

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



12 September 2016 until further notice

Section	Content	Pages
1	Introduction	1
2	Useful contacts	3
3	Special meanings	3
4	Services and safety	7
5	Photocards and Oyster photocards	8
6	Oyster cards, other smartcards and contactless payment cards	11
7	Using tickets and travel concessions	17
8	Replacement and duplicate tickets and Oyster cards	27
9	Ticketless travel and penalty fares	28
10	Refunds on tickets and compensation	29
11	Carriage of bicycles	30
12	Luggage, animals and possessions	30
13	Access and carriage of passengers in wheelchairs and buggies	31
14	Lost property	31
15	Car parks and cycle parking facilities	31

1. Introduction

1.1 Rail for London is a subsidiary of Transport for London (TfL) which under the operating name London Overground provides train services on the following routes:

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

Rail for London also uses the operating name TfL Rail under which it provides train services on the following route:

- Shenfield to Liverpool Street (local services only)

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

When you buy a ticket to travel on London Overground and/or TfL Rail, you enter into an agreement with us. That agreement gives you the right to make the journey or journeys between the stations or within the zones shown on the ticket you have paid for. The National Rail Conditions of Carriage are part of that agreement and apply to all journeys by scheduled passenger trains of the Train Operating Companies on the National Rail network.

This Guide sets out your rights and duties as a customer of London Overground and/or TfL Rail which are in addition to those set out in the National Rail Conditions of Carriage. This Guide only applies to services operated by London Overground and TfL Rail. Nothing in this Guide affects any rights and duties contained in the following documents in the specific circumstances to which they apply:

- **Transport for London (TfL) Railway Byelaws**
 - These relate to behaviour on London Overground/TfL Rail trains and at London Overground/TfL Rail stations, London Underground trains and at London Underground stations, on Docklands Light Railways trains and at Docklands Light Railways stations.
 - Available at tfl.gov.uk/terms or from TfL Customer Services.
- **Greater London Authority Act 1999**
 - This shows when, where and why we can charge penalty fares on London Overground and TfL Rail.
 - You can see a copy at main public libraries in the London area.
 - To buy a copy, go to tsoshop.co.uk or call 0333 200 2425.
 - Also available at legislation.gov.uk
- **London Transport Act 1982**
 - This shows how we look after lost property.
 - You can see a copy at main public libraries in the London area.
 - To buy a copy, go to tsoshop.co.uk or call 0333 200 2425.

- **Transport for London (TfL) Conditions of Carriage**
 - Available at tfl.gov.uk/terms
- **Docklands Light Railway (DLR) Conditions of Carriage**
 - Available at tfl.gov.uk/terms
- **Trams Conditions of Travel**
 - Available at tfl.gov.uk/terms or from Trams at Unit 5, Suffolk House, George Street, Croydon CR0 1PE
- **Emirates Air Line Conditions of Carriage**
 - Available at tfl.gov.uk/terms
- **Contactless Payment Cards – Conditions of Use**
 - Available at tfl.gov.uk/terms
- **London Overground Customer Charter**
 - You can get a copy at any London Overground station ticket office or from the Customer Services Team.
- **National Rail Conditions of Carriage**
 - Available at tfl.gov.uk/terms or at nationalrail.co.uk/nrcc. These Conditions also apply on London Overground and TfL Rail.
- **Oyster Conditions of Use on National Rail Services**
 - Available at nationalrail.co.uk/nrcoc

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

1.2 This Ticketing and Travel Guide, which may be amended from time to time, replaces all previous versions published by TfL.

It comes into force from the date shown on the front and will remain in force, with any amendments that we may make from time to time, until we republish it. Go to tfl.gov.uk/terms for the most up-to-date version and any amendments.

Our staff and agents have no authority to make individual exceptions to the conditions in this Ticketing and Travel Guide, the National Rail Conditions of Carriage or the Oyster Conditions of Use on National Rail Services.

1.3 Information about the tickets we sell for travel on TfL services and the fares we charge is at tfl.gov.uk/fares and in publicity at London Overground and TfL Rail stations, Underground stations, Oyster Ticket Stops and Visitor Centres.

2. Useful contacts

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

Transport for London, Customer Services	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0343 222 1234 Online: tfl.gov.uk/contact
Customer Services Team, London Overground	Freepost RSTY-TJRK-JRUG London Overground Customer Services Team 125 Finchley Road London NW3 6HY (overgroundinfo@tfl.gov.uk)	telephone: 0343 222 1234 textphone: 020 3031 9331
Penalty fare Appeals	IRCAS PO Box 212 Petersfield GU32 9BQ	Appeals in writing to this address or at ircas.co.uk Payments only : 0845 434 8292
Lost Property Office	Transport for London 200 Baker Street London NW1 5RZ	telephone: 0343 222 1234 fax: 020 7918 1028 Online: tfl.gov.uk/lostproperty
London TravelWatch	169 Union Street London SE1 0LL enquiries@londontravelwatch.org.uk	telephone: 020 3176 2999 fax: 020 3176 5991

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

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

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

3. Special meanings

In this Guide:

- 'we' and 'us' mean London Overground or TfL Rail, the operating names of Rail for London Limited, a subsidiary of TfL and the provider of London Overground and TfL Rail services and unless the context otherwise requires include the agents of London Overground and TfL Rail.
- 'you' means any customer holding a ticket or tickets, holding an Oyster card or smartcard with a season ticket and/or pay as you go credit on it or holding a contactless payment card to pay as you go who is using our trains and stations.

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.

Auto top-up	A facility available to customers who have an online account which enables them to automatically have pay as you go credit added to their Oyster card.												
Available / Availability	Where a ticket or Oyster card with pay as you go credit on it can be used. See also 'Valid/validity'.												
Child-rate tickets	Tickets which can only be used by: <ul style="list-style-type: none"> • anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed for child-rate Travelcard season tickets and pay as you go at child rate and are valid until the photocard expiry date; even where the holder has turned 16 years old. A National Rail photocard is needed for other season tickets • holders of 16+ Oyster photocards (applies to season tickets only) • holders of Jobcentre Plus Travel Discount Cards (applies to season tickets only) 												
Compulsory ticket area	Generally, parts of London Overground/TfL Rail stations within the ticket gates and all London Overground/TfL Rail trains. Where there are no ticket gates, there are warning signs at entrances to the compulsory ticket area.												
Concession	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion. Sometimes referred to as a discount.												
Concessionary or discounted fare	A cheaper fare that can be obtained by some customers, such as holders of National Railcards or Oyster photocards.												
Contactless payment card	A Visa, MasterCard or American Express branded contactless payment card or other device enabled for contactless payments which allows contactless payment for travel on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and most National Rail services in London.												
Deposit	A returnable sum that must be paid to get an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by organisations other than TfL.												
Docklands Light Railway (DLR)	Trains and stations run by Docklands Light Railway Limited (or by another company under contract to it).												
Emirates Air Line	The cable car service between Emirates Greenwich Peninsula and Emirates Royal Docks, managed by DLR Limited.												
London Overground	Trains and stations operated on behalf of Rail for London. Note that although the following stations are operated by London Underground Limited, the ticketing conditions in this Guide apply and tickets are issued in accordance with the National Rail Conditions of Carriage: <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 & 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												
London Underground	Trains and stations run by London Underground Limited.												

National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.
National Rail pay as you go area	<p>This is the stations and services where pay as you go can be used. Pay as you go can be used on all National Rail services within Zones 1-9, on Southeastern high speed services between St Pancras and Stratford International and can also be used at Broxbourne, Chafford Hundred, Earlswood, Gatwick Airport, Grays, Hertford East, Horley, Merstham, Ockendon, Purfleet, Redhill, Rye House, St Margarets (Herts), Salfords, Shenfield, Ware and Watford Junction stations.</p> <p>It cannot be used on Heathrow Connect services between Hayes & Harlington and Heathrow.</p>
Oyster online and Customer Services	Visit tfl.gov.uk/oyster or call Customer Services on 0343 222 1234 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, add pay as you go credit and set up Auto top-up.
Oyster card	<p>A smartcard on which up to three season tickets and/or pay as you go credit can be held.</p> <p>The term Oyster card also includes Oyster photocards and smartcards issued by other organisations that can be used for travel on TfL services except where we say that they cannot.</p>
Oyster photocard	<p>A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. These photocard are only issued to customers who qualify for concessionary travel and include 5-10, 11-15, 16+, 18+, 60+ London or Veterans.</p> <p>Discount rate Travelcards and pay as you go top ups can be ordered from an Oyster photocard web account.</p>
Oyster Ticket Stops	Shops, usually newsagents, across London that issue Oyster cards and at which you can add season tickets and pay as you go credit to your Oyster card.
Pay as you go fare	The fare charged when you pay as you go on bus, Tube, tram, DLR, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and National Rail services within the National Rail pay as you go area.
Pay as you go balance	Credit held on an Oyster card, which you can use to pay as you go. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on the Emirates Air Line, Crown River and TRS services.
Penalty fare	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.
Pink card reader	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.
Printed ticket	A ticket that is printed on paper, often with a magnetic stripe on the reverse.
Protected Oyster card	An Oyster card that has been protected online against loss or theft at tfl.gov.uk/oyster
Rail for London Limited	A subsidiary of TfL, whose operating names are London Overground and TfL Rail.

Registered Oyster card	An Oyster card that has been registered with TfL and on which a Travelcard or Bus & Tram Pass valid for one month or longer has been added. Once registered, it is protected against loss or theft.
Season ticket	Any ticket for unlimited journeys valid for 7 days, one month or longer. Includes point-to-point tickets which are available between two named stations.
Smartcard	A card that contains an electronic chip that is able to contain one or more electronic tickets and/or electronic funds.
TfL Rail	Trains and stations operated on behalf of Rail for London.
Ticket selling outlets	London Underground, DLR, London Overground and TfL Rail stations, Visitor Centres and Oyster Ticket Stops that sell tickets available on TfL services.
Train Operating Company	Companies running train services and managing some stations on the National Rail network.
Trams	The company operating trams and tram stops on behalf of TfL
Unregistered /Unprotected Oyster card	An Oyster card that has not been registered/protected with TfL.
Valid/validity	When a ticket, Oyster card, smartcard or contactless payment card can be used. See also 'Available/availability'.
Validate	Touch an Oyster card, smartcard or 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.
Validator	A free standing yellow card reader adjacent to gates and at entrances/exits at Underground, DLR, London Overground, TfL Rail and National Rail stations and at river piers.
Yellow card reader	A device that when: <ul style="list-style-type: none"> • an Oyster card or smartcard is touched on it, checks that it is valid, checks to see what season tickets and/or pay as you go credit are on it and, where appropriate, charges the pay as you go fare for the journey being made • a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey being made <p>Other than on buses and on ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online or by phone. It can also be used to 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 add a season ticket or pay as you go credit to your Oyster card.</p>
Zones	The zones shown on maps at stations and at tfl.gov.uk/maps

4. Services and safety

4.1 We always try to run reliable services. Sometimes London Overground or TfL Rail trains cannot be run at the times or frequencies or to destinations advertised for reasons beyond our control. We reserve the right to change timetables and to stop trains from running to a particular station without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

4.2 You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making or if you have a permit to travel, free travel concession or other travel authority. You can also do so if you have one of the following:

- sufficient pay as you go credit on your Oyster card for the whole of the journey you are making
- Auto top-up set on your Oyster card
- a contactless payment card and have validated it

Our services are often heavily used so we cannot guarantee to provide a seat or carry you on a particular train.

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

4.4 You must not do anything forbidden by our Byelaws.

4.5 For safety reasons, on our trains and in our stations you must not:

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

You may be prosecuted for disobeying these requirements.

4.6 Alcohol ban - on our trains and in our stations, you must not:

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

You may be prosecuted if you disobey these requirements on Overground and TfL Rail trains and in Overground and TfL Rail stations.

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

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

5. Photocards and Oyster photocards

5.1 All TfL photocards and Oyster photocards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. We and/or TfL may withdraw or cancel your photocard or Oyster photocard at any time.

5.2 National Rail photocards remain the property of National Rail and are valid for use with printed tickets bought for use on London Overground or TfL Rail.

5.3 5-10 Oyster photocards can be used by anyone aged 5 to 10 years. You need a 5-10 Oyster photocard to travel free on Tube, DLR, London Overground and TfL Rail services unless you are accompanied by an adult (see 7.2.4). You do need a 5-10 Oyster photocard to travel free on most National Rail services within the National Rail pay as you go area, regardless of whether you are accompanied by an adult. You do not need a 5-10 Oyster photocard to travel free on TfL buses and trams unless you look older.

Find out more and apply online at tfl.gov.uk/fares.

5.4 11-15 Oyster photocards can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year).

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

If you have an 11-15 Oyster photocard, it can be used until the expiry date shown on the photocard (even if you have turned 16 years old) to buy child-rate Travelcard season tickets and to pay as you go at child-rate.

Find out more and apply online at tfl.gov.uk/fares.

5.5 16+ Oyster photocards can be used by anyone who meets the eligibility criteria of the scheme. On London Overground and TfL Rail, you can put credit on your 16+ Oyster photocard to pay as you go at half the adult-rate and can buy and use child-rate Travelcard season tickets.

Find out more and apply online at tfl.gov.uk/fares.

5.6 Behaviour Code compliance. A Behaviour Code applies to the use of 11-15 and 16+ Oyster photocards. If you do not comply with the Behaviour Code when on London's public transport network or premises, TfL may withdraw your free bus and tram travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

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

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

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

Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders

TfL's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or Zip Oyster photocard. Expected behaviours include, but are not limited to the following:

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats
- Give up your seat for others

Look after your Oyster photocard:

- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away

Use your Oyster photocard correctly:

- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, DLR, London Overground, TfL Rail and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any penalty fare that has been issued to you

You must **not**:

- Smoke or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach the Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw

5.7 18+ Student Oyster photocards can be used by students enrolled at participating universities, colleges and schools.

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

You are only eligible for the 18+ Student concession if you meet the criteria set out on tfl.gov.uk/fares. If you cease to be eligible, you must tell us and your university/college/school immediately. Your 18+ Oyster photocard will not be valid and must stop using it.

If you continue to use your 18+ Student Oyster photocard to buy and use discounted season tickets when you are no longer eligible, TfL will stop the discount concession or your Oyster photocard without notice, and you may be prosecuted.

Find out more and apply online at tfl.gov.uk/fares

5.8 Apprentice Oyster photocards can be used by apprentices on a SASE (Specification for Apprenticeship Standards in English) compliant apprenticeship that is delivered through a further education college or training organisation approved or funded by the Skills Funding Agency.

You are only eligible for the Apprentice concession if you meet the criteria set out on tfl.gov.uk/fares. If you cease to be eligible, you must tell us and your training provider immediately. Your Apprentice Oyster photocard will not be valid and you must stop using it.

If you continue to use your Apprentice Oyster photocard to buy and use discounted season tickets when you are no longer eligible, we will stop the concession or stop your Oyster photocard without notice and you may be prosecuted.

You cannot buy Apprentice rate season tickets at London Overground or TfL Rail stations.

Find out more and apply online at tfl.gov.uk/fares

5.9 Jobcentre Plus Travel Discount Cards are issued by the Employment Service. If you hold a Jobcentre Plus Travel Discount Card and you also hold an Oyster card with the Jobcentre Plus Travel Discount Card discount on it, you can buy and 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. You cannot buy London Overground or TfL Rail cash single and return tickets, Day Travelcards or Group Day Travelcards at a special rate.

Find out more at tfl.gov.uk/fares

5.10 60+ London Oyster photocards are available to London residents aged 60 and older and not yet eligible for a Freedom Pass.

If you hold a 60+ London Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground, TfL Rail and some National Rail* services at all times. You can also travel on National Rail from 0930 Monday to Friday and anytime on public holidays (* see Note A1).

Find out more and apply online at tfl.gov.uk/fares

5.11 Veterans Oyster photocards are available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. War widows, war widowers and dependants in receipt of the same payments will also be eligible.

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

Find out more at tfl.gov.uk/fares

5.12 National Railcards are issued by London Overground, TfL Rail, Train Operating Companies and other authorised issuers under the National Rail Conditions of Carriage. Information about them is available at London Overground and TfL Rail stations, at nationalrail.co.uk or National Rail stations. See clause 7.2.11 for information about the travel concessions offered if you have a National Railcard and accompanying Oyster card with the discount loaded on it.

5.13 Your photograph. The photograph on your photocard or Oyster photocard must show your full face and must be a true likeness of you; also it must be without a hat or other head covering unless the head covering is worn consistently for religious or medical reasons. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard will not be valid and we may withdraw them and they may not be returned for further use.

If you hold a printed season ticket with an adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance. You can replace your adult photocard at any London Overground or TfL Rail station. You must also have your season ticket replaced at the same time, to show your new photocard number.

If you have a **5-10, 11-15, 16+, 18+ Student, Apprentice, 60+ London or Veterans Oyster photocard** and your appearance has changed significantly, you must go online and upload a new photograph.

You must also replace your 5-10, 11-15, 16+, 18+, Apprentice, 60+ or Veterans Oyster photocard if it becomes damaged or illegible.

If you have a **Jobcentre Plus Travel Discount Card** and your appearance has changed significantly you must contact your Jobcentre Plus Personal Advisor to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. If you have an Oyster card, you will then need to go to a London Overground station, Oyster Ticket Stop or Visitor Centre where the details on your Oyster card can be updated.

6. Oyster cards, other smartcards and contactless payment cards

6.1.1 At London Overground and TfL Rail station ticket offices we will issue an Oyster card if you are buying a Travelcard season ticket and we can add pay as you go credit to Oyster cards.

6.1.2 If you are using an Oyster card, it must have a season ticket (or tickets) on it that is available for the whole of the journey you are making or sufficient pay as you go credit for your full journey or that part of your journey not covered by your season ticket. Alternatively you must buy a printed ticket for that part of your journey not covered by your season ticket(s).

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

6.1.3 If your Oyster card only has pay as you go credit at adult rate on it, you can lend your card to someone else, even if it is registered in your name. They must carry the Oyster card with them when travelling. If you have a season ticket on your Oyster card, you cannot lend or transfer it to anyone else. If the Oyster card is registered/protected in your name, it will remain in your name and we will only be able to deal with you about any enquiries about the Oyster card. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

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

6.1.4 We reserve the right to prevent the use of your Oyster, smartcard or contactless payment card for travel. We reserve the right to withdraw your Oyster card if it is misused or if it is used in a way that is not permitted by this Ticketing and Travel Guide and it may not be returned whether or not the misuse was by the registered holder of the card. All Oyster cards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time. Where, for whatever reason, your Oyster card is cancelled without you being informed, you will need to call TfL Customer Services to find out why TfL have done so and what to do next.

6.2 Registered and protected Oyster cards and online accounts for contactless payment cards

6.2.1 Registered Oyster cards. If you wish to register your Oyster card or must do so because you are buying a season ticket valid for one month or longer, you must complete an Oyster card registration form. If you already have an unregistered or unprotected Oyster card, you can register it at an Underground, London Overground or TfL Rail station, Oyster Ticket Stop or Visitor Centre and some National Rail station ticket offices by handing in your completed Oyster card registration form together with your Oyster card. Alternatively, you can protect your Oyster card online against loss or theft. You must always register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

If any of your personal details change after you register your Oyster card, you must go online or call TfL Customer Services to update your details. If any of your personal details change after you have created an online account for your contactless payment card, you must sign into your account and update your details.

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

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

6.2.2 Protected Oyster cards. You can protect your Oyster card against loss or theft at tfl.gov.uk/oyster. If you subsequently need to register your Oyster card because you are buying a season ticket valid for one month or longer, you should complete an Oyster card registration form.

If any of your personal details change after you protect your Oyster card, you must go online to update your details.

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

6.3 Unregistered/Unprotected Oyster cards. You do not need to register or protect your Oyster card if you only intend to use an adult-rate 7 Day season ticket and/or add pay as you go credit but you can do so if you wish. If you already have an unregistered or unprotected Oyster card, you can register or protect it against loss or theft at any time. If you have an unregistered or unprotected Oyster card, we are unable to provide any information to you by telephone with regard to that Oyster card.

6.4 Online accounts for contactless payment cards

If you create an online account or sign into one, you can see your journey and payment history for up to 12 months. If any of your personal details change after you have created an online account, you must sign in to your account and update them.

6.5 Card deposit. You have to pay a deposit to get an Oyster card. This deposit will be refunded if you return the original card to us or TfL when you no longer need it. You may be asked to provide proof of your name and address.

If your Oyster card has a negative pay as you go balance when you return it to us, you will be asked to clear it before we refund the deposit.

6.6 Duty to show your Oyster card, smartcard or contactless payment card. You must be prepared to show your Oyster card (and supporting photocard, if needed), Oyster photocard, smartcard or contactless payment card (which you have used to pay for your journey) on each journey, whenever we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

6.7 Using a season ticket on your Oyster card or smartcard

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

Provided that the season ticket on your Oyster card or smartcard is available and 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 instead to show your Oyster card (and photocard where needed) or smartcard.

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

6.7.2 If you have a season ticket on your Oyster card or smartcard which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket providing pay as you go is available. You must have a valid season ticket and/or use pay as you go for the whole of the journey you are making. Alternatively you must buy a printed ticket for that part of your journey not covered by your season ticket.

6.7.3 If you are using National Rail services outside the National Rail pay as you go area and you do not have a valid season ticket for the whole of the journey you are making, you must buy a printed ticket for that part of your journey not covered by your season ticket.

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

6.7.5 If you buy an adult rate annual Travelcard season ticket on Oyster, we will issue you with a Gold Record Card. You must show your Gold Record Card and Oyster card when you wish to buy a concessionary fare ticket under the terms of the Gold Card scheme. It is not necessary to show your Gold Record card to have the Gold Card discount set on your Oyster card. The Gold Record Card is not valid for travel. If using your Gold Card to buy a ticket beyond your Travelcard zones, you must show your Gold Record Card and have it with you when you travel.

6.8 Paying as you go on Tube, DLR, London Overground, TfL Rail, Emirates Air Line and Thames Clippers River Bus services and National Rail services within the National Rail pay as you go area

6.8.1 You can pay as you go with an Oyster or contactless payment card on Tube, DLR, London Overground, TfL Rail, Emirates Air Line and Thames Clippers River Bus services. You can also pay as you go on National Rail services (standard class only) within the National Rail pay as you go area and on the Emirates Air Line.

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

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

6.8.4 To check the fare before you travel, go to tfl.gov.uk/fares. For individual journey fares, you should use TfL's single fare finder.

6.8.5 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 but before travelling you must have either sufficient pay as you go credit for the whole of the journey you are making, or else Auto top-up set on your card. If you are using a contactless payment card, a check will be made to ensure that it is valid for travel.

When you touch your contactless payment card on a yellow card reader, or a portable card reader held by staff, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your associated card account.

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

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

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. 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 – go to tfl.gov.uk/fares for full information. 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 more than the pay as you go fare for your journey. If this happens, we may in some instances correct this over-payment automatically. Otherwise you may need to sign into your online account or call TfL Customer Services so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

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

If you enter and leave the same station without undertaking 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.

6.8.6 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 validated your Oyster or contactless payment card on the yellow card reader, or having bought a boarding pass, you may be liable to a penalty fare or you may be prosecuted.

6.8.7 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 your Oyster or contactless payment card on the yellow card reader at the end of your journey, including at interchanges. 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.

6.9 Yellow card readers

When you touch your Oyster or contactless payment card flat on the yellow card reader:



a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means that it has been accepted for travel. A red light, accompanied by two beeps, means your Oyster or contactless payment card has been rejected. You must not go further until either your Oyster or contactless payment card has been accepted for travel or you have paid separately for your journey.

An amber light means that the yellow card reader is ready to check your Oyster or contactless payment card. If before you touch your card on a yellow card reader, it has a red light or no light at all, it is not working. If this is the case, you must use another yellow card reader that is. You cannot validate by touching in or touching out on a yellow card reader located on a ticket machine.

6.10 Pink card reader

Pink card readers are located at a number of interchange stations.



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.

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.

6.11 Daily and Weekly (Monday-Sunday) capping

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

The following will not count towards any daily or weekly cap:

- pay as you go journeys on the Emirates Air Line and Thames Clippers River Bus services
- pay as you go journeys on Southeastern high speed services between St Pancras and Stratford International.

6.12 Data Protection

If you have registered or protected your Oyster card or created an online account for your contactless payment card, you agree to us holding personal information about you and using it as described below.

6.13 Retention of personal travel data

The TfL ticketing system retains details of the journeys made using your Oyster card for eight weeks: after this time it is de-personalised. Journey data from use of your contactless payment card is retained for up to 13 months: after this time it is de-personalised.

6.14 How we use your personal information

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

In certain circumstances, TfL and relevant TOCs 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.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

7. Using tickets and travel concessions

7.1 Printed tickets

7.1.1 If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a contactless payment card to pay as you go, a valid permit to travel, free travel concession or other authority to travel, valid and available for whole of the journey you are making, you must have with you a printed ticket(s) which is/are available for the whole of the journey you are making. Printed tickets issued for use on London Overground and TfL Rail are issued in accordance with the National Rail Conditions of Carriage unless stated otherwise in this Ticketing and Travel Guide.

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

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

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

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

7.1.4 Duty to insert printed ticket into ticket gate. You must insert your printed ticket into the ticket gate at the start and end of a London Overground, TfL Rail, Tube or National Rail journey. At stations where there are no ticket gates, or where the ticket gates are open or not in use, you must be prepared to show your printed ticket (and photocard, if needed) to a member of staff before starting or ending your journey.

7.1.5 Duty to show printed tickets. You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whenever we ask you to do so. 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.

7.1.6 Platform tickets. If you intend to go into a compulsory ticket area, but not onto a train, and do not have a ticket that is valid and available for travel, you must buy a printed platform ticket from the ticket office. It will be valid for 60 minutes from the time you buy it. Platform tickets cannot be used for travel.

7.2 Using travel concessions

7.2.1 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 request proof of 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 valid discount concession on it, you cannot transfer it to anyone else to use.

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

If you have a paper photocard or an Oyster photocard, you cannot transfer or lend it to anyone else.

7.2.2 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.

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

7.2.4. Aged 5 to 10 years

If accompanied by an adult, up to 4 children aged 5 to 10 years can travel free at all times on London Overground and TfL Rail. For this purpose, an adult can be any of the following:

- Persons aged 16 or over using any adult-rate ticket (excluding Group Day Travelcards) or when using pay as you go at adult-rate
- 60+ London Oyster photocard holders (no additional ticket needed)
- Older person Freedom Pass holders (no additional ticket needed)
- Disabled person Freedom Pass holders aged 18 or over (no additional ticket needed)
- Veterans Oyster photocard holders aged 18 or over (no additional ticket needed)
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Apprentice Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Bus & Tram discount photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Jobcentre Plus Travel Discount Card holders when holding a valid travel ticket or when using Oyster to pay as you go.

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

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

7.2.5 National Railcard or Gold Card discounts

If you hold:

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

your off-peak pay as you go daily cap will be a third off the equivalent adult-rate daily cap. Individual off-peak pay as you go fares for journeys involving travel 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 cardholder. 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 hold a Disabled persons Railcard and also hold an Oyster card with the Disabled Railcard discount and 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.

7.3 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 and in publicity at ticket selling outlets.

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

7.4 If the London Overground or TfL Rail station ticket office is closed. If you do not have with you a valid ticket or sufficient pay as you go credit on your Oyster card, you must use a ticket machine to add credit to your Oyster card or to buy at least a single ticket, ticket extension or other permit to travel.

Alternatively, you may use a contactless payment card to pay as you go.

7.5 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 child-rate, 18+ Student, Apprentice, 60+ London, Veterans, Jobcentre Plus Travel Discount Card tickets and National Railcard discounts, go to tfl.gov.uk/fares

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

As well as the ticket types shown in this Guide, we sell or issue some other types of tickets on behalf of other operators that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict with the ones shown in this Guide, the special conditions apply instead.

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

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

Our ticket types and conditions

Ticket type	Tickets, which only show a fare value or zone(s), bought at a London Underground/DLR station for a single or return journey which includes travel on London Overground	Tickets, which show the destination station name, valid for a single or return journey on London Overground/TfL Rail and other National Rail services, including via London Underground and DLR
Validity	<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 of validity.</p>	<p>On any train on the date(s) on which the ticket is valid.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>
Availability on London Overground/ TfL Rail	<p>A single journey from a London Underground/DLR station where it is bought to any London Overground station stop within the fare value shown on the ticket. Return tickets are available for a journey in reverse to any London Underground/DLR station where the fare value is the same or less.</p>	<p>A single or return London Overground/TfL Rail journey wholly or partially between the stations shown on the ticket. The journey must be made without breaking your journey at an intermediate Underground or DLR station.</p>
Can it be used on other services?	No.	No.
Extra conditions	<p>Not valid to London Overground stations south of New Cross Gate or on services between Liverpool Street and Enfield Town/Cheshunt (via Seven Sisters)/Chingford or between Romford and Upminster.</p> <p>Not valid on TfL Rail services between Stratford and Shenfield.</p>	

Our ticket types and conditions

Ticket type	Day Travelcard	Free travel on London Overground and TfL Rail for children aged under 11 years
Validity	<p>Anytime tickets - from 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - 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>	At all times.
Availability	<p>On Tube, DLR, London Overground, TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed services, Heathrow Express or on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket. Cannot be used on special bus services.</p> <p>On trams - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>On all London Overground and TfL Rail services.</p> <p>This is subject to the normal rules on availability of the ticket, Freedom Pass, 60+ London Oyster photocard, Veterans Oyster photocard or pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Can it be used on other services?	On the bus services as shown in Note A2. Also entitles the holder to 1/3 rd off the cost of travel on most river services and to discounted fares on the Emirates Air Line.	<p>On Tube, and DLR services, and on the National Rail services shown in Note A1.</p> <p>This is subject to the normal rules on availability of the ticket, freedom pass, 60+ London Oyster photocard, Veterans Oyster photocard or pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Extra Conditions	Cannot be transferred from one person to another. Can be bought up to 7 days before the date needed.	<p>Under 5 years old. Available to all children at all times when they are with a ticket holder or someone using pay as you go.</p> <p>Aged 5 to 10 years. Available for up to four children when travelling with an adult who has a ticket (see clause 7.2.4) and to children who hold a valid 5-10 Oyster photocard.</p>

Our ticket types and conditions

Ticket type	Point-to-point season ticket	Travelcard season ticket
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.
Availability	Unlimited journeys between the stations shown on the ticket, including any stations in between.	<p>On Tube, DLR, London Overground, TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Cannot be used on Southeastern high speed services, Heathrow Express or on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses - unlimited 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>On trams - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>
Can it be used on other services?	On other National Rail services as shown on the ticket.	On the bus services as shown in Note A2. Also entitles the holder to 1/3 rd off the cost of travel on Thames Clippers River Buses, most River Tour services and to discounted fares on the Emirates Air Line.
Adult photocard needed?	Yes.	7 Day, monthly and longer period on an Oyster card - No. Printed 7 Day, monthly and longer period ticket - Yes.
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be used to travel by any reasonably direct route to the destination (or, in the case of a National Rail ticket, any route permitted by the National Rail Conditions of Carriage), unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p> <p>Can be bought up to 7 days before the start date.</p>	<p>Cannot be transferred from one person to another.</p> <p>Where on an Oyster card, can be bought up to 30 days before the start date at Underground stations and Visitor Centres and 7 days before at Oyster Ticket Stops.</p> <p>Where more than one Travelcard season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times.</p> <p>Printed tickets can be bought up to 7 days before the start date.</p>

Our ticket types and conditions

Ticket type	Pay as you go	Group Day Travelcards
Validity	At all times.	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.
Availability	<p>Oyster and contactless payment cards can be used to pay as you go on bus, Tube, tram, DLR, London Overground and TfL Rail services, the Emirates Air Line and Thames Clippers River Buses.</p> <p>Also on National Rail services within the National Rail pay as you go area and on Southeastern high speed services between St Pancras and Stratford International.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area. Go to tfl.gov.uk for information.</p> <p>Cannot be used on Heathrow Express or on Heathrow Connect services between Hayes & Harlington & Heathrow.</p>	<p>On Tube, DLR, London Overground, TfL Rail and National Rail services - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed services, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow or on the Emirates Air Line.</p> <p>On buses - unlimited 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>On trams - unlimited journeys across the Tramlink network.</p>
Can it be used on other services?	<p>Pay as you go credit can be used to buy tickets on the Emirates Air Line, Crown River and TRS services.</p> <p>Oyster cards can be used on other services - see Note A2.</p>	On the bus services as shown in Note A2. Also entitles the holder to 1/3 rd off the cost of travel on most river services and to discounted fares on the Emirates Air Line.
Extra conditions	Pay as you go journeys on the Emirates Air Line, Thames Clippers River Buses, tickets bought using pay as you go credit for the Emirates Air Line, Crown River and TRS services will not count towards any daily or weekly cap.	<p>Groups must be at least 10 people and must travel together at all times.</p> <p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>

Our ticket types and conditions

Ticket type	60+ London Oyster photocard	Freedom Pass
Validity	At all times except on National Rail where it is not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. Restriction does not apply on the National Rail services shown in Note A1.	At all times except on National Rail where it is not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. Restriction does not apply on the National Rail services shown in Note A1.
Availability	On all London Overground and TfL Rail services. A map showing where you can use a 60+ Oyster photocard is at tfl.gov.uk/fares	On all London Overground and TfL Rail services. .
Can it be used on other services?	At all times on the bus services as shown in Note A2. Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.	Visit freedompass.org for full information.
Extra conditions	Can only be used by the person whose name and photograph appears on the Pass. Cannot be used on London Midland or Southern services between Watford Junction and Harrow & Wealdstone.	Can only be used by the person whose name and photograph appears on the Pass. Cannot be used on London Midland or Southern services between Watford Junction and Harrow & Wealdstone. Ticket checking staff may withdraw any Freedom Pass which appears to be invalid or is being used incorrectly and it may not be returned for further use. If you move from Greater London, your Freedom Pass must be surrendered by sending it to: Journeycall James Chalmers Road ARBROATH DD11 3RQ

Our ticket types and conditions

Ticket type	Veterans Oyster photocard
Validity	At all times except on National Rail where it is not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. Restriction does not apply on the National Rail services shown in Note A1.
Availability	On all London Overground services and TfL Rail services. A map showing where you can use a Veterans Oyster photocard is at tfl.gov.uk/fares Can also be used on some special bus services. Please check with the operator or go to tfl.gov.uk/fares
Can it be used on other services?	At all times on the bus services as shown in Note A2. Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services. Cannot be used on London Midland or Southern services between Watford Junction and Harrow & Wealdstone
Extra conditions	Can only be used by the person whose name and photograph appears on the photocard.

Notes

A1 Freedom Passes, 60+ London Oyster photocards and Veterans Oyster photocards can also be used between 0430 and 0930 on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)*
- Harrow & Wealdstone to Euston
- New Cross Gate to West Croydon / Crystal Palace / Clapham Junction (London Overground service only)
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

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

A map showing where Freedom Passes, 60+ London Oyster photocards and Veterans Oyster photocards can be used on National Rail between 0430 and 0930 is at tfl.gov.uk/fares

A2 The other local bus operators services within Greater London are:

402 between Bromley North Station and Knockholt Pound, Three Horseshoes only*

477 between Orpington Station and Crockenhill Road, Crouch Farm only*

* Freedom Passes and English National Concessionary Bus Passes are not valid on routes 402 and 477 before 0930 on Mondays to Fridays.

This information may be changed at any time.

8. Replacement and duplicate tickets and Oyster cards

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

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

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

You can report your Oyster photocard as lost, stolen or damaged online at www.tfl.gov.uk/photocard Once reported, it will be cancelled and a replacement sent to you. You will need to pay an admin fee for a replacement.

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

If your replacement Oyster card with a season ticket on it is issued by TfL Customer Services or at an Underground station, Visitor Centre and the original season ticket was issued under National Rail's Conditions of Carriage, then TfL's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If your replacement Oyster card with a season ticket on it is issued at a London Overground station ticket office and the original season ticket was issued under TfL's Conditions of Carriage, then National Rail's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

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

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

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

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

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

8.4 Duplicate season tickets and/or pay as you go on an Oyster card.

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

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

9. Ticketless travel and penalty fares

A penalty fare of £80 applies on London Overground and TfL Rail services. This is reduced to £40 if paid within 21 days of the date following issue of the penalty fare notice.

If you are issued with a penalty fare, the Appeals process is outlined on the penalty fares notice issued at the time. Details of who to contact and how are shown in Section 2.

If you are travelling within the compulsory ticket area on London Overground and TfL Rail services without:

- a ticket that is valid and available for the journey you are making
- an Oyster card or other smartcard containing a valid season ticket
- a validated Oyster card or other smartcard, when you are paying as you go, showing a record of the start of your journey
- a validated contactless payment card

you may be issued with a penalty fare or you may be prosecuted.

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

10. Refunds on tickets and compensation

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

To apply for a refund, pick up a refund application form from a London Overground or TfL Rail ticket office. Complete the application form and hand it in with the ticket(s) to a London Overground or TfL Rail ticket office. Staff at our ticket offices will advise how your refund will be issued.

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

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

10.3 If you have pay as you go credit on your Oyster card but no longer need it, you can get a refund of the balance on your Oyster card at Underground stations. If the balance on your Oyster card is £10 or less, you can get a refund of it and the deposit at Tube station ticket machines. Once you have done this, you cannot use your card again. Alternatively, sign into or up for an online account or contact TfL Customer Services.

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

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

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

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

10.7 If you have used pay as you go but have paid more than the advertised pay as you go fare, TfL will refund the amount overpaid subject to you having correctly touched in and touched out where pay as you go is available when making the journey. Where possible, TfL will aim to do this automatically. Otherwise you should sign in to your online account or call TfL Customer Services after 48 hours but within 28 days of making the journey. Claims cannot be made after this time.

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

10.9 If we or our contractors fail to run the advertised London Overground or TfL Rail services or if there are delays to those services, we will not compensate you for any losses you may suffer as a result, except in the circumstances and in the ways as set out below.

10.10 If your London Overground or TfL Rail journey was delayed for reasons within our control by 30 minutes or more, we will refund you the single pay as you go fare for the journey on which you were delayed. We will refund the cash value, for the delayed London Overground or TfL Rail journey, if you bought a paper single or return ticket. You should sign in to your online account to apply. You must apply within 28 days of the delayed journey. Find out how to apply for a refund at tfl.gov.uk/service-delay-refunds or call TfL Customer Services

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

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

10.12 The policy on paying refunds for journeys on London Overground is set out in the London Overground Passenger Charter.

11. Carriage of bicycles

11.1 Folded bicycles can be taken on London Overground and TfL Rail services at any time.

11.2 Restrictions apply on when and where you can take a non-folding bicycle on London Overground and TfL Rail services. You can find out more at tfl.gov.uk/modes/cycling/cycling-in-london/bikes-on-public-transport

11.3 Bicycles are not carried on buses that replace trains due to engineering work or temporary closures.

12. Luggage, animals and possessions

12.1 We accept luggage, animals and possessions in accordance with the National Rail Conditions of Carriage.

12.2 You can bring an assistance dog with you without charge. You can also bring with you, without charge, up to two dogs or inoffensive small animals, unless there is a good reason for us to refuse it (such as if the animal seems dangerous). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

12.3 If you bring an animal with you, for safety reasons you must carry it through automatic ticket gates. If you have an assistance dog, at stations where there is no wide automatic gate, you must ask a member of staff to open the manual gate to allow you to enter or leave a station.

12.4 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).

13. Access and carriage of passengers in wheelchairs and buggies

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

13.2 Information about the help that can be given to customers is available at tfl.gov.uk/transport-accessibility/

14. Lost property

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

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

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

Note that property lost at Liverpool Street or Shenfield stations may be kept at the National Rail left luggage office. You can call them on 020 7247 4287. The opening hours are 09:00 to 17:00 Monday to Friday.

14.4 Property can take a minimum of three working days before reaching the Lost Property Office. Go to tfl.gov.uk for further information.

14.5 A charge is made for the return of lost property.

15. Car parks and cycle parking facilities

15.1 Car parks. Some stations have car parks. If you are using one of these car parks, you and your vehicle are subject to the conditions displayed there. Information is available at tfl.gov.uk/modes/driving/tube-station-car-parks

15.2 Cycle parking facilities. Some stations have facilities for cycle and motorcycle storage. If you are leaving a cycle or motorcycle at one of these stations you and your cycle/motorcycle are subject to the conditions which may be displayed there.