

Transport for London



This booklet contains details of the range and price of tickets and Pre Pay available within the Greater London area on Tube, Docklands Light Railway (DLR), bus and Tramlink services.

Also included is a map showing Travelcard/LT Card zones.

Stations at the northern end of the Metropolitan line are outside the Greater London area. For information on fares and period ticket rates to/from:

Amersham, Chalfont & Latimer, Chesham, Chorleywood, Croxley, Rickmansworth, Watford (Met).

Please ask at a ticket office for a leaflet (fares are also shown on the Fares List displayed in station ticket halls).

For information about Riverboat fares, please refer to the 'River Thames Boat service guide', available from most Tube stations and London Travel Information Centres.

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Included at the back of this booklet is a map showing Travelcard/LT Card zones.

Introducing



The new Oyster card has arrived.
The smarter, faster way to travel
around London. To find out more,
visit oystercard.com

- Adult and 'Discount' rate monthly and longer period Travelcards and Bus Passes, issued from Tube stations, most Ticket Stops (monthly Travelcards and Bus Passes, and annual Bus Passes only) and London Travel Information Centres, are only available on Oyster cards. You will need to register to obtain an Oyster card – application forms are available at all outlets. 7 Day Travelcards and Bus Passes are also available on Oyster cards – you will need to register (see above). 7 Day tickets will continue to be available on printed tickets without the need to register.

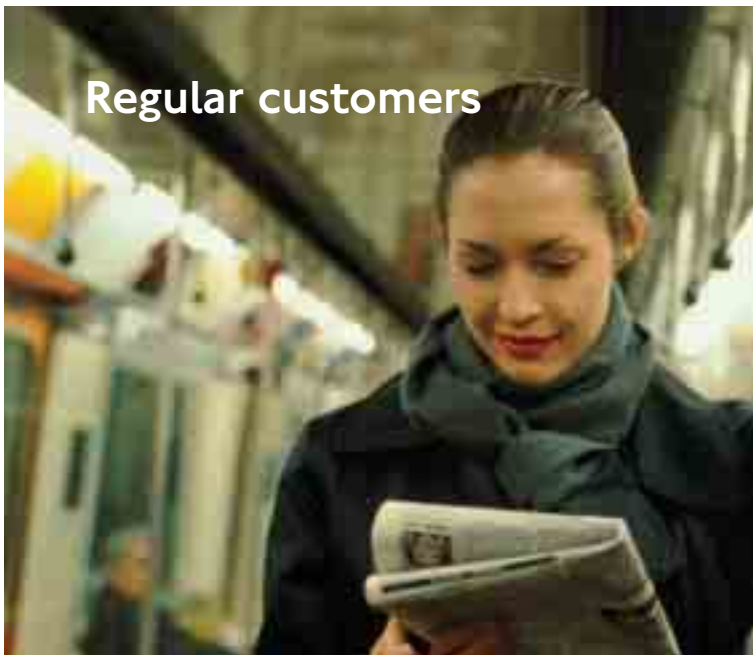
If you are only buying a 7 Day Travelcard, 7 Day Bus Pass or Oyster Pre Pay, a deposit of £3.00 is payable for the Oyster card when it is first issued. Should you no longer require your Oyster card, on return of the card the deposit will be refunded (certain conditions apply).

- Should your registered Oyster card be lost or stolen, we can stop anyone from using it and issue either a refund of the unused balance or issue a replacement (certain conditions apply).
- Pre Pay is a new way of paying your fare using your Oyster card. It is currently only available at the adult rates shown in this booklet. Your Oyster card does not need to be registered if it is only to be used for Pre Pay. If your Oyster card is charged only with Pre Pay you are free to lend or give it to another person for their use.
- Only one person at a time can travel using an Oyster card. However, any Pre Pay on your Oyster card can be used to buy adult and child rate printed tickets at Tube stations, most Ticket Stops and London Travel Information Centres.
- From 4 January 2004, Oyster Pre Pay will be available for use on Tube and DLR services. It will become available for use on bus and Tramlink services later in 2004.

Oyster Pre Pay

- Oyster Pre Pay charges are shown on pages 17, 18, 44 and 50.

Regular customers



There's good news for our regular customers. Alongside Carnet and Saver we've introduced Oyster Pre Pay, a brand new way of paying for travel.

Oyster card

The new way of using your 7 Day, monthly or longer period Travelcard and Bus Pass. Also needed for Oyster Pre Pay.

Oyster Pre Pay

You pay 2003 single fares when using the Tube and DLR.

Carnet

Carnets are still great value when you travel on the Tube in Zone 1. You'll save £5 on every Carnet of ten tickets you buy, compared to the 2004 single fare.

Saver

Buy a book of six bus Saver tickets and you'll only pay 70p per journey, instead of £1 (35p instead of 40p for children).

Ticket type

Carnet

Where available

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Tube Station self-service ticket machines in Zone 1

Adult price: £15.00

Child price: £5.00

Saver

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Ticket Retailers

Adult price: £4.20

Child price: £2.10

Oyster Pre Pay

Tube station ticket offices and self-service ticket machines, most Ticket Stops, London Travel Information Centres

Families and kids



With five brand new, money-saving initiatives just introduced for children's fares, travelling by public transport in London now offers even greater value. See what's new for 2004:

Kids for a quid

Children accompanied by an adult who has a 7 Day, monthly or longer period Travelcard can buy an Off-Peak Day Travelcard (valid for Zones 1-6) for just £1.

Children travel free at weekends

When you buy Family Travelcard tickets, children's all-day tickets cost just 80p – and at weekends they travel completely free.

16-17 year olds travel at child rate

16-17 year olds with a '16-17' photocard can now buy 7 Day, monthly or longer period Travelcards and Bus Passes at the child rate.

New child fares for 11-15 year olds

Child fares for 11-15 year olds are now extended on buses and Tramlink to any time, day or night.

Under 11s go free

All children holding a '5-10' photocard can now travel for free on all buses across the entire London bus network, including sections outside Greater London and on Tramlink.

Ticket type

Kids for a quid

Where available

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, National Rail stations

Child price: £1.00

Family Travelcard

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, National Rail stations

**Child price: Mon-Fri 80p;
Sat-Sun and public holidays
free**

Child rate 7 Day Bus Pass

Tube station ticket offices, most Ticket Stops, London Travel Information Centres

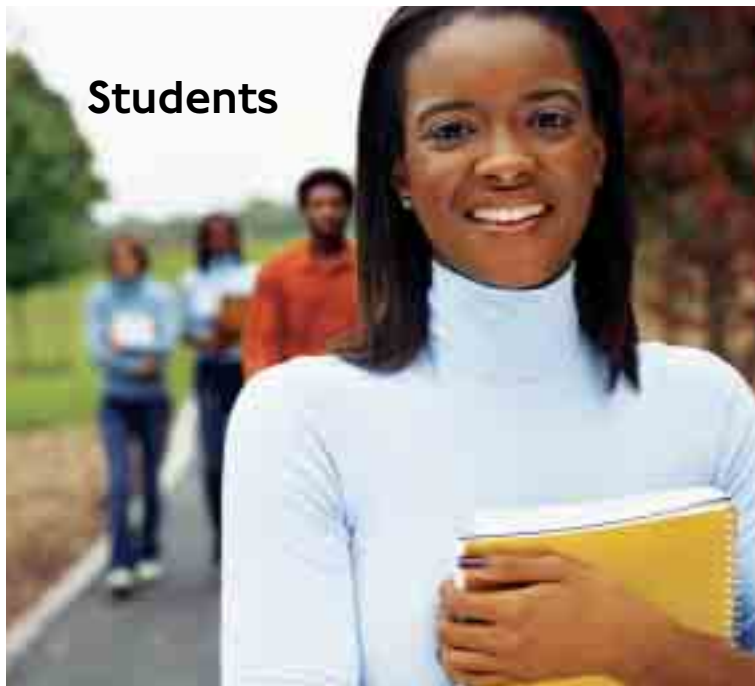
Child price: £4.00

Child rate bus fares (11-15 yrs)

On most buses and from roadside ticket machines in the Pay Before You Board area. 14 or 15 year olds need an '11-15' photocard

Child price: 40p

Students



There's good news for students as they can benefit from lower cost Travelcards, Bus Passes and DLR Shuttle/Flyer season tickets.

Discount Travelcards and Bus Passes

Anyone with a valid Student photocard can buy Travelcards and Bus Passes at 30% off the equivalent adult rate. These discount tickets are available for 7 Days, one month and for longer periods up to one year.

Discount DLR Shuttle/Flyer season tickets

Students who hold a valid Student photocard can also buy discount 7 Day, monthly and annual DLR Flyer/Shuttle season tickets. Again, these cost 30% less than the equivalent adult rate.

Check your university, college or school to find out if they are registered on the Transport for London Student photocard scheme.

Ticket type

Discount Travelcard

Where available

Tube station ticket offices, most Ticket Stops (7 Day and monthly only), London Travel Information Centres, National Rail stations
See page 36

Price: £16.60 for a 7 Day Zones 1, 2 & 3 ticket

Discount Bus Pass

Tube station ticket offices, most Ticket Stops, London Travel Information Centres
See page 47

Price: £6.60 for a 7 Day all London ticket

Discount DLR Flyer/Shuttle season ticket

7 day and monthly from Tube stations served by DLR and most Ticket Stops located near DLR services

Annuals only from DLR Customer Services
See page 27

Price: £6.40 for a 7 Day Docklands Shuttle South ticket

Visitors



Whether you're visiting the capital for a day or coming for a longer stay, there are some excellent ticket bargains to choose from:

Day Travelcard

Entitles you to one day's unlimited travel within the zones covered by your ticket and on all buses and Tramlink (if ticket includes Zones 3, 4, 5 or 6).

Weekend Travelcard

You'll save 25% if you buy a Weekend Travelcard rather than two separate Off-Peak Day Travelcards.

Tube Carnet

Great value if you're travelling on the Tube within Zone 1.

Bus Saver

Buy a book of six bus Saver tickets and you'll only pay 70p per journey, instead of £1.

Ticket type

Day Travelcard

Where available

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Ticket Retailers, National Rail stations. Some also available from self-service ticket machines.

Price: £4.30 for an Off-Peak Zones 1 & 2 ticket

Weekend Travelcard

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, National Rail stations. Some also available from self-service ticket machines.

Price: £6.40 for a Zones 1 & 2 ticket

Tube Carnet

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Tube station self-service ticket machines in Zone 1

Price: £15.00

Bus Saver

Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Ticket Retailers

Price: £4.20

Single fares and Pre Pay

- Single and return tickets are valid for travel only on the date shown on the ticket and up to 0430 the next day.
- Return tickets, valid for outward and return travel on the day of issue only, are twice the single fare.

Points to note:

- ◆ If you are travelling on the Bakerloo line to or from Harrow & Wealdstone, single and return fares are not charged on a zonal basis and different fares apply. Please enquire at the station for details before you start your journey.
- ◆ If you wish to buy a ticket to a National Rail destination from a self-service ticket machine at a Tube or DLR station, you can only do so if your destination is shown. If your destination does not appear on the machine, at Tube stations please buy your ticket from the ticket office. If the ticket office is closed, they cannot sell a ticket to your destination or you are at a DLR station, you will need to buy a ticket for your Tube/DLR journey and buy a further ticket where you join National Rail services.

Where to buy

Single/return tickets

- Tube station ticket offices and self-service ticket machines (not always the full range) for Tube only, Tube to DLR and Tube to National Rail tickets.
- Selected Tube station ticket offices in West London for Tube to Tramlink tickets.
- Self-service ticket machines at DLR stations and Tube stations served by DLR for DLR only and DLR to Tube tickets.

Oyster Pre Pay

- Tube station ticket offices and self-service ticket machines, most Ticket Stops and London Travel Information Centres.

Single fares and Pre Pay

The prices shown below are given as a general guide only.

	Adult	Adult	Child*
	Oyster Pre Pay		
	Single	(Monday to Friday)	(Saturday, Sunday and public holidays)
Within one zone			
Zone 1	£2.00	£1.60	£0.60
Zone 2 / 3 / 4 / 5 / 6	£1.10	£1.00	£0.40
Two zones			
Zones 1 & 2	£2.20	£2.00	£0.80
Zones 2 & 3 / 3 & 4 / 4 & 5 / 5 & 6	£1.50	£1.30	£0.60
Three zones			
Zones 1, 2 & 3	£2.50	£2.30	£1.00
Zones 2, 3 & 4 / 3, 4 & 5 / 4, 5 & 6	£1.90	£1.70	£0.80

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

For inter-availability of single/return tickets and Pre Pay on National Rail services, please see page 23 for details.

Tube/DLR fares

Single fares and Pre Pay (continued)

	Adult	Oyster Pre Pay		Child*
	Single	(Monday to Friday)	(Saturday, Sunday and public holidays)	Single
Four zones				
Zones 1, 2, 3 & 4	£3.00	£2.80	£1.80	£1.20
Zones 2, 3, 4 & 5/ 3, 4, 5 & 6	£2.20	£2.10	£1.00	£0.80
Five zones				
Zones 1, 2, 3, 4 & 5	£3.50	£3.40	£1.80	£1.40
Zones 2, 3, 4, 5 & 6	£2.40	£2.30	£1.00	£1.00
Six zones				
Zones 1, 2, 3, 4, 5 & 6	£3.80	£3.70	£1.80	£1.50

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

For inter-availability of single/return tickets and Pre Pay on National Rail services, please see page 23 for details.

Carnet.

A nice change from queuing for 10 single tickets.



Available from larger self service ticket machines or ticket offices by cash or credit card.

Valid 12 months.

Tube Carnet

A book of 10 single Tube tickets, which can be bought in advance. An adult Carnet gives a saving of £5.00 compared with 10 separate Zone 1 single tickets.

For travel on:

- Tube (within Zone 1 only).

Points to note:

- ◆ Valid for 12 months from the issue date printed on the tickets.
- ◆ Can be used by you or by anyone you wish to give them to.
- ◆ Each ticket is for a single journey, starting and finishing in Zone 1 but not for use on the DLR or on National Rail services (except on Thameslink between King’s Cross and Moorgate/Elephant & Castle/London Bridge).
- ◆ The ticket has to be validated for use on the day of travel at the Zone 1 station where you start your journey. If you travel with a ticket that has not been validated, you will be liable to pay a Penalty Fare.
- ◆ Carnet tickets cannot be used with Pre Pay, as Ticket Extensions nor can they be extended by the purchase of an additional ticket.

Where to buy

- Tube station ticket offices, Ticket Stops and London Travel Information Centres. Only available at outlets in Zone 1 – not all Ticket Stops. Also available from self-service ticket machines at Tube stations in Zone 1.

	Adult	Child*
Zone 1	£15.00	£5.00

*Child 5-15 years and ‘New Deal’ photocard holders. Children aged 14 or 15 years need an ‘11-15’ photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

Group Day tickets

For groups of 10 or more adults and/or children travelling together at all times.

For travel on:

- Tube.
- DLR.

Points to note:

- ◆ Available for travel any day of the week.
- ◆ There are no time restrictions.
- ◆ Allow you to make as many journeys as you want.
- ◆ Valid for travel in Zones 1, 2, 3, 4, 5 & 6.
- ◆ Under 18s travel at the child rate. Photocards are not needed.
- ◆ Larger groups are advised to contact the local Tube station supervisor in advance. The supervisor will be pleased to suggest the best route for your journey and will contact staff at interchange and destination stations to ensure your travel throughout the day is as trouble free as possible.
- ◆ Are not valid for travel on buses and most National Rail services, or on the Bakerloo line between Kenton and Harrow & Wealdstone.
- ◆ If children are included in the group, a Family Travelcard may be cheaper. Please see page 32 for details.

Group Day tickets (continued)

Where to buy

- Tube station ticket offices.

	Adult	Children/ young people*
Zone 1, 2, 3, 4, 5 & 6	£3.20 each	£0.80 each

*Children and young people 5-17 years inclusive. No photocard needed.

For inter-availability of tickets on National Rail services, please see page 23 for details.

Tube only short distance period tickets

Available for some shorter journeys across a zone boundary between specific Tube stations.

Points to note:

- ◆ Available 7 Day, monthly or for any longer period up to one year.
- ◆ Child rate period tickets are valid for a maximum period of 4 months (3 months for 'New Deal' photocard holders).
- ◆ Student 'Discount' rate period tickets are available up to a maximum period of one year, but cannot be dated to expire later than the expiry date of the accompanying 'Student' photocard.

Where to buy

- Tube station ticket offices.

Inter-availability of tickets and Pre Pay on National Rail services

Tube singles, returns, One Day LT Cards, Group Day tickets and Pre Pay can also be used on a number of joint routes and services with National Rail. Tickets must be valid between the appropriate joint stations or zones. The routes are:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate*
- Kentish Town to Moorgate/Elephant & Castle/London Bridge
- Kenton to Euston (Pre Pay only: also Harrow & Wealdstone to Kenton but not at Kilburn High Road/South Hampstead)
- Liverpool Street to Walthamstow Central/Tottenham Hale/Seven Sisters (Pre Pay only: not at intermediate stations)
- Richmond to Gunnersbury
- Stratford to Canning Town (Pre Pay only: not Custom House to Canning Town)
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- West Ruislip to South Ruislip
- West Ruislip/South Ruislip to Marylebone (Chiltern Railways) but not at intermediate stations – Pre Pay only

*Carnets are not valid on WAGN services.

**Tower of London and Madame Tussaud's/
London Planetarium admission tickets**

Why queue for tickets when you arrive at either the Tower of London or Madame Tussaud's (also includes admission to the London Planetarium)?

- Tower of London tickets can be bought up to 7 days in advance. Madame Tussaud's tickets are only valid for the day of purchase.
- Tickets are valid for admission only and not for travel. Enquire at Tube station ticket offices for prices.

Where to buy

- Tube station ticket offices (not Baker Street for Madame Tussaud's).

DLR Shuttle and Flyer tickets

For travel on:

- DLR.

Points to note:

- ◆ **Docklands Shuttle South tickets** – are valid between Lewisham and Canary Wharf, including intermediate stations.
- ◆ **City Flyer South tickets** – are valid between Lewisham and Tower Gateway or Bank/Monument, including intermediate stations.
- ◆ **Docklands Shuttle East tickets** – are valid between Island Gardens and Stratford or Beckton, including intermediate stations. Also valid for travel via Westferry.
- ◆ **City Flyer East tickets** – are valid between Beckton or Stratford and Tower Gateway or Bank/Monument, including intermediate stations. Also valid for travel via Canary Wharf.

Flyer/Shuttle One Day tickets

- Can be used from 0001 on the day of validity and for any journey that starts before 0430 on the following day.

Where to buy

- Self-service ticket machines at DLR stations, Tube stations served by DLR and most Ticket Stops located near DLR services.

	Adult	Child*
Docklands Shuttle South	£2.00	£0.80
City Flyer South	£3.60	£1.60
Docklands Shuttle East	£2.60	£1.20
City Flyer East	£4.00	£2.00

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

Flyer/Shuttle period tickets

- Available 7 Day, monthly and for one year. Tickets for periods between 1 month and 12 months are not available. Child rate tickets are valid for a maximum period of 1 month.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

Point to note:

- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.

Where to buy

- Tube stations served by DLR and most Ticket Stops located near DLR services.
- Annual tickets are only available from DLR Customer Services on 020 7363 9700 or online at www.dlr.co.uk

	7 Day		Monthly		Annual
	Adult	Child*	Adult	Child*	Adult
Docklands Shuttle South	£9.20	£4.20	£35.40	£16.20	£368
City Flyer South	£16.60	£8.00	£63.80	£30.80	£664
Docklands Shuttle East	£11.90	£5.90	£45.70	£22.70	£476
City Flyer East	£18.70	£9.30	£71.90	£35.80	£748

*Child 5-15 years (a '5-10' or '11-15' photocard is needed) and 'New Deal', '16-17' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

'Discount' Flyer/Shuttle period tickets

'Discount' Flyer/Shuttle period tickets cost 30% less than the equivalent adult rate Flyer/Shuttle period ticket.

- Only available to holders of a valid 'Student' photocard.
- Available 7 Day, monthly and for one year. Tickets for periods between 1 month and 12 months are not available.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

Points to note:

- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.
- ◆ The expiry date on the ticket cannot be later than that on the accompanying 'Student' photocard.

Where to buy

- Tube stations served by DLR and most Ticket Stops located near DLR services.
- Annual tickets are only available from DLR Customer Services on 020 7363 9700 or online at www.dlr.co.uk

	7 Day	Monthly	Annual
Docklands Shuttle South	£6.40	£24.60	£256
City Flyer South	£11.60	£44.60	£464
Docklands Shuttle East	£8.30	£31.90	£332
City Flyer East	£13.00	£50.00	£520

DLR Group Travel tickets

Offer a 10% discount for groups of 10 or more on single, return and One Day Shuttle and Flyer tickets. For school groups, one adult ticket will be issued free for every group of 10 fare paying children, when bought in advance of travel.

For travel on:

- DLR.

Points to note:

- ◆ Available for any day of the week.
- ◆ There are no time restrictions.
- ◆ Under 18s travel at the child rate. Photocards are not needed.

Where to buy

- Sweet Express at Tower Gateway station on day of travel.
- By calling DLR Customer Services on 020 7363 9700 at least 7 days in advance of travel.

DLR Rail & River Rover ticket

- Combines one day's travel on DLR with hop-on, hop-off travel on City Cruises riverboats between Westminster, Waterloo, Tower and Greenwich piers.

Where to buy

- Adult, child, family and group Rail & River Rover tickets can be bought from City Cruises ticket offices at Westminster, Waterloo, Tower and Greenwich piers and from Sweet Express at Tower Gateway station.
- Adult and child tickets can also be bought from DLR ticket machines at all stations with the exception of Bank and Canning Town.
- Group and family tickets can be bought 7 days in advance by calling DLR Customer Services on 020 7363 9700 at least 7 days in advance of travel.

Adult	Child	Family*
£8.80	£4.50	£23.00

*Family tickets are valid for 2 adults and up to 3 children under 16 years of age

Prices will change on 1 April 2004 to
Adult: £9.00, Child: £4.50, Family: £25.00.

For travel on:

- Tube.
- DLR.
- The entire London bus network, including sections outside Greater London, on buses that display this sign: but not on certain special bus services and excursions.
- Tramlink, where your Travelcard includes Zone 3, or 4, or 5, or 6.
- National Rail (excluding Heathrow Express).
- Scheduled Riverboat services at 1/3 off the normal fare – just show your Travelcard or Oyster card at the time of travel.

**Points to note:**

- ◆ When using the Tube, DLR or National Rail, the Travelcard you hold must be valid for all the zones you travel in.
- ◆ To work out which zones you require for travel on Tube, DLR and National Rail services, please refer to page 51 and see the map at the end of this booklet.

Day Travelcards**Day Travelcards (Peak)**

- Can be used from 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.

Day Travelcards (Off-Peak)

- Can be used from 0930 Mondays to Fridays, (from 0001 Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 on the following day.

Where to buy

- Tube station ticket offices, most Ticket Stops, London Travel Information Centres and National Rail stations. Also available (not always the full range) from self-service ticket machines at Tube stations.

	Peak		Off-Peak	
	Adult	Child*	Adult	Child*
Zones 1 & 2	£5.30	£2.60	£4.30	–
Zones 1, 2 & 3	£6.40	£3.20	–	–
Zones 1, 2, 3 & 4	£7.30	£3.60 [§]	£4.70	–
Zones 1, 2, 3, 4 & 5	£9.20 [§]	£4.60 [§]	–	–
Zones 1, 2, 3, 4, 5 & 6	£11.10 [§]	£5.50 [§]	£5.40	£2.00 [†]
Zones 2, 3, 4, 5 & 6	£6.30	£3.10	£3.80	–

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

[†] Up to 4 children pay £1 each where accompanied by an adult rate Travelcard period ticket holder.

[§] If you are only using Tube, DLR, bus and Tramlink services, it will be cheaper to buy a One Day LT Card. Please see page 41 for details .

Weekend Travelcards

25% cheaper than two separate Off-Peak Day Travelcards, they allow travel on consecutive weekend days or public holidays (e.g. Easter Sunday and Easter Monday).

- Can be used from 0001 on the first day of validity and for any journey that starts before 0430 on the day following the expiry date.

Where to buy

- Tube station ticket offices, most Ticket Stops, London Travel Information Centres and National Rail stations. Also available (not always the full range) from self-service ticket machines at Tube stations.
- Not available from DLR and Tramlink ticket machines.

	Adult	Child*
Zones 1 & 2	£6.40	–
Zones 1, 2, 3 & 4	£7.00	–
Zones 1, 2, 3, 4, 5 & 6	£8.10	£3.00
Zones 2, 3, 4, 5 & 6	£5.70	–

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

Family Travelcards

The Family Travelcard is a one day ticket which is ideal for taking the family out and about in London. It has all the benefits of an Off-Peak Day Travelcard, but saves you even more money.

- Can be used from 0930 Mondays to Fridays, (from 0001 Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 on the following day.

Points to note:

- ◆ The group must consist of one or two adults travelling with between one and four children. Where the only child travelling is aged under 5, a child fare must be paid and a ticket held. Children travel free on Saturdays, Sundays and public holidays – a ticket for travel will be issued.
- ◆ All members of the group must hold a Family Travelcard and must travel together at all times. However, members within the group do not need to be related.

Where to buy

- Tube station ticket offices, most Ticket Stops, London Travel Information Centres and National Rail stations. Also available, (not always the full range), from self-service ticket machines at Tube stations.
- Not available from DLR and Tramlink ticket machines.

	Adult	Child*
Zones 1 & 2	£2.80	£0.80 [§]
Zones 1, 2, 3 & 4	£3.10	
Zones 1, 2, 3, 4, 5 & 6	£3.60	
Zones 2, 3, 4, 5 & 6	£2.50	

*Child 5-15 years. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

[§]No charge on Saturdays, Sundays and public holidays – a ticket for travel will be issued.

Travelcard period tickets

- Available 7 Day, monthly or for any longer period up to one year. Child rate Travelcards are valid for a maximum period of 4 months (3 months for 'New Deal' photocard holders).
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

Points to note:

- ◆ Prices depend on the number of zones you require for your rail travel and whether any part of your rail travel includes or passes through Zone 1.
- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.
- ◆ A photocard is not needed for adult rate 7 Day Zone 1 or 2 or Zones 1 & 2 Travelcards. A photocard must accompany all other Travelcard period tickets.
- ◆ Slightly different Terms and Conditions apply to Travelcard period tickets bought from National Rail stations. Ask at a National Rail station for further details.

Where to buy

7 Day/monthly

- Tube station ticket offices, most Ticket Stops, London Travel Information Centres, Internet and telephone services and National Rail stations. Where charged on to Oyster, also available from self-service ticket machines at Tube stations.

Odd period (tickets valid for longer than one month – not annuals)

- Tube station ticket offices, Internet and telephone sales (3 monthly and 6 monthly only) and National Rail stations.

Annual (Gold card)

- Tube station ticket offices, London Travel Information Centres, Internet and telephone sales and National Rail stations.

Rates including Zone 1

	7 Day		Monthly		Annual
	Adult	Child*	Adult	Child*	Adult
Zone 1	£17.00	£7.00	£65.30	£26.90	£680
Zones 1 & 2	£20.20	£8.20	£77.60	£31.50	£808
Zones 1, 2 & 3	£23.80	£11.00	£91.40	£42.30	£952
Zones 1, 2, 3 & 4	£29.20	£13.60	£112.20	£52.30	£1168
Zones 1, 2, 3, 4 & 5	£35.10	£15.10	£134.80	£58.00	£1404
Zones 1, 2, 3, 4, 5 & 6	£38.30	£16.50	£147.10	£63.40	£1532

*Child 5-15 years (a '5-10' or '11-15' photocard is needed) and 'New Deal', '16-17' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

Travelcard period tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.

Travelcard period tickets (continued)

Rates excluding Zone 1

	7 Day		Monthly		Annual
	Adult	Child*	Adult	Child*	Adult
Within one zone Zone 2 / 3 / 4 / 5 / 6	£9.80	£4.70	£37.70	£18.10	£392
Two zones Zones 2 & 3 / 3 & 4 / 4 & 5 / 5 & 6	£12.50	£6.30	£48.00	£24.20	£500
Three zones Zones 2, 3 & 4 / 3, 4 & 5 / 4, 5 & 6	£17.00	£8.50	£65.30	£32.70	£680
Four zones Zones 2, 3, 4 & 5 / 3, 4, 5 & 6	£21.40	£10.70	£82.20	£41.10	£856
Five zones Zones 2, 3, 4, 5 & 6	£23.90	£11.90	£91.80	£45.70	£956

*Child 5-15 years (a '5-10' or '11-15' photocard is needed) and 'New Deal', '16-17' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

Travelcard period tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.

'Discount' Travelcard period tickets

'Discount' Travelcard period tickets cost 30% less than the equivalent adult rate Travelcard.

- Only available to holders of a valid 'Student' photocard.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

Points to note:

- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.
- ◆ The expiry date on the ticket cannot be later than that on the accompanying 'Student' photocard.

Where to buy

7 Day/monthly

- Tube station ticket offices, most Ticket Stops, London Travel Information Centres and National Rail stations. Where charged on to Oyster, also available from self-service ticket machines at Tube stations.

Odd period (tickets valid for longer than one month – not annuals)

- Tube station ticket offices and National Rail stations.

Annual (Gold card)

- Tube station ticket offices, London Travel Information Centres and National Rail stations.

Rates including Zone 1

	7 Day	Monthly	Annual
Zone 1	£11.90	£45.70	£476
Zones 1 & 2	£14.10	£54.20	£564
Zones 1, 2 & 3	£16.60	£63.80	£664
Zones 1, 2, 3 & 4	£20.40	£78.40	£816
Zones 1, 2, 3, 4 & 5	£24.50	£94.10	£980
Zones 1, 2, 3, 4, 5 & 6	£26.70	£102.60	£1068

'Discount' Travelcard period tickets (continued)

Rates excluding Zone 1

	7 Day	Monthly	Annual
Within one Zone Zone 2 / 3 / 4 / 5 / 6	£6.80	£26.20	£272
Two Zones Zones 2 & 3 / 3 & 4 / 4 & 5 / 5 & 6	£8.70	£33.50	£348
Three Zones Zones 2, 3 & 4 / 3, 4 & 5 / 4, 5 & 6	£11.90	£45.70	£476
Four Zones Zones 2, 3, 4 & 5 / or 3, 4, 5 & 6	£14.90	£57.30	£596
Five Zones Zones 2, 3, 4, 5 & 6	£16.70	£64.20	£668

'Discount' rate Travelcard period tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.

Rates will differ where bought from a National Rail station.

Save even more with an adult rate 7 Day, monthly or longer period Travelcard

7 Day, monthly and longer period adult rate Travelcard holder benefits

Your Travelcard, which can be of any zonal combination, entitles you to buy Off-Peak Day Travelcards at a reduced price of £1 for up to 4 children (aged 5-15 years inclusive), when they travel with you.

Child rate Off-Peak Day Travelcards with additional availability from National Rail stations outside the zonal area are also available at reduced prices – please enquire at your local National Rail station.

Reduced price tickets are available from Tube station ticket offices, most Ticket Stops, London Travel Information Centres and National Rail stations.

Where your Travelcard is charged on to your Oyster card, you must show the member of staff at the National Rail ticket office your Oyster card and Record Card (where available) when buying a reduced rate ticket or tickets.

Additional benefits for annual Travelcard period ticket (Gold Card) holders

The annual Travelcard (Gold Card) also offers you and your family and friends reduced prices on rail travel throughout London and the South East area on National Rail services:

Where your annual Travelcard is charged on to your Oyster card, you must show the member of staff at the National Rail ticket office your Oyster card and Gold Record Card when buying a reduced rate ticket or tickets.

- Save 1/3 on a range of single and return National Rail tickets when travelling after 1000 Monday to Friday, or any time at weekends and on public holidays.
- Travel First Class for a supplement of only £3 (£1.50 for children) per single or day return journey – some travel restrictions apply.
- The Zones 1, 2, 3, 4, 5 & 6 Off-Peak Day Travelcard can be bought for friends and family at an adult reduced price of £4.70 (£1 for accompanying children)[†]. Off-Peak Day Travelcards with additional availability from National Rail stations outside the zonal area are also available at reduced prices.

Reduced prices shown apply for up to 3 adults and up to 4 children (aged 5-15 years inclusive) travelling with the Gold Card holder (or Network Railcard – see below). For some adult and child groups you may find the Family Travelcard cheaper (please see page 32 for details).

Additional benefits for annual Travelcard period ticket (Gold Card) holders (continued)

Plus

Gold Card holders can also purchase a Network Railcard for a relative or friend for just £1, a saving of £19 on the full price. A Network Railcard offers similar reduced prices to those available to Gold Card holders but these are subject to minimum fare and other restrictions.

Tickets can be purchased from any National Rail ticket office. Reduced price Off-Peak Day Travelcards are also available from Tube station ticket offices. The child reduced rate Off-Peak Day Travelcard is also available from most Ticket Stops and London Travel Information Centres.

The train companies* participating in the annual Travelcard (Gold Card)/Network Railcard scheme are: c2c Rail, Chiltern Railways, First Great Eastern, Great North Eastern Railway, First Great Western Trains, Island Line, Midland Mainline, Silverlink Trains, South Central, South Eastern Trains, South West Trains, Thameslink, Thames Trains, Virgin Trains, Wales and Borders Trains, Wessex Trains, West Anglia Great Northern Railway.

For further information on Gold Card benefits please enquire at your local National Rail station, or telephone National Rail Enquiries on 08457 48 49 50.

- Holders of annual Travelcards valid in Zones 1, 2, 3, 4, 5 & 6 need only buy reduced price tickets for accompanying adults. If the annual Travelcard held is not valid in Zones 1, 2, 3, 4, 5 & 6, the holder must also purchase a Zones 1, 2, 3, 4, 5 & 6 Off-Peak Day Travelcard.

* The names of some Train Operating Companies may change during the currency of this booklet.

You wish to travel beyond the validity of your Travelcard.

Advice is given in the 'Period tickets' or 'Oyster' leaflet. Ask for a copy at your local Tube station or visit www.tfl.gov.uk

For travel on:

- Tube.
- DLR.
- The entire London bus network, including sections outside Greater London, on buses that display this sign: but not on certain special bus services and excursions.
- Tramlink.



Points to note:

- ◆ Can be used from 0001 on the day of validity and for any journey that starts before 0430 on the following day.
- ◆ Generally not valid on National Rail services or on the Bakerloo line between Kenton and Harrow & Wealdstone.

Where to buy

- Tube station ticket offices, most Ticket Stops and London Travel Information Centres. Also available from self-service ticket machines at Tube stations.

	Adult	Child*
Zones 1, 2, 3, 4, 5 & 6	£8.20 [†]	£3.50 [§]

*Child 5-15 years and 'New Deal' photocard holders. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry.

[†]If you are travelling within Zones 1 to 4 only, a Peak Day Travelcard will be cheaper. Please see page 30 for details.

[§]If you are travelling within Zones 1 to 3 only, a Peak Day Travelcard will be cheaper. Please see page 30 for details.

SUDDENLY THEY APPEARED UNDERGROUND



FROM JANUARY 2004
YOU CAN BUY YOUR
SAVER TICKET FROM
ALL TUBE STATIONS

MAYOR
OF LONDON

Transport for London



Cash single fares and Pre Pay

- Flat fares apply for both adults and children.
- Bus Passes are valid for travel across the entire London bus network, including sections outside Greater London and on Tramlink but not on certain special bus services and excursions.
- Up to two accompanied children under the age of 5 years can travel free on buses and Tramlink.
- '5-10' photocard holders travel free on buses and Tramlink but do not need to be accompanied.

Where to buy

Single tickets

- On most bus routes.
- Not available for sale on board buses on some routes as advertised or within the Pay Before You Board area and throughout certain routes where you must pay before you board. Such routes and the Pay Before You Board area are indicated by the route number being displayed on a yellow background on the bus stop sign. Roadside ticket machines are located at all bus stops served by these routes. Where you do not already hold Pre Pay[§], a Bus Pass, bus Saver, Travelcard or LT Card or a '5-10' photocard, you must buy a cash single ticket or One Day Bus Pass from the machine before boarding the bus.

[§]For date of introduction, see separate publicity.

Pre Pay

- At Tube station ticket offices and self-service ticket machines, most Ticket Stops and London Travel Information Centres.

Cash single fares and Pre Pay (continued)

This table is a summary of fares on most routes in London.

	Adult			Child*	
	single	Bus Saver†	Pre Pay§	single	Bus Saver†
Any journey	£1.00	£0.70	£0.70	£0.40	£0.35

*Children aged 5-10 years travel free on production of a '5-10' photocard. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Also available to 'New Deal' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

†See below for details.

§For date of introduction, see separate publicity.

Bus Saver

- A book of 6 single bus tickets, which can be bought in advance, for travel on buses across the entire London bus network, including sections outside Greater London. They are not valid on Tramlink, certain special bus services and excursions.
- They can be used by you or by anyone you wish to give them to. Each ticket is for a single bus journey only.

Where to buy

- Ticket Stops, Tube station ticket offices and London Travel Information Centres.

	Adult	Child*
Book of six tickets	£4.20	£2.10

*Children aged 5-10 years travel free on production of an '5-10' photocard. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Also available to 'New Deal' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

Bus Passes

For travel on:

- The entire London bus network, including sections outside Greater London, but not on certain special bus services and excursions.
- Tramlink.

One Day Bus Passes

- Can be used from 0001 on the day of validity and for any journey that starts before 0430 on the following day.

Point to note:

- ◆ Available, on the day you wish to travel, from roadside ticket machines, which are at a number of locations across Greater London.

Where to buy

- Ticket Stops, Tube station ticket offices and London Travel Information Centres, Roadside ticket machines at selected locations across London, Self-service ticket machines at Tube stations and National Rail stations served by the Tube.

One Day Bus Passes (continued)

	Adult	Child*
All London	£2.50	£1.00

*Children aged 5-10 years travel free on production of a '5-10' photocard. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Also available to 'New Deal' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

Bus Pass period tickets

- Available 7 Day, monthly or for any longer period up to one year. Child rate Bus Pass period tickets are valid for a maximum period of 4 months (3 months for 'New Deal' photocard holders).
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

Points to note:

- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.
- ◆ A photocard is not needed for an Adult rate 7 Day Bus Pass. A valid photocard must accompany all other Bus Pass period tickets.

Where to buy

7 Day/monthly

- Tube station ticket offices, most Ticket Stops and London Travel Information Centres.

Odd period (tickets valid for longer than one month – not annuals)

- Tube station ticket offices.

Annual

- Tube station ticket offices, most Ticket Stops London Travel Information Centres and Internet and telephone sales.

	7 Day		Monthly		Annual
	Adult	Child*	Adult	Child*	Adult
All London	£9.50	£4.00	£36.50	£15.40	£380

*Children aged 5-10 years travel free on production of an '5-10' photocard. Children aged 11 to 15 years need an '11-15' photocard. Also available to 'New Deal' and '16-17' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

Child rate tickets are available up to a maximum period of 4 months (3 months for 'New Deal' photocard holders).

Bus Pass period tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.

'Discount' Bus Pass period tickets

'Discount' Bus Pass period tickets cost 30% less than the equivalent adult rate Bus Pass.

- Only available to holders of a valid 'Student' photocard.
- Available 7 Day, monthly or for any longer period up to one year.
- Can be used during the period of validity and for any journey that starts before 0430 on the day following the expiry date.

'Discount' Bus Pass period tickets (continued)

Points to note:

- ◆ Can start on any day of the week. If you normally buy a 7 Day ticket you may find it easier to change the starting day to a Thursday or a Friday, to avoid the Monday morning queues.
- ◆ The expiry date on the pass cannot be later than that on the accompanying 'Student' photocard.

Where to buy

7 Day/monthly

- Tube station ticket offices, most Ticket Stops and London Travel Information Centres.

Odd period (tickets valid for longer than one month – not annuals)

- Tube station ticket offices.

Annual

- Tube station ticket offices, most Ticket Stops and London Travel Information Centres.

	7 Day	Monthly	Annual
All London	£6.60	£25.40	£264

'Discount' Bus Pass period tickets valid for longer than one month, except annuals, are priced pro-rata to the monthly rate.

Using buses outside Greater London

Full details of ticket availability outside the Greater London area are shown in a leaflet, 'Beyond the fringes – A guide to using tickets on buses outside the London area', available from London Travel Information on 020 7222 1234.

Cash single fares and Pre Pay

- Single and return tickets are valid for travel on the day of issue only.
- Single tickets and the outward portion of return tickets are valid for 90 minutes after the time of issue, including change of vehicle, where necessary, to reach the destination stated on the ticket.

Points to note:

- ◆ Single/return tickets can be bought from the self-service ticket machines at Tramlink stops.
- ◆ Valid Tramlink single/return tickets can also be used for onward travel, via any interchange point in the Addington area, on Tramlink feeder bus services T31, T32 and T33.
- ◆ Tramlink single/return tickets can also be bought on Tramlink feeder bus services for inclusive travel on Tramlink services via any interchange point in the Addington area.
- ◆ Return tickets, valid for outward and return travel on the day of issue only, are twice the single fare.

Cash single fares and Pre Pay (continued)

Where to buy

Single/return tickets

- Self-service ticket machines at Tramlink stops.
- Tramlink feeder bus services.

Pre Pay

- At Tube station ticket offices, most Ticket Stops and London Travel Information Centres.

	Adult		Child*
	single	Pre Pay [§]	single
Any journey	£1.00	£0.70	£0.40

*Children aged 5-10 years travel free on production of an '5-10' photocard. Children aged 14 or 15 years need an '11-15' photocard or 14/15 CitizenCard. Also available to 'New Deal' photocard holders. Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

§For date of introduction, see separate publicity.

Bus Pass use on Tramlink

- One Day, 7 Day, monthly and longer period Bus Passes are valid for travel on Tramlink and across the entire London bus network, including sections outside Greater London, but not on certain special bus services and excursions.

Which ticket to buy

Using bus and Tramlink services only

- Flat fares apply for both adults and children.
- Bus Passes, Travelcards and LT Cards are valid for travel across the entire London bus network, including sections outside Greater London, but not on certain special bus services and excursions.
- Travelcards that include Zone 3, or 4, or 5, or 6 and all Bus Passes and LT Cards are valid for travel on Tramlink.

Using Tube, bus, Tramlink and rail services

- Tube and National Rail services within Greater London are divided into six zones; DLR services operate within Zones 1, 2 and 3. When using the Tube, DLR or National Rail, the Travelcard or LT Card you hold must be valid for all the zones you travel in, as shown on the ticket. The cost of your ticket depends on the number of zones your ticket covers.

Example 1: if your journey is by Tube starting at Hampstead (in Zone 2) and ending at Euston (in Zone 1), then you need a ticket for Zones 1 and 2. However, if your Tube journey starts at Hampstead and ends at South Ealing (in Zone 3) then you need a ticket for Zones 1, 2 and 3, because you will travel through Zone 1.

- There are a few differences in certain places between the fare zones for the Tube, DLR and National Rail compared to those for bus and Tramlink services.

Photocards

- You need the appropriate photocard before you can buy or use a 7 Day*, monthly or longer period Bus Pass, Travelcard or period ticket.

*Not needed for adult rate 7 Day Bus Passes and adult rate 7 Day Zone 1 or 2 or Zones 1 & 2 Travelcards.

The range of photocards available is:

Photocards	Available from
Adult	Tube stations, London Travel Information Centres and most Ticket Stops.
'5-10' '11-15' '16-17'	Tube stations, London Travel Information Centres and most Ticket Stops.
Student	Enquire at your university, college or school for details.
'New Deal'	Enquire at Employment Services for details.

For details of free or reduced rate travel and when you need a photocard, see the relevant sections below.

Travel for:

Under 16s

- Up to two accompanied children under the age of 5 years can travel free on buses and Tramlink. All accompanied children under the age of 5 years travel free on the Tube and DLR.
- Children aged 5 to 10 years can travel free on buses and Tramlink on production of a '5-10' photocard. Child photocards issued prior to 4 January 2004 are not valid for free travel on bus and Tramlink services.

- 14 and 15 year olds need an '11-15' photocard or 14/15 CitizenCard when buying and using child single/return tickets, Carnet, Day Travelcards (including Family and Weekend Travelcards), Child Saver and One Day LT Cards, Bus Passes and DLR tickets. CitizenCards are not valid for the issue and use of 7 Day, monthly and longer period tickets.
- If you are nearing your 11th or 16th birthday you can buy Travelcard period tickets and Bus Pass period tickets at the child rate valid for up to almost 4 months after the expiry date of your '5-10', '11-15' or Child photocard.

Tickets must be bought and have to start before your photocard expiry date.

You must have a '5-10', '11-15' or Child photocard valid on the day that the ticket starts. The photocard must be kept with the ticket at all times until the ticket expires.

You must show both the ticket and the photocard whether requested or not.

Child photocards issued prior to 4 January 2004 will continue to be valid for use until expiry, except for free travel on bus and Tramlink services.

16 and 17 year olds

- Holders of '16-17' photocards are entitled to buy child rate 7 Day, monthly and longer period Travelcards, Bus Passes and Tube only period tickets.
- The expiry date on the ticket cannot be later than that on the accompanying '16-17' photocard.

18+ students

- For details of whether you are eligible and how to obtain a 'Student' photocard, for which a charge is made, ask at your university, college or school.

General Information

Photocards (continued)

18+ students (continued)

- Holders of valid 'Student' photocards are entitled to buy 'Discount' rate Travelcards, Bus Passes and DLR Flyer/Shuttle period tickets.
- The expiry date on the ticket cannot be later than that on the accompanying 'Student' photocard.

'New Deal' photocard holders

- Persons participating in the New Deal programme and holding a 'New Deal' photocard are entitled to travel at child rate. Family Travelcards and Group Day tickets are not available under the New Deal scheme. Details of the 'New Deal' photocard are in the leaflet distributed by the Employment Service.
- The expiry date on the ticket cannot be later than that on the accompanying 'New Deal' photocard.

Where to buy your ticket, pass or Pre Pay

Our tickets and Pre Pay are available from a wide range of ticket outlets:

Internet and telephone sales

- Order your adult rate 7 Day, monthly, 3 monthly, 6 monthly or annual Travelcard or annual Bus Pass in advance by visiting www.oystercard.com or calling 0870 849 9999.
- Phone lines are open 24 hours a day.
- Please allow a minimum of 3 working days for delivery.
- Collect your Travelcard at the Tube station ticket gates or DLR station validators by touching your Oyster card on the card reader.
- For details visit www.oystercard.com or pick up a leaflet at any Tube station, London Travel Information Centre or most Ticket Stops.

- **Tube stations** sell a comprehensive range of tickets and Oyster Pre Pay and a selection of tickets, together with Oyster Pre Pay, is available from the self-service ticket machines in station ticket halls. Ticket offices at busier Tube stations are generally open throughout the day. At less busy stations, supervisors undertake a range of duties and may not always be available in the ticket office. Please ask a member of staff for assistance.
- **Ticket Stops** are independent retailers selling tickets on behalf of Transport for London. Over 2,300 of these issue Oyster cards and sell a comprehensive range of One Day, 7 Day and monthly Travelcards and Bus Passes as well as Savers and Pre Pay. They also issue Adult, '5-10', '11-15' and '16-17' photocards. A further 1,350+ Ticket Stops sell a selected range of One Day Travelcards and Bus Passes as well as Savers and adult rate 7 Day Bus Passes. To find out exactly which tickets and services your nearest Ticket Stop provides please call 020 7222 1234 or visit www.tfl.gov.uk
- **London Travel Information Centres** sell a comprehensive range of One Day, Weekend, 7 Day, monthly and annual tickets and Oyster Pre Pay.

Details of where you can buy tickets by ticket type and where you can top up Oyster Pre Pay are shown under 'Where to buy' against each ticket type on the previous pages.

How to pay

Cash

- You can pay by cash for all tickets except when using a Quick Ticket machine at Tube stations or when using our Internet and telephone sales service.

Cheques

- Tube stations and London Travel Information Centres welcome personal and company cheques.
- If your personal cheque, which must be supported by a cheque guarantee card, is in excess of your card guarantee limit you will need to provide proof of your identity and your home address.
- If you are presenting a company cheque, please provide two proofs of your identity and your home address.
- At most Tube stations, we will print the details on your personal cheque. Company cheques must be made payable to 'London Underground Ltd'.
- At London Travel Information Centres, cheques must be made payable to 'Transport Trading Limited'.
- When paying at other ticket selling outlets, please ask for cheque payment details.

Credit/Debit Cards

- Tube stations and London Travel Information Centres accept:



- Our Internet and telephone sales service accepts:



Beat the queues

- One Day tickets (including Weekend Travelcard) may be bought up to 7 days in advance of the date of validity or start date.
- 7 Day, monthly and longer period tickets may be bought up to 4 days in advance of the start date. Where charged on to an Oyster card they may be bought up to one calendar month in advance of the start date.

- At Tube stations, monthly and longer period tickets may be renewed up to 7 days (one calendar month where charged on to an Oyster card) in advance of the start date, providing there is no break in continuity of tickets.
- At Tube stations we sell period tickets valid for any period between 1 month and up to 10½ months, which may better suit your needs – enquire at the ticket office for rates. Travelcards valid for 3 months or 6 months are also available through our Internet and telephone sales service. For periods longer than 10½ months an annual ticket will generally be issued subject to the validity of the accompanying photocard.

Care of your ticket

Whichever ticket you buy, whether printed on card or charged on to an Oyster card, please remember that it is valuable. A damaged ticket or Oyster card may not operate the Tube ticket gates or card reader or may not be accepted by a ticket inspector.

Be careful where you keep your ticket or Oyster card. With printed card tickets, the encoded information on the back can become damaged if it comes into close contact with magnetic objects such as handbag clasps, keys and security passes.

If your printed card ticket is damaged or becomes illegible, please ask at any Tube station where it will be replaced free of charge.

If your Oyster card fails to work the yellow card readers, please ask at any Tube station where it will be replaced free of charge. If you are unable to do so, please call the Oyster Help line on 0845 330 9876.

Period ticket information – what happens if?

- I wish to travel beyond the validity of my Travelcard.
- I lose my season ticket.
- I'm sick and off work.
- I require a refund.
- I change my address or job.

All these questions are answered in the 'Period tickets' or 'Oyster' leaflet. Ask for a copy at your local Tube station or visit www.tfl.gov.uk

Compensation

- If your Tube journey is delayed for more than 15 minutes by circumstances within our control, you can apply for a refund.
- For details and a refund form, please pick up a copy of London Underground's Customer Charter from any Tube station ticket office or call the Customer Service Centre (London Underground) on 0845 330 9880.

Penalty fares

Please remember that your Tube, DLR, bus and Tramlink ticket, or Oyster Pre Pay must cover the whole of your journey and all the zones in which you wish to travel.

It is your responsibility to have the correct ticket or, when using Pre Pay, to have validated your Oyster card. Anyone who cannot produce, on request, a valid ticket or validated Oyster card for their complete journey is liable to pay a Penalty fare on the Tube, DLR, buses and Tramlink. Penalty fares also apply on some National Rail services.