

# Get the most from Oyster

## A User's Guide

January 2009 until further notice.



## What can Oyster do for you?

Oyster is the cheapest way to pay for single journeys on bus, Tube, tram, DLR and London Overground services.

Your Oyster card is reusable. You can manage your card and protect your season ticket and pay as you go credit online.

This guide is designed to help you get the most out of Oyster by showing you the best ways to use it – saving you time and money.



## Paying for your journey with Oyster

There are a number of ways to use your Oyster card to pay for your journey:

### Pay as you go

**If you want the flexibility of only paying for journeys as you make them, Oyster pay as you go is a good option.**

Pay as you go allows you to store credit on your Oyster card to pay for single journeys, which is cheaper than paying cash. Our aim is to ensure that Oyster always charges the lowest fare. Where it doesn't we will refund the difference.

The credit on your Oyster card never expires. It stays there until you use it. Once you've used up your credit, simply top it up.

What's more, the Oyster daily price cap allows you to travel as many times as you like in a day (from 0430 and before 0430 the next day), and you'll never pay more than the cost of an equivalent Day Travelcard or One Day Bus & Tram Pass. The system calculates the cap based on when and how you travel. For the correct daily price cap to apply, you must touch in and out correctly – for details, see [How to use your Oyster card](#).

When you first get your Oyster card you will need to pay a refundable £3 deposit if you are only adding credit to pay as you go.

Only one person at a time can travel using pay as you go credit on an Oyster card. However, when you are not using it you can lend it to a friend if it only contains adult-rate pay as you go credit.

## Auto top-up

**If you use pay as you go, you can save even more time by setting up Auto top-up.**

This removes the need for you to queue to add credit. Instead, your Oyster card will be topped-up automatically with either £20 or £40 of credit (whichever you choose) whenever your balance falls below £5. This means you will never run out of credit to pay as you go.

To set up Auto top-up visit [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)



## Travelcard and Bus & Tram Pass season tickets

**If you are an everyday user, up to three season tickets can be stored on your Oyster card.**

**Bus & Tram Passes** can be used on all London's buses and trams.

**Travelcards** can be used on the Tube, DLR, London Overground and National Rail within the zones covered by your ticket and on all London buses displaying this sign. Any Travelcard covering Zones 3, 4, 5 or 6 is valid on trams.



Please remember that season tickets are for your use only. For more information on season tickets visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

## Combining season tickets and pay as you go

Oyster is designed to be flexible. You can store Travelcards, Bus & Tram Pass season tickets and pay as you go credit on the same card. This allows you to make journeys outside the zones in which your Travelcard is valid. Bus & Tram Pass holders can do the same for journeys on Tube, DLR, London Overground and participating National Rail services.

Your journey must be made entirely on routes where pay as you go is accepted. If your journey includes travel on National Rail services where pay as you go is not accepted, you will need to buy a paper ticket to cover this part of your journey.

## How to use your Oyster card

To ensure you pay the correct fare on Tube, DLR, London Overground and participating National Rail services, you must always touch in on the yellow reader at the start of your journey and touch out at the end. If you don't, a maximum cash fare will be charged. On buses you must touch in when boarding, on trams you must touch in on the yellow reader on the tram stop platform before you board but in both cases you must not touch out at the end of your journey (except if travelling to Wimbledon by tram).

When you touch your Oyster 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 card has been rejected. You must not go further until either your Oyster card has been accepted for travel or you have paid separately for your journey.



## Where to get Oyster

You can get an Oyster card at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) at Oyster Ticket Stops, from Tube and London Overground station ticket offices or London Travel Information Centres.

You can add credit and buy or renew season tickets:

- Online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) (Annual Bus & Tram Passes are only available for first issue online)
- At Oyster Ticket Stops – find your nearest online at [tfl.gov.uk/fares](https://tfl.gov.uk/fares)
- At Tube and London Overground station ticket offices and touchscreen ticket machines
- At London Travel Information Centres.

### Buying tickets in advance

7 Day, monthly and longer period (including annual) Travelcard and Bus & Tram Pass season tickets can be renewed:

- Up to 30 days in advance online (7 Day, 1, 3 or 6 monthly and annual Travelcards only) or at Tube and London Overground station ticket offices
- Up to 4 days in advance at Tube and London Overground station touchscreen machines
- Up to 7 days in advance at Oyster Ticket Stops (7 Day and monthly Travelcards/Bus & Tram Passes and annual Bus & Tram Passes) and at London Travel Information Centres (7 Day, monthly and annual Travelcards and Bus & Tram Passes).

For information about Oyster photocard and discounts for children, teenagers and students go online or pick up a leaflet at Tube stations and Oyster Ticket Stops.

When you register your Oyster card your credit and season tickets are protected if the card is lost or stolen – giving you peace of mind. You can also benefit from the latest travel updates (including planned disruptions) that affect your regular journey and information about new services.

Protect your card online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) or pick up a registration form at your local Oyster Ticket Stop, Tube or London Overground station.

Return the completed registration form with your Oyster card to:

- Any Tube or London Overground station ticket office
- Oyster Ticket Stop
- London Travel Information Centre.



Travelcards on Oyster can be used across National Rail services in London (except on Heathrow Express and between Heathrow and Hayes and Harlington on Heathrow Connect) in the zones paid for. You can also use Oyster to pay as you go on London Overground as well as on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster/Rainham (Essex) to Fenchurch Street/Liverpool Street via Barking (but not Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- Watford Junction to Clapham Junction (Southern service)
- Watford Junction to Euston (London Midland service)
- West Drayton/Greenford to Paddington
- West Hampstead (Thameslink) to Moorgate/ Elephant & Castle/London Bridge
- West Ruislip to Marylebone.

The list of routes where pay as you go is valid is continually being extended. Check [tfl.gov.uk/fares](https://tfl.gov.uk/fares) or with the train operating company you will use before travelling to ensure that pay as you go is accepted.

## Frequently asked questions

### What should I do if my Oyster card is lost or stolen?

If your Oyster card is lost or stolen your credit and/or season ticket is safe if it has been registered or protected online. You can report it online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) or by calling the Oyster helpline on **0845 330 9876\***. You will be issued with a new card and any remaining credit or season ticket on your card will be reloaded onto your new card. If your Oyster card is not registered or protected we are unable to replace any credit and/or season tickets on the lost or stolen card.

### Why have I been charged a maximum cash fare?

A maximum cash fare is charged if you do not touch in and touch out correctly on Tube, DLR, London Overground or participating National Rail services. Oyster needs to know where your journey starts and ends to calculate the correct fare.

### What should I do if I have a negative balance on my Oyster card?

You will need to add credit to clear the balance before you next travel.

### I think I have been overcharged.

#### What should I do?

If your card is registered please check your journey history online, or use a touchscreen ticket machine to see what you have been charged. If you still have a query about your charges, call the Oyster helpline on **0845 330 9876\***.

### My journey was delayed.

#### Will this affect how much I pay?

If the time between touching in and touching out on Tube, DLR, London Overground and

participating National Rail services is more than two and a half hours, you may be charged twice when using pay as you go. If this has happened, call the Oyster helpline on **0845 330 9876\*** for information about a possible refund.

If your Tube journey is delayed for more than 15 minutes by circumstances within our control, you can apply for a refund using the Customer Charter form.

If your London Overground journey is delayed for more than 30 minutes by circumstances within our control you can apply for a refund for the value of a single delayed journey.

Customer charter forms are available at [tfl.gov.uk/fares](https://tfl.gov.uk/fares) or at Tube and London Overground stations.

### What happens if my Oyster card doesn't work?

It is rare for Oyster cards to stop working, but if yours does, contact a member of staff or call the Oyster helpline on **0845 330 9876\***.

### I get the tram to/from Wimbledon station. What should I do?

If you travel by tram to Wimbledon, always touch in at the start of your journey and touch out at the station gates when leaving the station. Do not use the yellow reader on the manual gate when you exit. When travelling by tram **from Wimbledon**, always touch in at the station gates and again at the yellow reader on the tram platform before boarding.

### How should I look after my Oyster card?

- Keep it in its wallet
- Keep your Oyster card separate from other credit/debit cards
- Do not bend the card.



## Need more help?

- Visit **tfl.gov.uk/oyster**
- Call **0845 330 9876\***
- This leaflet is available in large print and in the following languages:

**Arabic, Bengali, Chinese, French, German, Greek, Gujarati, Hindi, Italian, Polish, Punjabi, Spanish, Tamil, Turkish, Urdu.**

Visit **tfl.gov.uk** or call **020 7222 1234** for copies.

January 2009

All information correct at time of going to print. For the most up-to-date information, please visit **tfl.gov.uk/oyster**



Website

**tfl.gov.uk/oyster**



Oyster helpline number

**0845 330 9876**

\* For BT residential customers, calls to the Oyster helpline will cost no more than 3.5p per minute (current at January 2009). The price on non-BT phone lines may be different.