



# How to use your travel support card





## What is the travel support card?

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



You can use it on buses, trams, the Docklands Light Railway (DLR), the Tube, London Overground, London River Services' boat services and at Victoria Coach Station.





You show the card to staff when you need help.

Anyone who finds travelling difficult can have a travel support card. You might have a hidden disability or you might not often travel on your own.

The card will make travelling easier.

Staff will be able to help you more easily.



## How do I use the card?

When you need help or support, you can show your card to any member of transport staff. They all wear uniforms.

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?

Here are some of the things that staff can do to help you.

- 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.
- Help you to 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 to get on or off river boats.





If you need other help, just ask and staff will do their best to help you. There are a few things that it may be useful for you to remember.

- Bus drivers can't leave their bus, but can give you information.
- If you can't find a member of staff, you can get help at most stations by using a Help point.
- There is one member of staff on all DLR trains. When they are driving the train, you will need to wait before asking them for help. They will help you as soon as they can.





- You can book help on London Overground by calling 0343 222 1234 (see the note opposite).
- You can book help at Victoria Coach Station by calling 020 7027 2520.
- You can find out about help available on river boats by contacting the service operator for the one you want to use.
- Buses and most trains have information which 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 don't need to tell us if you lose your card. You can get a new one online at [tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides) or by calling 0343 222 1234 (see the note below).



## More information

We produce a range of documents to help people get around more easily.

You can find out more online at [tfl.gov.uk/accessguides](http://tfl.gov.uk/accessguides)

Service and network charges may apply. See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.





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