

# Your travel support card

Travel support card

**Please can  
you help me?**

Open for more information.

MAYOR OF LONDON



TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS



## What is the travel support card?

The travel support card can get you help when you are travelling in London.

Anyone who would like help when travelling can have a travel support card.

You can show the card to staff when you need help.

You can use it on buses, trams, the Tube, DLR, London Overground, Elizabeth line, London River Services, London Cable Car, at Victoria Coach Station and in black cabs or private hire vehicles.

You might have a non-visible disability or you might not often travel on your own.

The card will allow our staff to give you the help you need.

You still need a valid ticket, payment card, discounted or free travel pass to go on TfL services.

# Your travel support card



## **How do I use the card?**

When you need help or support, you can show your card to any member of transport staff wearing a uniform.

There is a space on the card to write down anything that could help our staff to give you the support you need.

You can also add your name and an emergency contact number.

## What kind of help can I get?

Our staff will:

- Tell you which platform or bus stop you need to go to for your journey
- Show you the way to the right platform or bus stop, if possible
- Help you plan a new journey if there are delays
- Make sure you have time to sit down on the bus before it moves off
- Help you get on or off river boats
- Help you find and use the lifts

If you need other help, just ask and our staff will do their best to help you.

You need a valid ticket, payment card, discounted or free travel pass to go on TfL services.

### **A few useful things to remember:**

- Bus and tram drivers cannot leave their vehicles, but can give you information when the vehicle is at a stop
- There is one member of staff on all DLR trains. When they are operating the train, you will need to wait before asking them for help. They will help you as soon as they can. They cannot leave the train to provide assistance
- Staff at stations can help you get to the platform, get on to the train and provide information about your journey
- If you are on a tram, there are Help Points you can use which the driver will answer when at a stop. There are also Help Points at every tram stop that you can use to speak to a customer service adviser



Cash  
and  
Cards





- For advice on what help is available, call TfL on 0343 222 1234\*
- You can also contact TfL on textphone 0800 112 3456
- TfL offer a turn up and go service on London Underground, London Overground and at most Elizabeth line stations. Simply arrive at the station and ask staff for help. You can use your travel support card to help make it clear what assistance you need
- You can book help at Victoria Coach Station by calling 020 7126 2716\* or by [using the form on our website](#)
- You can find out about help available on river boats by contacting the one you want to use. Please visit the [River services page](#) on our website
- Buses and most trains have information that tells you where they are going and what the next stop will be



### **What should I do if I forget my card?**

If you forget your card, you can still ask staff for help.

### **What should I do if I lose my card?**

You do not need to tell us if you lose your card. You can [order a new one on our website](#) or by calling 0343 222 1234\*. Or you can [download and print your own copy](#) from our website.

### **More information**

We provide many other assisted travel services such as turn up and go and travel mentoring. To find out more or see our maps and guides, [visit the accessibility page](#) on our website.

## TfL call charges

\*Please note that service, network and connection charges may apply when phoning TfL on 0343 222 1234 or Victoria Coach station on 020 7126 2716. You can [check call charges for mobile phones and landlines](#) on the UK Government website before calling the numbers

Information correct at the time of going to print, June 2024



Check your travel

[tfl.gov.uk/travel-tools](https://tfl.gov.uk/travel-tools)



24-hour travel information

**0343 222 1234\***



Plan your journey

[Download the TfL Go app](#)