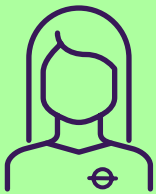


Staff assistance and fares information

Our staff are trained to help those who need extra assistance, and there are a range of discounts available for older and disabled Londoners



Staff at stations

All TfL staff are trained to help customers who require extra assistance:

- Our turn-up-and-go service means you don't need to book in advance
- Simply ask any member of staff for the help you need

Station staff can:

- Help plan your journey
- Let you know if there are unplanned disruptions and suggest alternative step-free routes
- Accompany you from ticket hall to platform and help you board the train
- Help you exit the train at any interchange station, arrive at your destination and accompany you back to the ticket hall



Help from staff on buses

All bus drivers are trained to help customers who need extra assistance by:

- Pulling in close to the kerb to reduce the gap
- Lowering the bus to reduce the step up
- Extending the wheelchair ramp if needed
- Asking passengers to make space for wheelchair users, unless it is unreasonable for them to do so
- Waiting until you're seated or holding on before pulling away



Fares

- Travel for free on our transport services and most National Rail services with a Freedom Pass. Contact your local borough to find out if you're eligible
- If you're over 60 and live in a London borough, you may be eligible for a 60+ London Oyster photocard, which gives you free travel on most TfL services