

Ticketing & Revenue Team

Book 8

Helping customers



Issue 14



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1 General section

1.1 What this book is for

This book:

- provides a general overview for helping customers on stations
- outlines staff responsibilities.

1.2 Who needs this book

You will need this book if you are:

- assisting customers in the ticket hall
- assisting customers on the gateline.

1.3 Reference to other publications

The following Ticketing & Revenue publications contain additional information relating to this book:

- Book 1 *Security*
- Book 2 *LU ticket issuing*
- Book 3 *POMs*
- Book 4 *ESAF & cash handling*
- Book 5 *Ticketing procedures*
- Book 6 *Ticket issuing and acceptance on behalf of other operators*
- Book 7 *Ticketing & Revenue supervision.*

1.4 General requirements of this book

Staff carrying out the instructions in this book must be competent and appropriately licenced.

2 London Underground values and behaviours

2.1 Valuing time



London Underground has one core value - "Valuing Time". This is about valuing both customers and each other's time so that we are able to give back to our customers and improve the quality of time they spend in our hands.

Valuing time lies at the heart of everything we do and everything we measure - it is a strong and deep-seated principle that will guide us on our journey.

2.2 Our behaviours



Active

- watch out for possible bottlenecks on the gateline and be responsive to customers having difficulty
- do not wait to be asked, anticipate customers needs
- inform customers immediately when the service is disrupted
- understand information on the station performance scorecard and find ways you can personally impact on these scores in a positive way
- monitor POM queues, and help customers learn to use the POMs
- use a MOVie device, to check Oyster cards and help customers, without them having to queue.





Accountable

- be visible to customers at all times, don't hang around in groups
- look ready to help and be approachable and friendly
- be knowledgeable about your station and the network in order to readily answer customer queries
- act on any feedback given by local managers or supervisors
- keep up to date by reading the T&R Update, Hot Issues Bulletin and other publications and make sure you are aware of any forthcoming events and/or closures.



Collaborative

- share best practice with your colleagues, especially with new staff on the group
- work together with the staff on your group to gain trust and understanding that will help make emergency situations such as station closures and fire alerts run smoothly and safely
- help reduce queues by regular queue combing and offering POM assistance.



**Fair and consistent**

- make announcements 'human' and empathise with customers (apologise for delays, explain reasons for delays, make it clear what alternative journey options are available)
- make sure all our customers have equal access to the Tube by offering assistance tailored to each customer.

**Direct**

- give timely announcements when there is a disruption
- make PA announcements clearly and audibly
- use whiteboards for clear and station messages
- if you spot any safety issues or technical problems raise them directly with your local manager or supervisor and follow up to make sure they are fixed
- give accurate information when resolving ticketing problems.

**2.3****Our belief**

Our belief is that the way we do things is as important as what we actually do and we are measured to this effect.

In summary, by adopting the behaviours and keeping our core value at the heart of everything we do, we will deliver our vision by providing excellent customer service.

3 Assisting customers

You must:

- deal with customers in a polite, courteous and professional manner
- actively seek information and update customers on the overall status of the service using the most appropriate method available
- establish customer needs (as and when required) and respond quickly
- make arrangements for any ongoing assistance that might be required
- help to reunite customers who have been separated from each other.



3.1 Customers enquiring about tickets

When customers enquire about tickets, you must:

- give appropriate directions based on the availability of any tickets held
- advise them of the cheapest ticket, or combination of tickets, to meet both their immediate needs and any subsequent journeys
- ensure that they are aware that contactless payment cards can be used for travel.
- advise where they can obtain the required ticket, including alternative ticket outlets and the Oyster website.



3.2 Last train connections

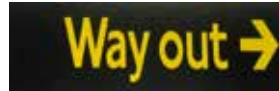
When giving last train information, you must:

- make sure there is sufficient time for the customer to complete their journey
- if insufficient time exists, advise the customer accordingly
- if a customer needs to go to a station that is closed, advise them of the nearest alternative station.



3.3 Undesirable customers

You must not allow customers to travel if:



- carrying an open alcoholic drink
- they are under the influence of alcohol or drugs and unfit to travel
- it might affect the comfort or well being of other customers (for example, if they are wearing soiled clothing)
- they are known to have been banned from the London Underground network.

3.4 Queue combing

To help customers obtain an Oyster card or buy their tickets quickly, you must (when appropriate):

- ask customers in the queue what ticket they require
- check if the customer has a contactless payment card they could use for travel
- offer assistance to use the POMs
- explain to customers that they can obtain or top-up an Oyster card and that POMs accept bank cards, notes and coins
- ask if anyone is waiting for advice or information.

When working in the ticket hall, you can help by:

- checking the POMs are in full service
- advising a TSID holder when there is a failure or the need for servicing
- checking the Station Control Unit (SCU) for any assistance calls and responding to help customers
- Check the exterior of POMs regularly to ensure that skimming devices or other items have not been attached in the area of the Chip & PIN unit. Inform the supervisor immediately if anything is found.

3.5 Customers unable to buy required ticket

If a customer cannot purchase the ticket they require, you must advise them to do one of the following:

- purchase the required ticket from a POM
- use contactless payment or the PAYG functionality on their Oyster card
- purchase the nearest equivalent ticket to the one required.

If the customer is travelling to an NR destination not listed on the POM, you must advise them to purchase a ticket to the interchange station and re-book there for the remainder of the journey.

If the customer is making a wholly NR journey and cannot buy the ticket they require, NR conditions allow them to travel, but they must buy an appropriate ticket to complete their journey as soon as it is reasonably practicable.



Tickets purchased in these circumstances can be exchanged or a refund obtained at the customer's destination.

For LU journeys, the only circumstance that you can authorise a customer to travel without a ticket and pay at their destination, is if there are no facilities to buy a ticket at your station.

The T&D Service Desk must be advised and an entry made in the Station Log Book.

You should refer any vulnerable customers who are unable to pay their fare to the supervisor, who in exceptional circumstances may authorise the use of the Inability to Pay Fare process.

4 Conditions of carriage

4.1 Items not permitted on London Underground

You must advise customers to use alternative transport if they intend to travel with any of the following:

- items likely to cause obstruction or injury to other customers
- hazardous or inflammable substances and materials likely to cause damage to trains or stations
- any item the customer may be unable to carry up or down a fixed stairway
- any item that is more than 2 metres in any dimension.

4.2 Items permitted on London Underground



The following items can be taken on any London Underground service, as long as they are carried, are not placed on seats and do not cause an obstruction to other customers:

- personal luggage, fully folding pushchairs, buggies and prams that have been folded
- folding cycles (removal of one or both wheels of a non-folding cycle does not qualify it to be carried under the conditions)
- any item less than 2 metres in length
- any other items which are not dangerous, or likely to cause damage to our stations and trains.



4.3 Non-folding cycles and prams



Non-folding cycles and prams are not allowed on moving escalators.

They cannot be taken on LU on Mondays to Fridays (except public holidays) between 07.30 and 09.30 or between 16.00 and 19.00.

Outside of these hours, they can be taken only on the sections of LU detailed below.



Line	Non-folding cycles and prams can be taken on the following sections of line
------	---

Circle, Hammersmith, Metropolitan and District lines	The whole of each line
Bakerloo	Queen's Park and Harrow & Wealdstone. Also Northbound Queens Park to Harrow and Wealdstone, between 07.30 and 09.30 Monday to Friday Southbound Harrow and Wealdstone to Queens Park, between 16.00 and 19.00 Mondays to Fridays.
Central Line	White City and West Ruislip or Ealing Broadway Leyton and Epping or Newbury Park via Woodford.
Jubilee Line	Finchley Road and Stanmore Canning Town and Stratford
Northern Line	Edgware and Colindale Hendon Central and Golders Green East Finchley and High Barnet or Mill Hill East.
Piccadilly Line	Barons Court and Hounslow West or Uxbridge Cockfosters and Oakwood

4.4

Carriage of animals

Customers are allowed to take dogs, cats, birds or small inoffensive pets with them on London Underground, free of charge.

You must advise customers that pets or animals must:

- be kept under control either on a lead or carried in a suitable container
- be carried on moving escalators (apart from Guide dogs with permits to use moving escalators)
- use the WAG or be carried through the automatic gates
- not be placed or allowed on a seat.

4.5 Customers with disabilities

Customers in wheelchairs can use LU services at any time, to travel between stations that have step free access to/from the platforms (as indicated on current Tube maps and line diagrams inside trains).

You must offer assistance to customers with disabilities wishing to use the network.

You must assist customers with guide dogs and be aware that other disabled customers might require assistance to use the WAG. If no WAG is available you must check their Freedom Pass or ticket and allow entry or exit via the manual gate. Customers accompanying customers with restricted mobility must be in possession of a valid ticket or PAYG, if they wish to travel.



Wheelchair users are not allowed to use escalators whilst seated in their wheelchair. If a customer is able to stand and use the escalator with minimal assistance, you can assist them by holding the wheelchair, so they can hold the handrail more easily.

5 Passenger Operated Machines (POMs)



There are three types of POMs:

Multi Fare Machine (MFM)

Advanced Fare Machine (AFM)

Queue Buster Machine (QBM).



The Passenger Operated Machines (POMs) must be kept in full service in order to keep queues to a minimum.

5.1 POM capability

Details of the functionality of each type of POM are outlined in T&R Book 3.

5.2 Common features of POMs



The cancel button is used to:

- cancel a transaction
- return coins jammed in the upper part of the coin handler
- return the machine to its ready to use state.

The upper display can show legends to aid customers when using the machine, such as:

cards accepted	cards not accepted
notes not accepted	notes accepted
no change given	change given
wait by machine.	closed
no coins	

5.3 Touch screen machines



Touchscreen POMs have the capability of displaying text in 17 different languages, including European languages, Simplified Chinese, Arabic and several languages from the Indian sub-continent.



Any overpayments cannot be refunded once made. The overpayment is donated to charity.

6 Ticket recognition

6.1 Single and Returns



LU Single and Return tickets are issued in the 'Station of Origin' format shown below and are only valid on the day of purchase.

The diagram shows a London Underground ticket with the following fields and labels:

- Status:** London Underground
- Ticket Type:** London Underground
- Adult Single Fare:** London Underground
- Start Date:** 29OCT09
- Class:** CHILD RETURN >5:00< STD
- Expiry Date:** 29 OCT 09
- Station of Origin:** C BAKER STREET
- Shows Child Ticket:** = >< == >< =
- Price paid:** £1.00M
- Method of Payment:** M
- Ticket Number:** 035695 02 0898 29OCT09 0805
- Device National Location Code:** 035695 02
- Date of Purchase:** 29OCT09
- Time of Purchase:** 0805

Additional text on the ticket includes: "This side up - Not for resale issued subject to conditions - see over" and "TI".

The month printed on tickets are abbreviated as follows:

JNR	APR	JLY	OCT
FBY	MAY	AUG	NOV
MCH	JUN	SEP	DMR

Method of payment indicated by letter after amount:

C=	Credit Card	Q=	Cheque
D=	Debit Card		
M=	Cash		

6.2 Day Travelcards

Day Travelcard (Anytime)



These can be used from 00.01 Monday to Friday, until 04.29 the following day and offer unlimited travel anywhere within the zones selected by:

- LU
- Bus
- Tram
- TfL Rail
- NR
- DLR
- London Overground



Issued by LU stations



Issued by NR station



Pre-encoded stock issued by certain outlets



Issued by Visitor Information Centre

Day Travelcard (Off Peak)



These tickets can be used from 09.30 Monday to Friday, until 04.29 the following day and at any time at weekends and on public holidays.

At stations between Watford High Street and Carpenders Park, travel is allowed on the last London bound train to depart before 09.30.

At stations on the Metropolitan line north of Rickmansworth, travel is allowed on the first Chiltern Railways service scheduled to arrive at Marylebone after 10.00 hours and on the preceding Metropolitan line service.

They offer unlimited travel anywhere within the zones selected by:

- LU
- Bus
- Tram
- TFL Rail
- NR
- DLR
- London Overground



Issued by LU stations



Issued by NR station



Pre-encoded stock issued by certain outlets



Issued from TfL TVM

6.3 NR Single and Return tickets

Most NR Day tickets, Singles and Returns are issued on NR 'Common Stock', tickets have varying expiry dates depending on the product purchased.



Standard Day Single, valid on LU, printed on NR common stock



Common Stock now being issued by some stations



New design of NR Single valid for Cross London travel

The following codes printed after the ticket price, indicate the method of payment used:

M=	Cash	Q=	Cheque
W=	Warrant	X=	Credit card

'U' (E.G U12) Single & Return tickets valid additionally on LU/DLR services within the printed zones only.

'London Zones' (e.g. London Zones 1-6) Travelcard availability within zones printed.

Where the customer is making a journey wholly on NR and/or London Overground, they are permitted to break and resume their journey at any station on the route (including LU operated stations)



Elgar Open Return with availability on LU



Railooto is a National Rail ticketing system which enables certain corporate clients to issue rail tickets. These are printed out on A4 format tickets. For Cross-London journeys or Single or Returns to LU destinations, a separate credit card sized Gate Pass is issued for the LU portion of the journey.

Cross London availability

Single and Return tickets issued by TOCs that involve crossing London from one NR route to another are available for travel on LU between the two NR interchange stations, without the need for the customer to buy an additional ticket.

Tickets which are valid for Cross London travel are indicated by a cross symbol (+) where the route information is shown and are encoded to work the gates at the designated stations listed in the following table;

Aldgate	Kentish Town
Amersham	Kings Cross/St Pancras
Baker Street	Lancaster Gate
Balham	Liverpool Street
Bank/Monument	London Bridge
Barking	Marylebone
Blackfriars	Paddington
Blackhorse Road	Rickmansworth
Brixton	Shepherds Bush (Central)
Cannon Street	Southwark
Charing Cross	Stratford
Edgware Rd (Bakerloo)	Tottenham Hale
Edgware Rd (C&H)	Tower Hill
Elephant & Castle	Vauxhall
Embankment	Victoria
Euston	West Hampstead
Euston Square	Walthamstow Central
Finsbury Park	Waterloo
Kensington Olympia	West Ham

Interchange also allowed between Hammersmith (C & H) and Hammersmith (D & P).

Cross London tickets are not valid for travel from other LU stations and any customer wishing to start a journey at another station, must be asked to purchase a ticket for their intended journey on LU.

Although tickets are not available at intermediate stations, customers holding an NR ticket with Cross London availability are permitted to break their journey at;

- any LU station in Zone 1
- any LU station on a reasonable route between interchange points
- any station on a NR route where a break of journey would be permitted under NR rules

Providing the ticket has not already been used to exit at another LU station.

The customer must be advised that if they subsequently wish to continue the journey on LU, they will need to pay an additional fare



During NR engineering works at London Bridge, gate settings will be changed to allow the use of London Terminals tickets for travel between the following LU stations;

- Blackfriars
- Cannon Street
- Charing Cross
- Elephant & Castle
- Embankment
- London Bridge
- Southwark
- Waterloo

6.4 ITSO smartcard ticketing

ITSO cards

ITSO format smartcards are now issued by Abellio Greater Anglia, C2C, Govia, Southeastern and South West Trains.

These cards may be loaded with Travelcard products which are valid for travel on LU services. If the card fails to work the gates, the reject code must be checked. ITSO cards can also be checked on a POM or TOM, but products cannot be added on LU devices.

ITSO cards not bearing a photograph of the holder must be supported by a standard NR Photocard.



Govia new design of Key card



Key card previously issued by Southern



Stagecoach ITSO



South West Trains ITSO



Abellio greater Anglia ITSO card



C2C ITSO



Southeastern The Key - Adult

6.5

7 Day, Monthly, Period and Annual Travelcards



7 Day, Monthly, Period and Annual Travelcards usually offer the cheapest option for the regular traveller.

They offer unlimited travel anywhere and at any time, within the zones selected by:

- LU
- Trams
- DLR
- TfL Rail
- Bus
- NR
- London Overground

Tickets are valid until 04.29 on the day following the expiry date.

LU stations no longer issue magnetic Travelcard season tickets.



NR issued 7 Day



Corporate sales issued 7 Day



NR issued Monthly



NR issued Period



NR issued Annual

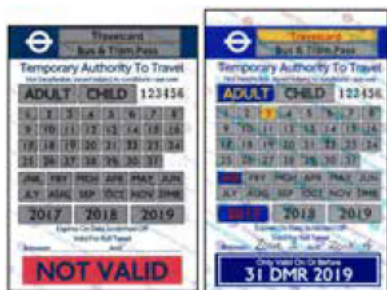
6.6 Temporary Authority to Travel (TATTs)

TATTs can be issued by TfL revenue control officials in certain circumstances where they need to withdraw a customer's ticket or Oyster card due to an issuing error or travel irregularity.

They are also issued by Cubic Bulk Sales as part of the process for replacing failed magnetic season tickets.

They can be issued for a maximum of 21 Days within the zones as indicated by the handwritten text towards the bottom.

From January 2017 a new design of scratch-off format TATT will be introduced, which will be sealed by the issuing official with a laminate overlay, once the appropriate boxes have been scratched off.



TATT prior to issue

TATT with boxes scratched off to show validity

6.7 RCI and DLR Paper tickets

DLR Paper tickets

DLR Revenue staff issue paper Fare tickets to customers who may not have been able to purchase a ticket before boarding. The ticket will be indicated as a Single, Return or Travelcard. LU stations no longer exchange these for magnetic tickets, but they should be accepted for travel once you have checked the validity at the gateline.

Fare Ticket

DLR

Single Return Travelcard

Fare code DL FT 000000

Name

Title

Address

From To Return date

Station

Date

DLR Paper ticket

RCI Paper tickets

LU RCI issue Fare Paid tickets, Single, Returns and Day Travelcards from their LUMI devices.

The tickets are printed onto a receipt roll. These can no longer be exchanged at LU stations but they should be accepted for travel once you have checked the validity at the gateline.



RCI Paper ticket

7 Discounted travel

7.1 Railcards



Holders of Annual Gold Cards and certain NR Railcards can purchase a discounted version of the Day Travelcard (Off Peak) for Zones 1-6, 1-9 or 1-9W, for themselves and for accompanying persons as indicated in the following section. Tickets can be purchased up to seven days in advance.






Holders of the following Railcards can also obtain an Oyster card with a Railcard discount entitlement, to enable them to use PAYG at a discounted rate;

- Annual Gold Cards
- Senior Railcard
- HM Forces Railcard
- 16-25 Railcard
- Disabled Persons Railcard.



Details of PAYG discounts for Railcard holders are contained within T&R Book 2.




Additional conditions applicable to Railcards

Railcard and Annual Gold Card holders can purchase discounted Day Travelcards (Off Peak) for themselves and accompanying persons as shown below. Holders of certain railcards cannot use them on NR services until after 10.00 hours.

Railcard	Persons entitled to discount	Additional conditions
 <p>Gold Record Card</p> <p>Start date Number Validity Ticket type Class</p> <p>Valid until Zones</p> <p>Issue date Card number Price</p> <p>NOT VALID FOR TRAVEL</p>	<p>Holder and up to 3 adults and 4 children.</p> <p>Now also available after 09.30 hours Mon – Fri on NR services</p>	<p>Holders of Zones 1-6, 1-9 or 1-9W Annual Gold Cards do not need to buy a Day Travelcard for themselves.</p> <p>If less Zones are held, the holder must purchase a discounted Day Travelcard (Off Peak) for themselves to obtain the discount for other persons.</p>
 <p>Disabled Persons Railcard</p> <p>Expires 20 AUG 11A</p> <p>72400 EP-WM-DISABLED FC-UNIT</p> <p>ISSUED BY: HSS & NEPPLÉ</p>  <p>Disabled Persons RAILCARD</p> <p>30P 050048</p> <p>30 DMR 11</p> <p>DISCO-NEWCASTLE</p> <p>Name goes here</p>	<p>Holder and an escort.</p> <p>Now also available after 09.30 hours Mon – Fri on NR services</p>	<p>If the holder is using PAYG and has the NR Railcard discount set on their Oyster card, they can purchase a discounted Day Travelcard (Off Peak) for their escort.</p> <p>If the Railcard holder is under 16, they must pay normal child rate.</p>

Railcard	Persons entitled to discount	Additional conditions
 <p>Family & Friends Railcard</p> <p>Holder and up to 3 other adults and between 1 and 4 children. The maximum group size is 4 Adult and 4 Child ticket holders.</p> <p>Now also available after 09.30 hours Mon – Fri on NR services</p>  <p>NatWest Family & Friends Railcard</p> <p>Holder and up to 3 other adults and between 1 and 4 children. The maximum group size is 4 Adult and 4 Child ticket holders.</p> <p>Now also available after 09.30 hours Mon – Fri on NR services</p>		<p>There must be at least one discounted Child rate ticket purchased.</p> <p>To obtain the discount for others, the holder must purchase a discounted Day Travelcard (Off Peak) for them self.</p> <p>Child rate applies to 16 year olds, providing they were under 16 when the Railcard was issued.</p>
 <p>Senior Railcard</p> <p>Holder only</p> <p>Now also available after 09.30 hours Mon – Fri on NR services</p>		
 <p>HM Forces PHOTOCARD</p> <p>Holder and up to 4 children</p>  <p>HM Forces RAILCARD</p> <p>Holder and up to 4 children</p>		<p>Discounts are not available on regular journeys to place of employment or education.</p>

Railcard	Persons entitled to discount	Additional conditions
 <p>A Network Railcard with a 'SAMPLE' watermark and a red 'R' in a circle. The card features a landscape background and the text 'Network RAILCARD' at the top.</p>	<p>Holder and up to 3 adults and 4 children Adult discount only available at weekends and on public holidays.</p>	<p>No adult discount Mon-Fri due to minimum fare restriction. A Discounted Child Day Travelcard (Off Peak) can be bought Mon- Fri only if the railcard holder has a period ticket covering the same zones as the child ticket required.</p>
 <p>A Two Together Railcard with a purple header. It includes the text 'Two Together Railcard', 'Valid until 23 MAY 15', a card number '0000000000000000', the name 'Mr & Mrs H. Chrysler', and two silhouette photos of the cardholders. A small note at the bottom says 'To be carried on all rail journeys'.</p>	<p>Holders</p>	<p>Must purchase Discounted Day Travelcard for both holders</p>

Railcard	Persons entitled to discount	Additional conditions
 <p>16-25 railcard Valid until: 23MAY11 Number: 04279-2301105735 Name: E25 301 Issued on: Online Valid for: Firstname Lastname *Valid on all rail services</p>	<p>Holder only</p> <p>Also available to mature students aged over 25, if in full-time education.</p>	
 <p>RBS 16-25 railcard Valid until: Date goes here Name: [Redacted] Valid for: Mr Firstname Lastname RBS *Valid on all rail services</p>		
 <p>NatWest 16-25 railcard Valid until: Date goes here Name: [Redacted] Valid for: Mr Firstname Lastname NWB *Valid on all rail services</p>		

7.2**Privilege rate**

Holders of TfL PTACs and NR Staff Travel Cards are no longer able to purchase Privilege rate Single and Return tickets for travel on LU.

Holders of valid PTACs and NR Staff Travel Cards can have a discount entitlement added to an Oyster card to use PAYG at Privilege rate for leisure journeys. The Oyster card is only valid for travel when supported by a TfL PTAC or a NR Staff Travel Card with supporting photo ID card. A photocard is not required for retired NR staff.

Holders of NR TOC only PTACs can now have a NR only Privilege rate discount entitlement added to their Oyster card. This discount cannot be set at LU stations and is not valid for Privilege rate travel on LU.

Details of PAYG discounts for Privilege discount holders are contained within T&R Book 2.

Privilege Season tickets

Zonal privilege season ticket are issued on Oyster to holders of "Unrestricted" privilege facilities. They are valid for travel on TfL Rail services when supported by a PTAC or NR Staff Travel Card and supporting photocard.

7.3**Oyster Photocards**

All Oyster Photocards are issued by an agency on behalf of TfL. Applications for Child, 16+ and 60+ Oyster Photocards can be made online or by printing off a verification form to take to a Post Office within the London area.

Apprentice and 18+ applications can be made online and are processed via participating colleges within the London area.

Holders of Oyster Photocards do not need a supporting photocard.

The type of Photocard is indicated by a code as follows:

Type	Code	Type	Code
Child under 11	5-10	Over 18	18+
Child Under 16	11-15	Elite Athlete	EA
Over 16	16+	Veteran	VCTS
Over 60	60+	Apprentice	Apprentice

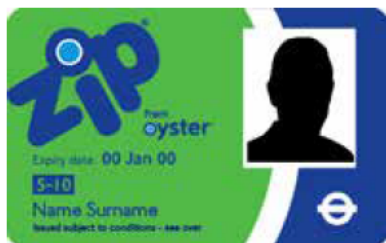


An 'N' prefix means the entitlement to free Bus and Tram travel has been withdrawn. Holders of these Oyster Photocards can purchase Bus & Tram Passes or Travelcards at 'half adult rate'.

If the Oyster Photocard has expired, or if the image has been defaced or is no longer a true likeness of the holder, you must withdraw the photocard and send it to the Intelligence & Deployment team with a memo outlining the circumstances.

If any Oyster Photocard fails, you must advise the customer to telephone the Customer Contact Centre. The customer will need to purchase tickets to travel whilst awaiting a replacement.

Child Oyster Photocards

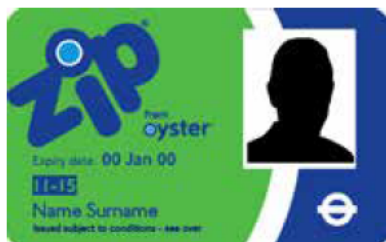


Child 5-10 Zip branded



All types of Child Oyster Photocards are supplied pre-registered and include child discount entitlement.

Child 5-10 Oyster Photocards allow free unaccompanied travel on TfL Rail, Bus, Tram and NR services within the zonal area. They expire the day before the holder's 11th birthday.



Child 11-15 Zip branded



Child 11-15 Oyster Photocards allow free Bus & Tram travel and the use of child rate season tickets, or PAYG at child rate on TfL Rail and NR services.

The card expires 30th September following the academic year in which the holder has their 16th Birthday.

Any ticket held must not expire later than the expiry date on the front of the photocard.



Holders of any Child Oyster Photocard can purchase child rate tickets valid for any period up to one year.

16+ Oyster Photocards



Zip branded 16+ with half rate Bus & Tram travel



Zip branded 16+ with free Bus & Tram travel



One version issued to London residents allows free bus & tram travel and PAYG travel at half adult rate on TfL Rail and NR services until the expiry date on the back of the card.

Other 16+ Oyster Photocards issued to applicants living outside of London have a single expiry date and entitle the holder to half adult rate travel on TfL Rail, NR, bus and tram services.

All are supplied pre-registered, include the discount entitlement and will expire either at the end of their academic course, or on 30th September following the academic year in which the holder has their 18th birthday.

Holders can also purchase any 16+ season ticket, provided that it does not expire beyond the expiry date of their Oyster Photocard.



16+ Oyster Photocards have the expiry date of the free Bus & Tram travel entitlement printed on the front of the card and the expiry date of the discount entitlement on the rear of the Oyster Photocard.

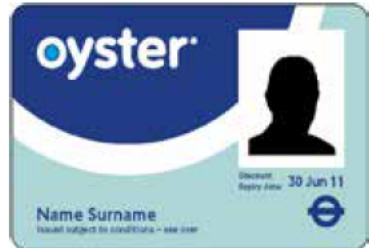
Holders of these cards cannot purchase Child rate Day Travelcards.

When the 16+ Oyster Photocard has expired, the card can no longer be used.

18+ Oyster Photocards



18+ Oyster Photocard



The previous design of card with the expiry date printed to the right.



18+ Oyster Photocards are issued to students at participating colleges and universities within the London area. They are supplied pre-registered and include a discount entitlement and an expiry date. The discount entitlement is valid for up to 3 years, depending on the length of the course and will normally expire on 14th October following the end of their last academic year.

Holders can purchase any discount rate season ticket, but discount rate tickets can not expire later than the expiry date of the Oyster Photocard. PAYG journeys and travel beyond the availability of any season ticket held, will be charged at the adult rate.



When the 18+ discount entitlement on the Oyster Photocard has expired, the holder can continue to use the Oyster Photocard as a standard adult Oyster card.

Apprentice Oyster Photocards



Apprentice Oyster Photocard

Apprentice Oyster Photocards are issued to customers aged 18 or older, who are enrolled on an approved apprenticeship registered with the Skills Finding Agency.

Like 18+ Oyster Photocards, holders can purchase any discount rate season ticket, but these must not expire later than the expiry date of the Oyster Photocard.

PAYG journeys and travel beyond the availability of any season ticket held, will be charged at the adult rate.

7.4 JobCentre Plus Travel Concessions



JCP Photocard



JCP photocard are issued for a maximum of three months, by Job Seeker agencies. Once in possession of the photocard, the holder can purchase Child rate Single or Return tickets to NR destinations outside of the zones or have a JCP discount entitlement added to a registered Oyster card.

Holders of JCP photocard cannot purchase Child rate Day Travelcards, Single or Return tickets for LU journeys.

Once the discount entitlement has been loaded, holders can purchase discounted season tickets and can use PAYG at the reduced JCP rate.

If the card is issued for more than three months, the card must be withdrawn and an irregularity report submitted.

Any ticket loaded must not expire later than the photocard.

7.5 Young Visitor Discount

Visitors to London with children under 16 years of age, who are not in possession of a Child Oyster Photocard, can have a temporary Young Visitor discount set on a standard Oyster or Visitor Oyster card at POMs by a TSID card or CSID PIN holder.

To qualify for the discount entitlement, both the child and a responsible adult need to be present at the time of application. The discount can be set for the duration of their stay in the capital, up to a maximum of 14 days.



Once set, the card holder will be able to use PAYG at “half adult rate”. There is no free bus travel entitlement and any season ticket loaded will be charged at the full adult rate. After expiry of the discount entitlement, PAYG journeys will then be charged at adult rate.

7.6 Group Day Travelcards



Group Day Travelcards are valid on all modes, after 09.30 hours Monday to Friday and at all times at weekends and public holidays, within the zones covered.

Child rate applies to members of the group who are under 16 years old.

Group Day Travelcards are available from POMs if a group of more than 10 customers is selected. They can also be bought online via the TfL website and hand-stamped tickets for the date required will be posted to the customer.



Group Day Travelcard

8 Oyster cards

You must advise customers to touch in and out to get the best possible fare for their journey.



If customers do not touch in and out they will be charged the maximum single fare.

You must advise customers to check for the green light and audible beep when touching in and out to make sure their Oyster card has been validated.

8.1 Visitor Oyster cards



Visitor Oyster cards are issued by overseas outlets and selected UK travel agents. The card can only be used for PAYG, but can be registered to enable the Young Visitor discount entitlement to be added for use by a child. Customers pay a £3.00 non refundable charge and each card is preloaded with a PAYG balance of between £10.00 and £50.00.



8.2 PAYG using Oyster



The card can be used for Adult rate PAYG, but can be registered to enable the Young Visitor discount entitlement to be added for use by a child. For most customers, PAYG will offer the best value and allows customers to top-up their card in advance and store it until they need to use it.

Oyster Photocards and Oyster cards loaded with a discount entitlement or valid season ticket can only be used by the holder.

Adult Oyster cards with only PAYG loaded are transferable.

8.3 Negative PAYG balance



If a customer makes a journey for which the fare exceeds their PAYG balance, then provided that they validated their card at the beginning of their journey, it will result in their card having a negative PAYG balance.

Any card with a negative PAYG balance will be rejected by the automatic gates until this balance has been cleared, even if a season ticket is loaded onto the card.



16+ Oyster Photocard holders will be prevented from using their card for free Bus & Tram travel until the negative balance is cleared.

You must advise any customer with a negative balance to add sufficient PAYG to clear the balance and cover future journeys they wish to make.

8.4 Lost or stolen Oyster cards



Lost or stolen Oyster cards cannot be replaced at the LU stations. Neither refunds nor replacements are made on unregistered Oyster cards which are lost or stolen.

If the Oyster card was registered, you must advise the customer:

- to obtain a new Oyster card for which a deposit must be paid
- load sufficient PAYG to cover journeys until the replacement process is completed
- make sure they have details of their new card available when reporting the loss or theft of their card via the Oyster card website.

8.5 Failed Oyster cards

If an Oyster card appears to have failed, you must check it using one of the following:

- MOVie device
- POM
- TOM.

If the Oyster card appears to have been broken or has been defaced, it cannot be replaced at an LU station and you must advise the customer to contact the Customer Contact Centre.

The customer should be advised to obtain a replacement Oyster card and load a small amount of PAYG to cover journeys they need to make until their existing products and PAYG balance can be transferred onto their new card. The process for linking the two cards is the same as for lost or stolen Oyster cards

If the customer is unable to purchase a new Oyster card, standard Oyster cards which have failed, can be replaced by a TSID card holder using a POM or TOM. at any LU stations, (except at stations north of Kilburn Park or at Gunnersbury and Kew Gardens).

Other types of Oyster cards are replaced as follows:

**Local Authority
Oyster card**

You must advise the holder to contact the appropriate borough helpline.

Freedom Pass

You must advise the customer to apply for a replacement pass by phoning the London Councils Customer Contact Centre.

Oyster Photocard

You must advise the holder to contact the Oyster Helpdesk to arrange a replacement card. As it is not possible to replace the products on their card, you must advise the customer to purchase new products and apply for a refund by sending their failed Oyster Photocard to the Customer Contact Centre.

Failed 18+ Oyster Photocards that have expired, will be replaced with a standard Oyster card and any products or PAYG transferred onto the new card.

If any Oyster card cannot be read, it is not valid for travel and you should advise the customer to use an alternative method to pay for their journeys until their card can be replaced. Oyster cards including Freedom Passes and Staff and Dependants Passes, must not be accepted for travel by visual inspection.

8.6 Customers managing their Oyster card

You can also advise customers that they can also top-up their Oyster card or check their balance:

- at TfL Travel Information Centres
- at Oyster Ticket Stops
- via the Customer Contact Centre (between 08.00 and 20.00 daily)
- Ticket Vending Machines at NR or TfL Rail stations
- online at tfl.gov.uk/oyster.

Oyster users holding the following discount entitlements will receive the following discounts on PAYG rates:

Oyster Photocard or discount entitlement	PAYG rate on TfL Rail services	PAYG rate on NR services
Apprentice or 18+	Adult	Adult
16+	50% off Adult	50% off Adult
JCP	50% off Adult	50% off Adult
60+	Free	Free (after 09.30 M-F)
Bus & Tram	Adult	Adult
NR Disabled Persons Railcard	34% off Adult	34% off Adult
NR Railcard	34% off Adult	34% off Adult
Priv All Rail/Priv All Rail N	75% off Adult	75% off Adult
Priv TfL Rail	75% off Adult	Adult
Child Priv All Rail	75% off Child	75% off Child
Child Priv TfL Rail	75% off Child	Child
11 - 15	Child	Child
5 - 10	Free	Free

When using PAYG customers will be charged one of three scales dependent upon the services used:

Services used	PAYG rate charged
LU/DLR	TfL
London Overground/TfL Rail	TfL
LU/DLR & London Overground/TfL Rail	TfL
NR on LU fare scale*	TfL
NR on LU fare scale* & LU/DLR	TfL
NR on LU fare scale* & London Overground/ TfL Rail	TfL
NR & NR on LU fare scale*	NR
NR (1 TOC)	NR
NR (more than 1 TOC)	NR
NR & London Overground/TfL Rail	NR
NR & LU/DLR	TfL + NR

*Sections of NR where PAYG is charged on the TfL fare scale are shown on the PAYG map within Appendix 3 or can be printed from the T&R Intranet site.

Special fares apply on the following services:

- Southeastern High Speed services between Stratford International and St Pancras International
- Gatwick Express between London Victoria and Gatwick Airport
- Emirates Airline cable car



Each journey has a chargeable route which will determine the fare, the PAYG charge and which PAYG cap applies. The chargeable route will apply regardless of the route taken, except on routes where Route Validators are installed on interchanges to make sure that customers are charged the appropriate fare.

The maximum journey time for a customer to complete a PAYG journey, will depend upon the number of zones traversed and the time the journey is made.

9 PAYG

9.1 PAYG Availability

PAYG is valid on TfL and NR services within Zones 1-6 and on NR services except on:

- Heathrow Express
- Heathrow Connect services into Heathrow

PAYG is also valid on services to Dartford, Gatwick Airport, Grays, Hertford East, Shenfield, Swanley and Watford Junction.

9.2 PAYG price caps



The customer's daily PAYG spend is limited by a series of caps, depending upon the zones, the time and method of travel. This ensures that the customer will not pay more than the corresponding Day Travelcard or Bus & Tram Pass.

An Off Peak cap will apply to journeys starting after 09.30 Monday to Friday and anytime at weekends or on public holidays, and until 04.29 the following morning.

9.3 PAYG capping golden rules

You must:

- get to know the product and how it works
- encourage customers to validate their Oyster or contactless payment card
- maintain good gateline management
- advise customers how to resolve incomplete journeys
- promote PAYG as giving best value.

9.4 PAYG using contactless payment

In addition to Oyster, customers can now also use contactless payment to make PAYG journeys on LU, DLR, London Overground, TfL Rail, bus, tram and NR services within the London area.

Their contactless payment card must be validated by touching in and out at either end of each rail journey and customers will be charged the same fares and daily caps as those using Oyster PAYG. However, the customer's account will be charged one amount for their whole days travel, rather than being charged for each journey individually.

Contactless payment cards and devices do not hold Information on the history of journeys made and the TOM, POM and MOVie device are not able to display any details of the associated card or the journey history.

In addition to daily capping, customers using contactless payment will be able to take advantage of a weekly cap, covering journeys made between Monday and the following Sunday.

This ensures that users will not pay more than the appropriate weekly price cap for their journeys made in each week.

If a contactless payment is rejected by a gate, you must:

- check the reject code on the gate POD to determine the reason for rejection
- ask the customer to try again to confirm
- advise the customer why contactless payment has been rejected and what they need to do
- advise the customer to use an alternative method of payment for their journey.



Vodafone Wallet

Apple Pay logo



bPay logo



Android Pay logo

In addition to contactless payment cards, contactless payment facilities are being extended to mobile phones and other devices including Android Pay, Apple Pay, bPay and Vodafone Wallet applications. Whatever method is used, the customer must touch-in and out.

The customer must use the same card or device when touching-in and out on each journey to ensure they are charged correctly and get the benefit of the appropriate daily or weekly cap.

10 Free Travel



The following can travel free on LU:

- Child 5 to 10 Oyster Photocard holders
- up to 4 children under 11 if accompanied by a ticket holder or Oyster PAYG user

In addition the following persons are entitled to free travel on LU as shown in the following sub-sections.

10.1 Police

Police Officers



Police Officers from the following forces can travel free at all times on production of their warrant cards:

- Essex
- Hertfordshire
- Kent
- Surrey
- Thames Valley.



Hertfordshire

Metropolitan and City of London Police forces



Police officers and Special constables of the Metropolitan and City of London Police forces are issued with Police Oyster cards. These must be supported by a warrant card bearing the number shown on the front of the Oyster card. Cards issued to Officers bear a prefix “P”, whilst those issued to Special Constables bear the prefix “S”.

Officers of these police forces must use their Police Oyster card for travel and can no longer travel free on production of their warrant card.



Metropolitan Police
Oyster



Metropolitan Special
Constable Oyster
card



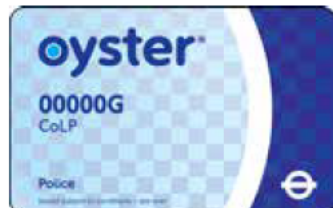
Metropolitan Police
Warrant card



Metropolitan Police
Special Constable



City of London Police warrant card



City of London Police Oyster card

10.2 British Transport Police



British Transport
Police Oyster card

British Transport
Police warrant card

BT Police officers and Special constables are now issued with Police Oyster cards, which must be supported by their warrant card.

BTP PCSOs are also issued with Police Oyster cards for use whilst on duty, but are also permitted to use these to travel to and from work (in or out of uniform).

BTP officers seconded to London and some BTP civilian staff are issued with Contractor Oyster cards as covered in section 10.5.

BTP officers based outside of London who are on duty, are permitted to travel free on production of their warrant card, but details of their name, warrant card number and journey details must be noted and reported to the T&R team. Details will then be confirmed with the BTP Professional Standards team.

Police Community Support Officers



Police Community Support Officers from the following forces can travel free only when on duty, in uniform and on production of their ID:

- Metropolitan
- City of London
- Essex
- Hertfordshire
- Kent
- Surrey
- Thames Valley

Civilian staff from the above forces and Police Officers from other forces are not entitled to free travel on LU services and must be advised to purchase a ticket for any journey they wish to make.



Metropolitan
Police Community
Support Officer

10.3 UK Armed Forces Personnel



All serving UK Armed Forces Personnel (including Territorial Army and Reservists) can travel free only when in full uniform and on production of their valid Armed Forces ID card.



Any Armed Forces Personnel wishing to travel out of uniform, will need to either purchase a ticket or use a validated Oyster card for their journey.

10.4 TfL Staff Oyster cards

Staff Oyster photocard



Staff Oyster card

Mix of light and dark blue colours, valid for unrestricted travel on TfL Rail, Bus & Tram services (except special services and excursions) and NR services where there is joint availability. The Staff Oyster card is only valid with a Staff Oyster photocard, or PTAC.



Staff Nominee photocard



Staff Nominee Oyster card

Mix of green and blue colours, same validity as Staff Oyster Card.

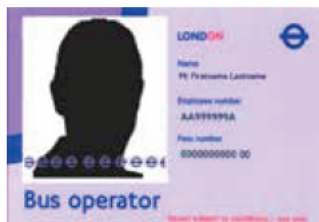


Retired Staff photocard



Retired Staff Oyster card

Mix of red and blue colours, same validity as Staff Oyster card.



Bus Operator photocard



Bus Operator Oyster card

Mix of shades of purple and blue, similar validity to Staff Oyster card, but not valid on any NR train services.



Bus Operator nominee photocard



Bus Operator nominee Oyster card

Mix of shades of grey and light blue, similar validity to Staff Oyster card, but not valid on any NR train services.

10.5 Contractor Oyster cards

Contractor Oyster card



Contractor photocard

Contractors are now issued with Contractor Oyster cards for use when travelling on duty.

If travel is allowed for journeys to and from work, the supporting photocard will be marked with 'R' for residential travel.

The photocard will also indicate permitted zones, days and times when use is allowed.

Police officers and civilian staff employed with "L" division of the BTP are issued with Contractor Oyster cards.

Seconded Police officers must be in possession of their warrant card and can use the Oyster card for any journey.

Contractor Oyster cards issued to BTP civilian staff must be supported by a Police staff ID card and are only valid for journeys made whilst on duty or when travelling to or from work and their home address. They are not valid for leisure journeys.



BTP Staff ID

10.6 Oyster Engineer's pass

These Oyster cards are issued to CTS technicians engaged in the maintenance of Oyster equipment on the LU and NR networks. Like Bearer passes, they are only valid for travel when the holder is on duty. The card number is printed on top right hand corner on the back of the card.



Engineer's pass

10.7**Freedom Passes**

The qualifying age for residents of London boroughs to obtain a Freedom Pass is being increased in line with the state retirement age.

Older Persons Freedom Passes are issued for period of five years. Cards expire on 31 March of the year shown and holders will be required to reconfirm the eligibility before a new pass is issued. All Freedom Passes that are valid for travel on LU services bear the London Councils logo on the front of the card.



Older Persons Freedom Pass with blue panel and ITSO logo on right of card.



Disabled Persons Freedom Pass with orange panel and ITSO logo on right of card.



Discretionary Disabled Persons Freedom Pass with green lower section featuring London skyline and a lighter orange panel without the ITSO logo on right of card. These cards are not valid on bus services outside of London.

Similar cards issued by local authorities outside of London bear the ITSO logo but are not valid for travel or any discount on LU services.

10.8 60+ London Oyster Photocards



London residents aged over 60, who do not qualify for a Freedom Pass can now apply for a 60+ Oyster Photocard.

Holders are entitled to free travel on TfL services and sections of NR where there is inter-availability of tickets between LU and NR at all times.

They can also travel free on other NR services within Zones 1-6 plus Southeastern services to Dartford and Swanley after 09.30 Monday to Friday and at all times at weekends and Bank Holidays.

10.9 Elite Athlete Oyster Card



Elite Athlete Oyster card

The Elite Athlete card is pre-loaded with an Annual Zone 1-9 Travelcard, giving the holder unrestricted travel on all modes within these zones.

10.10 Veterans Oyster Card



Veterans Oyster card

TfL issue Oyster Photocards to recipients of War Pensions or Armed Forces Compensation schemes. These allow free travel at all times on TfL Rail, Bus & Tram services. They are also valid on NR services within the London area after 09.30 Monday to Friday and any time at weekends and on public holidays.

10.11 NR Passes

NR Staff Travel Facilities valid on LU services

The Status passes shown below are issued by NR Rail Staff Travel and are valid on the sections of LU where there is joint availability as indicated. Passes issued to active staff have a green square in the bottom right corner and those issued to retired staff have a red square.



NR Staff photocard



Residential Pass valid on LU services between the two points shown on the Pass where there is joint availability (in the above example, valid Stratford to Liverpool Street, but not valid intermediately at Bethnal Green, or Mile End).

Gold and Silver Status Passes



Status Pass - Gold valid within all the former regions.

Status Pass - Silver valid within all the former regions.

Passes with green boxes are valid for leisure and residential travel. Those with red boxes are valid for leisure travel only.

The new design of Status Passes are issued on ITSO cards and from Spring 2016 will enable holders to use their card on gates at stations covered by their pass.

Travel Pass for child dependants of executive staff, or an NR Staff Travel Card that has the date box completed with the date of travel, are valid for free travel on LU services as follows:

Bakerloo Line	Harrow & Wealdstone to Paddington
Jubilee Line	Stratford to Canning Town
Central Line	Liverpool Street to Epping and Hainault via Woodford or Newbury Park, (but not intermediately between Liverpool Street and Stratford). Ealing Broadway or West Ruislip to White City. For through journeys to Paddington, also between White City and Paddington via Notting Hill Gate, (but not at intermediate stations including Notting Hill gate).

District Line	Upminster to Tower Hill, (but not intermediately at Aldgate East) Wimbledon to Putney Bridge Richmond to Turnham Green Earl's Court to Kensington (Olympia).
Metropolitan Line	Baker Street to Watford, Chesham or Amersham, (but not intermediately between Baker Street and Harrow-on-the-Hill).
Metropolitan and Circle and Hammersmith Lines	Moorgate to King's Cross
Circle and Hammersmith Lines	Paddington (C&H) to Hammersmith (C&H) Notting Hill Gate to Paddington, for through journeys between Paddington and Ealing Broadway or West Ruislip, (but not at intermediate stations including Notting Hill Gate).
Northern Line	King's Cross to Mill Hill East or High Barnet, (but not at intermediate stations between King's Cross and Highgate, except at Kentish Town).
Piccadilly Line	Finsbury Park to King's Cross, (but not intermediately).
Victoria Line	Finsbury Park to King's Cross, including Highbury & Islington.
Waterloo and City Line	Waterloo to Bank.

Status Passes are valid for free travel on LU services within the four former BR regions as printed on the pass.

Blue Status Pass - Eastern Region



Status Pass - Blue valid within the former region stated.

Passes with green boxes are valid for leisure and residential travel. Those with red boxes are valid for leisure travel only.

Central Line

Liverpool Street to Epping or Hainault via Woodford or Newbury Park, (but not intermediately between Liverpool Street and Stratford).

Passes from Epping and Hainault or stations on the NR Ilford line to Bethnal Green or Mile End are also available at intermediate stations.

District Line

Passes available from C2C stations to Fenchurch Street are available between Upminster and Tower Hill (but not intermediately between Bow Road and Tower Hill).

Passes from C2C stations issued to Aldgate East are available between Upminster and Aldgate East, (but not intermediately between Bow Road and Aldgate East).

Passes from C2C stations issued to Mile End, Stepney Green or Whitechapel are also available intermediately between Upminster and the station shown.

Metropolitan and Circle and Hammersmith Lines

Moorgate to King's Cross.

Northern Line	Mill Hill East and High Barnet to King's Cross, (but not at intermediate stations between Highgate and King's Cross except at Kentish Town). Old Street to Moorgate.
Piccadilly Line	Finsbury Park to King's Cross, (but not intermediately).
Victoria Line	Finsbury Park to King's Cross, including Highbury & Islington.
Jubilee Line	Stratford to Canning Town.

Blue Status Pass - London Midland Region

Bakerloo Line	Harrow & Wealdstone to Paddington.
District Line	Earl's Court to Kensington (Olympia).
Metropolitan Line	Baker Street to Watford, Chesham, or Amersham, (but not intermediately between Baker Street and Harrow-on-the-Hill).
Metropolitan and Circle and Hammersmith Lines	Moorgate to King's Cross.

Blue Status Pass – Western Region

Central Line	Ealing Broadway and West Ruislip to White City and Paddington via Notting Hill Gate, (but not intermediately between White City and Paddington).
District Line	Earl's Court to Kensington (Olympia).
Metropolitan Line	Baker Street to Watford, Chesham, or Amersham, (but not intermediately between Baker Street and Harrow-on-the-Hill except at Neasden for passes issued to Neasden).
Circle & Hammersmith Lines	Paddington (C&H) to Hammersmith (C&H). Notting Hill Gate to Paddington for through journeys between Paddington and West Ruislip or Ealing Broadway (but not intermediately).

Blue Status Pass – Southern Region

District Line

Putney Bridge to Wimbledon.
Turnham Green to Richmond.Waterloo and City
Line

Waterloo to Bank.

Exit / Entry facility

Farringdon only for First Capital Connect staff to
access their trains.

No LU availability other than above.

Card Pass is coloured white for First Class or green for Standard Class, both have red print.



First Class card pass



Standard Class card pass



The top has a red strip with the words “Great Britain Passenger Railway”, followed by the class of travel, the holder’s name, the pass availability, expiry date and the issuing official’s signature or stamp. The serial number for the card is printed in the bottom left hand corner. The signature of the card holder can be found on the back.



Card Passes are valid for residential and leisure travel purposes only and must be supported by a staff photo ID card, unless the card is endorsed 'Non-B.R. Employee/s', 'retired' or the holder is a child under 16.

In certain cases, the expiry date may have been altered to extend the card's validity. The issuing official will have changed the original date, intitialled and stamped the amendment to support the changed date.

Gate Permits

A number of NR and TOC management staff entitled to free travel on LU services, are issued with a Gate Permit to allow them to pass through our stations without the need to seek the assistance of gateline staff. These must be supported by a photocard and a status pass.



TOC staff Gate Permit

10.12 School party tickets



School Party tickets are issued by TfL to schools within the London area to enable them to travel to sporting events and undertake educational visits. The trip must meet the criteria of the scheme for tickets to be issued.

The outward journey cannot commence before 09.30 at stations within Zones 3-9, or before 09.50 if starting from a station within Zones 1&2.

The last leg of the return journey must commence before 16.30.

Tickets are now issued in the form of an E ticket which is emailed to the school. Schools are encouraged to print these in colour, but you must also accept black and white versions.

TRANSPORT FOR LONDON
Transportation for London

Cardholder Name School Name Address Line 1 Address Line 2 Address Line 3 Post Code	TfL School Party Ticket Scheme Ticket Type Expiry Date Ticket Valid Until Ticket Issued On Ticket Issued By
---	--

Ticket Issued To: [Barcode]

Re School Party Ticket - application of 01/03/2018
 Hello, your School Party Ticket under the School Party Ticket scheme has been approved. What a exciting trip you have planned for your pupils.

Some key help points on the ticket:

- All children and adults on the ticket must travel together at all times.
- Transportation for London will only offer the School Party Ticket on behalf of the group of organisations with a valid licence, but it is not.
- You will receive the ticket for the group of organisations. Please be aware that you will not be able to use the ticket for any other group of organisations. For more information on the Terms & Conditions of the scheme visit www.tfl.gov.uk

Date of Issue: 01/03/2018 **Issue By:** XXXXXXXXXXXX

Number of children on this ticket: XX **Number of adults on this ticket:** XX

Outward Journey Start Time: 09:30 **Return Journey Start Time:** 16:30

Return Journey End Time: 16:30 **Return Journey End Time:** 16:30

Valid: XXXXXXXXXXXX

Ticket number: XXXXXXXX **Total cost:** XXXXXXXX

Number of ticket	Start	End
1	09:30	16:30
2	09:30	16:30
3	09:30	16:30
4	09:30	16:30
5	09:30	16:30
6	09:30	16:30
7	09:30	16:30
8	09:30	16:30
9	09:30	16:30
10	09:30	16:30

If a school party ticket is presented at the gateline, you must check the ticket:

- is not being used before the designated time
- is not being presented to start a return journey after 16.30
- is valid for that date
- covers the number of people in the party.

If the school party consists of more than 20 people, tell the supervisor at the group's destination and at any interchange stations.

If a school group attempts to travel without a valid school party ticket, they should be refused entry unless tickets are purchased.

11 Collecting fares

11.1 Money left by a customer

If a customer arrives at the gateline and cannot exit due to them not having a ticket or having a fare to pay, you must take them to a POM to either purchase the ticket they require or pay in their fare using the Manual Change option on the staff sign-on screen

If a customer forces their way out leaving their fare, you must immediately pay the money into the POM, unless by doing so you would leave the gateline unstaffed when substantial numbers of customers are exiting.

You must pay in any money left in these circumstances as soon as there is a break in the flow of customers.

TSID card and CSID PIN holders can deposit money left into the POM using the staff sign-on facility.



The receipt for payment must be retained for 12 months.

12 Irregular/Fraudulent travel

12.1 Detention of customers

If you believe a customer should be detained, you must:

- request police assistance
- tell the supervisor
- never put yourself in a situation where your safety is threatened.

Detention of customers against their will could be classed as 'false imprisonment'. This is a complex area of law and staff should not attempt to detain customers against their will

12.2 Withdrawal of tickets


If an Oyster card or Oyster Photocard, (including Freedom Pass) is withdrawn, you must make sure the card is disabled using a TOM or staff sign-on screens on the AFM/MFM as soon as possible and prior to despatch.

You must tell the Staff Oyster Help Line or the issuing NR ticket office (in the case of a monthly or longer period magnetic ticket), so that the customer's record can be endorsed to prevent a replacement being issued prior to completion of the investigation.

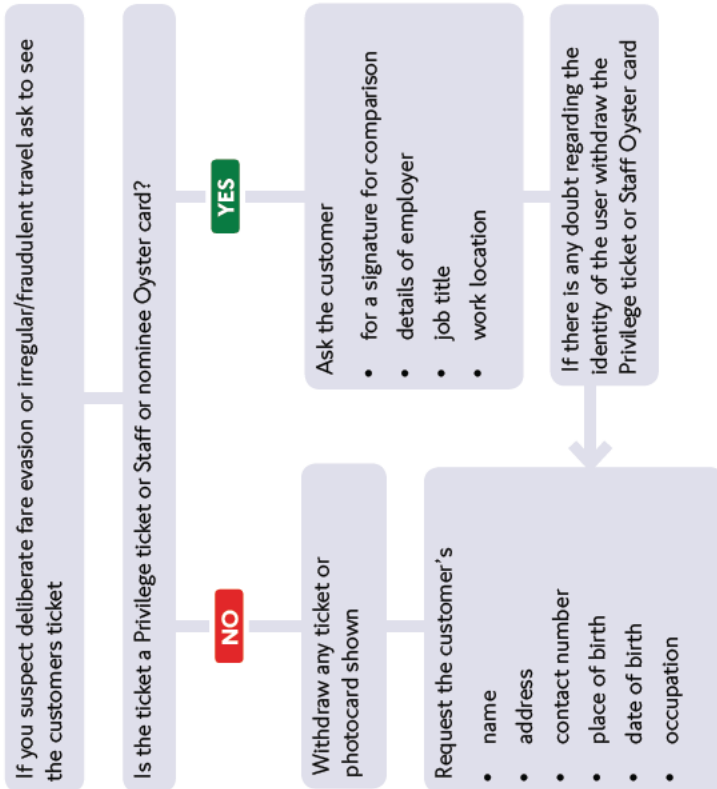
You must complete an Irregularity statement as outlined on the next page.

If a ticket is withdrawn due to the lack of a supporting photocard, you must tell the supervisor (who will then enter the details in the Station Log Book).

Irregular/fraudulent travel

 Never ask for or accept payment for the journey made.

If payment is offered, note the details of the coins and notes offered on the statement and attach the payment with the statement in a sealed envelope.



Is the customer under 17 years of age?

NO

YES

Ask the customer for the name, address and telephone number of their parent or guardian

Obtain verification of their name and address

Complete an Irregularity Statement making sure all relevant sections are completed

Use the description of events section to record details of the circumstances of any conversation with the customer

List any witnesses and attach supporting statements from them

Forward the completed statement to the Intelligence & Deployment team



The Intelligence & Deployment team will send an acknowledgement on receipt and will tell the member of staff the outcome

13 Gateline

When working on the gateline, you must:

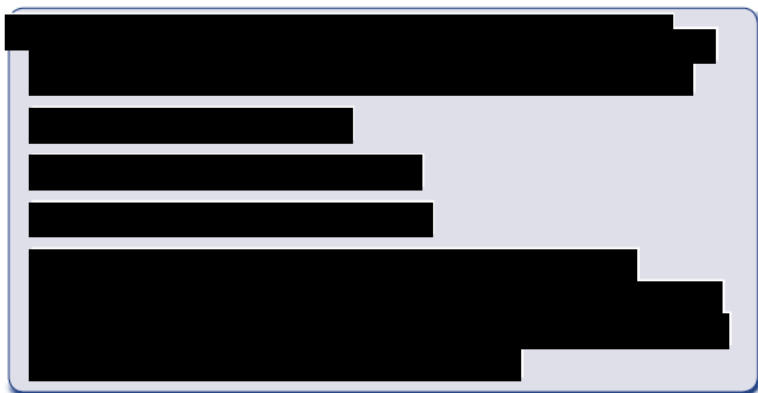
- position yourself at an appropriate location to monitor the gateline and assist customers in the ticket hall
- encourage customers with large or bulky items, or who may have difficulty in using the automatic gates to use the WAG, or manual gate
- assist customers with failed magnetic tickets to pass through the gates by using your Staff Oyster card or a 'One shot release'
- maximise revenue by preventing and reporting fraudulent travel
- make sure that gate lids are locked shut
- deal appropriately with ticket jams, Oyster card rejections and error messages
- monitor customer flows and manage the gateline to avoid congestion and overcrowding
- open all gates in an emergency
- attempt to clear any faults on the gates and promptly report any repeat failures or defects that cannot be cleared.



Gatelines are normally monitored by station staff, but at certain stations where site specific risk assessments have been completed, the gateline may be monitored from the secure suite or supervisor's office, for all or part of the day.

Where no station staff are available to monitor the gateline, the gates must be left operational with the paddles in the open position.

13.1 Setting the gateline



Set	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]



13.2 Gateline crowd control



Where station control is required to control crowds, automatic gates can provide effective control of customer flows.

When monitoring the gateline and crowds, you must:

- observe the flow of customers
- make sure customers do not block-back from the gates towards escalators, or onto fixed stairways
- switch gates from entry to exit (as appropriate) to reflect customer flows.

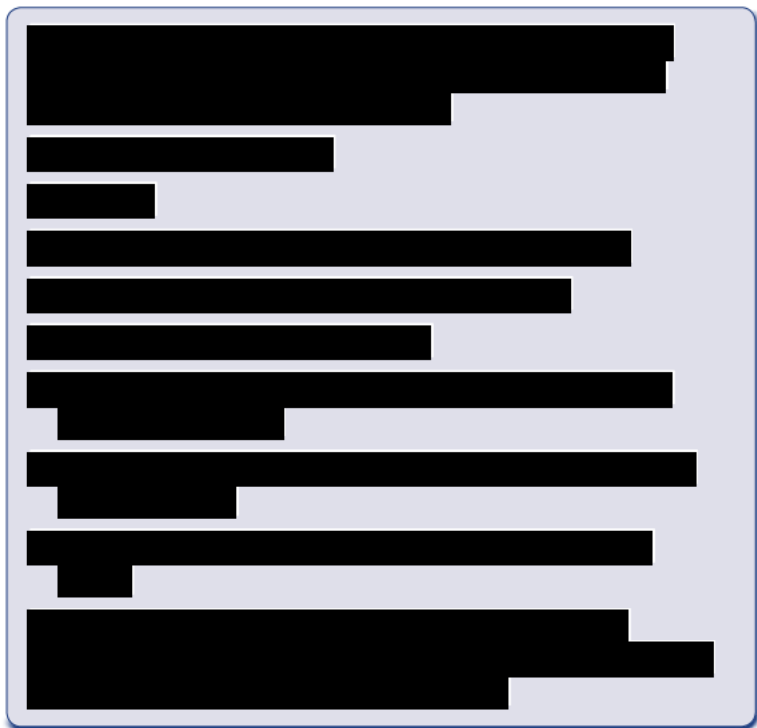
Where it is necessary to introduce station control, you must:

- reduce the number of entry gates, or
- use the 'Gate Array' command to stop further customers entering.

You must only use the manual gate where the gateline is not able to meet the flow of customers.

You must avoid using the manual gate or emergency open facilities to deal with entry flows, as it will be difficult to reduce the flow of customers if required.

13.3 One shot release



13.4 Emergency Open Facility



The [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

13.5 Gateline validation



To enable the validation of Oyster cards and the correct charging for PAYG journeys, it is essential that gates are not powered down, as this will make the card readers inoperative.

In an emergency open mode, gates at stations that have been upgraded to the latest gate software, will continue to allow entry and exit validations. At these sites, the Passenger Validator next to the manual gate will also now allow validation in both directions.

13.6 Ticket Capture



All magnetic tickets are returned to customers on entry and on exit if there is any possible further validity (including all NR tickets).

If a magnetic ticket has no further validity, it will be cancelled by the gate and captured.

Last ticket captured



The last ticket captured is held within the ticket transporter and approximately ten further tickets within the gate escrow. Tickets are then deposited into the capture bin.

Checking the gate for a customer's ticket

To check a gate for a customer's ticket, you must:

- confirm with the customer which gate was used
- check the ticket transporter
- empty the escrow of the tickets held.



If the ticket is not found, you must check the capture bin.

Emptying the gate capture bin

You must empty capture bins:

- regularly to avoid a build up of tickets
- at the end of each traffic day
- if an '80% full' warning is displayed.



If the capture bin is not emptied, an '80% full' warning will be displayed on the SCU. The gate will close itself if it believes the capture bin to be full.

All captured tickets must be placed in a rubbish bag and stored in the bin room, until collected as part of the station rubbish collection.

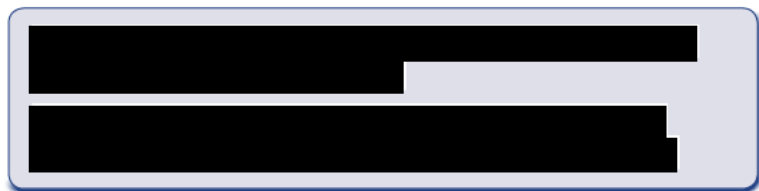
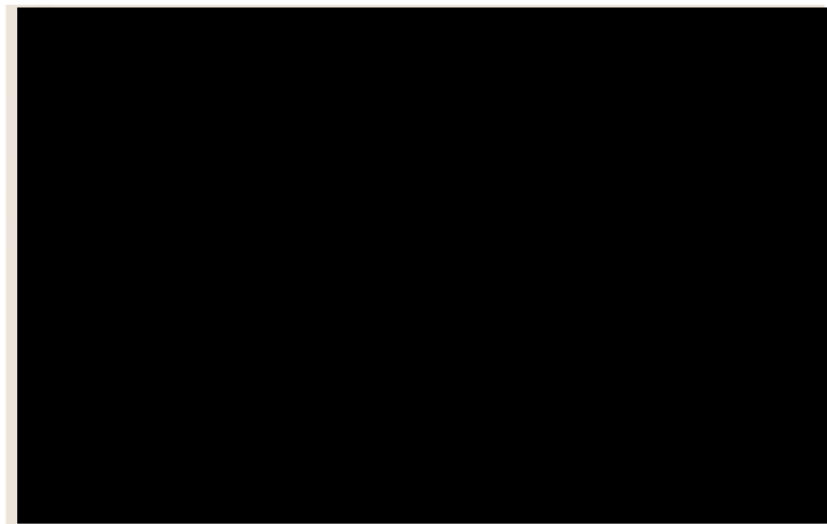
13.7 MOVie devices

When working on the gatetime, you must obtain a MOVie device from the supervisor and complete the MOVie Device Register.

The MOVie device must be used to check the validity and journey history of any Oyster cards that are presented to you.

MOVie devices cannot currently read ITSO format smartcards.

Replacement of Lost, stolen and defective MOVie devices are managed by the T&R team.

14 Ticket monitoring

[Redacted text]

[Redacted text]

[Redacted text]

14.1 Ticket monitoring categories

When ticket monitoring categories have been selected, the magnetic tickets and Oyster cards shown, will be highlighted by an audible alarm and an indicator light on the gate POD.

SCU Description	Magnetic tickets monitored	Oyster products monitored
CHILD	Child Single, Return, Day Travelcard, Season tickets	Child Travelcards
PASS	Police and Bearer passes	Staff, Bus Operator and Nominee Oyster cards Freedom Passes Veterans Oyster card
DOC REQ	Discount Day Travelcard (Off Peak)	18+ Travelcard
T/CARD SEASON	Day Travelcard, Travelcard season tickets	Travelcards
PRIV	Privilege Single, Return, Season tickets	Privilege Season ticket
PLAT	Platform tickets	RCI gate permits
SHORT SEASON	Single zone Travelcards	Single zone Travelcards
GIVE BACK	Any monitored ticket is given back to the customer	
NORM	None	None

14.2 Ticket checking levels

Ticket checking can be used to reject any category of ticket that is currently being monitored or to set reduced checking levels if required.

At stations that still have a Manual Gate; the associated PVal will not be affected by the setting of Ticket Checking levels. Customers will still be able to validate normally on the PVal.

Where WAG(s) have been installed in place of the Manual Gate, the WAG(s) are being configured onto a separate Gate Array to the other gates. Ticket Checking can therefore be applied to the standard gate walkways, allowing customers to validate normally on the WAG(S) under staff supervision.

If T&D Service Desk are unable to set up ticket checking, this can be done at station level. You must:

- Select category required and press 'Set check'
- Select gate array number and press 'Enter command'

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Gate and validator faults



Gate and validator faults are displayed on the SCU and can also be checked by accessing the service panel in the master stanchion cabinet of the device concerned.

At stations where all gates have been fitted with the new LCP, you can also check gate status and report any faults that cannot be cleared to Cubic using the Device Monitoring app on the iPad.

If any gate or validator displays a red indicator light on the card reader in the direction of operation, you must perform a reset on the device concerned.

If a gate can only accept Oyster, ITSO or contactless payment cards or magnetic tickets due to a defect, you must use a 'Cards only', or 'Card reader not working' sticker (as appropriate).

If a gate is taken out of service due to a defect, you must place a 'Not in Use' strap across the walkway.

If a fault persistently recurs on the same device, you must:

- take the device out of service
- report the fault to the supervisor



