (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>Fee</b>	A charge you must pay to get an Oyster card.												
<b>London bus network</b>	Buses, run by our contractors, on routes in Greater London and beyond.												
<b>London Overground</b>	Trains and stations operated on behalf of Rail for London, a subsidiary of TfL.												
<b>London Underground</b>	Trains and stations run by London Underground Limited. The stations listed below are operated by London Underground but any ticket bought at these stations is covered by the National Rail Conditions of Travel and the Rail for London - London Overground and TfL Rail Services Ticketing and Travel Guide: <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>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 where you can add season tickets and pay as you go credit to your Oyster card.												



<b>Pay as you go area</b>	The area where pay as you go can be used. Pay as you go with Oyster or contactless can be used on London 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 the Heathrow Express, on Southeastern high speed services between St Pancras and Stratford International and at Bayford, Brookmans Park, Broxbourne, Chafford Hundred, Cuffley, Earlswood, Epsom, Gatwick Airport, Grays, Harpenden, Hatfield, Hertford East, Hertford North, Horley, Luton Airport Parkway, Merstham, Ockendon, Potters Bar, Purfleet, Radlett, Redhill, Rye House, St Albans, St Margarets (Herts), Salfords, Shenfield, Ware, Watford Junction, Welham Green and Welwyn Garden City stations. Note that you cannot use Oyster to pay as you go between West Drayton and Reading.
<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 TRS 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>Ticket</b>	A physical ticket or electronic document which entitles the holder to travel between the stations or within the zones indicated.
<b>Trams</b>	The tram network between New Addington, Elmers End, Beckenham Junction and Wimbledon running through Croydon.
<b>Valid/validity</b>	When a ticket, Oyster card, smartcard or contactless payment card can be used. See also 'Available/availability'.
<b>Validate</b>	Touch an Oyster card, smartcard or a contactless payment card on a yellow card reader at the start of a bus or tram journey. 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.
<b>Validator</b>	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.
<b>Yellow card reader</b>	A device that when: <ul style="list-style-type: none"> <li>• an Oyster card or smartcard is touched on it, checks that it is valid, checks for any season ticket and/or pay as you go credit and, where appropriate, charges a pay as you go fare for the journey</li> <li>• a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey</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>

