

New customer information posters

Live in week commencing 13/07

Customer information posters (Tube/Rail/Bus)

'Hotspot locations' - 60 stations softening of



The busiest times at this station are 05:45 - 08:15 and 16:00 - 17:30

If possible please travel outside of these times and use existing or newly introduced walking or cycling options.

We are running public transport to help Londoners who need to travel, to do so safely and sustainably.

Visit tfl.gov.uk/coronavirus

End of face covering distribution (ahead of w/c 13/07)

Free face covering distribution ends on Sunday 12 July



Since 8 June we've handed out more than 320,000 free face coverings to help Londoners adapt to the new rules.

Please ensure you bring your own face covering and wear it over your mouth and nose at all times. Some exemptions apply.

For these and further information, including how to make your own face covering, visit tfl.gov.uk/coronavirus

Check your travel tfl.gov.uk/travel-tools

For more travel information 0345 222 1234*

*Please see terms and conditions

MAYOR OF LONDON



MAYOR OF LONDON



EVERY JOURNEY MATTERS

New customer information posters

Live from 03 July 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering LU

You must wear a face covering on public transport



Please ensure your covering covers your mouth and nose at all times. Some exemptions apply. For these and further information visit tfl.gov.uk/coronavirus


MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Face Covering Concessions

You must wear a face covering on public transport



Please ensure your covering covers your mouth and nose at all times. Some exemptions apply. For these and further information visit tfl.gov.uk/coronavirus

Concession Pass changes
From Monday 15 June 2020

Temporarily, these passes will only be valid on TfL services after 09:00 Monday to Friday:


- Older Person's Freedom Pass
- 60+ London Oyster photocard
- English National Concessionary Scheme pass

They will continue to be valid at all other times on weekdays and all day on weekends and bank holidays. No other concessionary passes are affected.

This change will help reduce the risk of crowding at the busiest times to support social distancing on the public transport network and help control the coronavirus.

Visit tfl.gov.uk/coronavirus


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TRANSPORT FOR LONDON
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Face Covering Concessions -Trams

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Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering TfL Piers

You must wear a face covering on TfL Piers and on board vessels

Please ensure your covering covers your mouth and nose at all times.
Some exemptions apply.
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 **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS



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Live from 19 June 2020

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering TfL Piers



You must wear a face covering on TfL Piers and on board vessels



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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR, Overground, trams & bus)

LU Tell us what you think poster

London Underground

Tell us what you think

This station is managed by London Underground. If you have any comments regarding this station, please contact the Station Manager.

We would like to hear from you as your comments and suggestions help us make improvements to our Tube services.

Using London Underground

Face coverings

Instruction under TfL railway byelaws

Face coverings that cover the nose and mouth and attach behind the ears, or tie behind the head must be worn by passengers at all times in this station and on its platforms.

The above requirements do not apply:

- To children under the age of 11
- To persons using an oxygen mask to breathe

In circumstances detailed in TfL's face coverings exemptions list published on the TfL website and available at stations.

It is an offence to act in breach of the above instruction and offenders may be fined up to £1,000 on conviction.

This notice will remain effective until further notice.

Public access to our rail services is also restricted to persons wearing a face covering.

Check before you travel

We have a range of travel tools to help you plan your journey, get travel information on the move and work out the safest way home. For details, visit tfl.gov.uk/travel-tools

Contact us

Website: tfl.gov.uk

Phone: 0343 222 1234
(Service and network charges may apply. Visit tfl.gov.uk/terms for details. Our opening hours are everyday between 08:00–20:00)

If, after contacting us, you wish to take your comments further, you can contact the Independent Watchdog for transport users in and around London:

Website: www.independentwatchdog.org.uk

Phone: 020 3176 2999

Check your travel tools
tfl.gov.uk/travel-tools

Get travel information
tfl.gov.uk/travel-tools 0343 222 1234*

0800 000 000

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TRANSPORT FOR LONDON
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Overground Welcome poster template

Welcome to Xxxx station










This station is in Zone X

Ticket office opening hours

Monday to Friday	Saturday	Sunday
00:00 to 00:00	00:00 to 00:00	00:00 to 00:00

A ticket vending machine is also available at this station.
Customers are required to be in possession of a valid rail ticket or a valid Oyster card before boarding a train.

Station information

-  Step-free access available
-  Lifts are available to platforms X and X
-  Toilets are located on Platform X
-  Toilets are located on Platform X
-  For your personal security, CCTV cameras are in operation
-  It is prohibited to drink alcohol or carry open containers of alcohol in this station
-  Smoking (including e-cigarettes) is not permitted anywhere on this station
-  Dogs must be kept on a lead at all times
-  Cycle parking is located on platform X

Using London Overground

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information vinyls (TfL Rail, DLR, and Trams)

TfL Rail byelaw notice vinyl

DLR byelaw notice vinyl. Also a variation for Trams

Face coverings

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Transport for London's face coverings exemptions list

The requirement to wear a face covering on TfL's stations, platforms and services does not apply to:

- Children under the age of 11
- Employees of, or persons providing agreed services to, TfL
- Police constables (including British Transport Police officers) acting in the course of their duty
- Members or employees of the emergency services responding to an emergency

You also do not need to wear a face covering if you have a good reason not to; such as:

- If you have a physical or mental illness or impairment, or a disability that means you cannot put on, wear or remove a face covering
- If putting on, wearing or removing a face covering would cause you severe distress
- If you are travelling with, or providing assistance to, someone who relies on lip reading to communicate
- If you are travelling to avoid injury or escape the risk of harm, and you do not have a face covering with you
- If you need to remove it during your journey to avoid harm or injury or the risk of harm or injury to yourself or others
- If you need to eat, drink, or take medication you can remove your face covering
- If you are asked to remove your face covering by a police officer or other official, for example to check your railcard



New customer information posters

Live in week commencing 15 June 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering LU

You must wear a face covering on public transport

For further information visit tfl.gov.uk/coronavirus

MAYOR OF LONDON **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Live on 15 June

Face Covering Concession

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Live on 15 June

Face Covering TfL Piers

You must wear a face covering on TfL Piers and on board vessels

For further information visit tfl.gov.uk/coronavirus

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EVERY JOURNEY MATTERS

Live on 15 June



Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering Non-TfL Piers



Customer information posters (Tube, DLR, Overground, trams & bus)

Public Toilet Underground

Zoom in (Ctrl+Plus)

London Underground 

Using the public toilets?

Please remember the social distancing guidelines.

If the toilet is in use you may need to wait outside until it becomes free.


Remember to regularly wash your hands, particularly after using the toilet.



PublicToilets_Network_v1_030720

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EVERY JOURNEY MATTERS

Night Services Network


London Underground 

Plan ahead for your return journey

There is no Night Tube or Night Overground service and limited Night Buses.

To plan your return journey check tfl.gov.uk

For display at all stations on the Central, Jubilee, Northern, Piccadilly and Victoria lines - NightServices_20171_1

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EAL Open

Emirates Air Line

The Emirates Air Line is open

- ♦ A face covering that covers your mouth and nose must be worn at all times, unless you are exempt
- ♦ Only 1 passenger per cabin, unless a household or group is travelling together
- ♦ Keep 2 metres between yourself and others where possible
- ♦ Pay as you go by Oyster or contactless only

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Customer information posters

Live in week commencing 28 May 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters

Live from 15 May 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, trams & bus)

Avoid Public transport



Avoid public transport where possible

Walk or cycle if you can

Visit tfl.gov.uk/coronavirus


Check your travel: tfl.gov.uk/travel-tools 0345 222 1234*

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Posting instructions go here

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EVERY JOURNEY MATTERS

Face coverings



Face coverings should be used while travelling on our services




Please maintain social distancing of 2 metres wherever possible.


Check your travel: tfl.gov.uk/travel-tools 0345 222 1234*

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Posting instructions go here

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Hotspots / busy times



Avoid using this station between 05:45 and 08:15 and 16:00 and 17:30

Avoid travelling at the busiest times. If possible please use existing or newly introduced walking or cycling options.


We are running public transport to help Londoners who need to travel to do so safely and sustainably.

Visit tfl.gov.uk/coronavirus

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Posting instructions go here

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Customer information posters (Tube, DLR, Overground & bus)

Multi-lingual poster



Can you travel another way? Consider walking or cycling instead

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

Pouvez-vous voyager autrement?
Envisager plutôt de marcher ou de faire du vélo.

האם אתה יכול לנסוע בדרך אחרת?
שקול ללכת במקום או לרכוב על אופניים.

Puoi viaggiare in un altro modo?
Valuta invece di camminare o andare in bicicletta.

Ar gallio kaeluati klu kellu?
Aipwamylu klu gallmybê valkklidoli pëdchomis ar
važiuvoti dīrārdālu.


Check your travel
tfl.gov.uk/travel-tools

For more travel information
0343 222 1234*



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Live on 18 May

Station Entrance

Travel information 

Station Entrance

  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Station Exit

Travel information 


Station Exit

  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR and Overground)


Passenger flow (external)

Travel information 

In order to maintain social distancing we are limiting the number of people who can enter this station

Thank you for your patience

Maintain a 2 metre distance where possible

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One way system

Travel information 



One way system in operation

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One way system

Travel information 




One way system in operation

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Customer information posters (Tube, DLR and Overground)

Payments

Travel information 

**Please pay
at the gate
using oyster
or contactless**

Maintain a 2 metre
distance where possible

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EVERY JOURNEY MATTERS

Social distancing

Travel information 



**Please keep
your distance**

Maintain a 2 metre
distance where possible

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Escalators

Travel information 




**Stay 6 steps apart
at all times**

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Customer information posters (Tube, trams, DLR, Overground & bus)


Lift capacity (5 people)

Travel information 


Lift capacity




Maintain a 2 metre distance where possible

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Lift capacity (4 people)

Travel information 

Lift capacity



Maintain a 2 metre distance where possible

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Hot weather Poster

Transport for London 

Please carry water with you in hot weather

Make sure your hands are clean, and be aware of others around you, before taking off and putting on your face covering to have a drink.



Check your phone: tfl.gov.uk/travel-tools | Contact your MP: 0343 222 1234*

MAYOR OF LONDON 



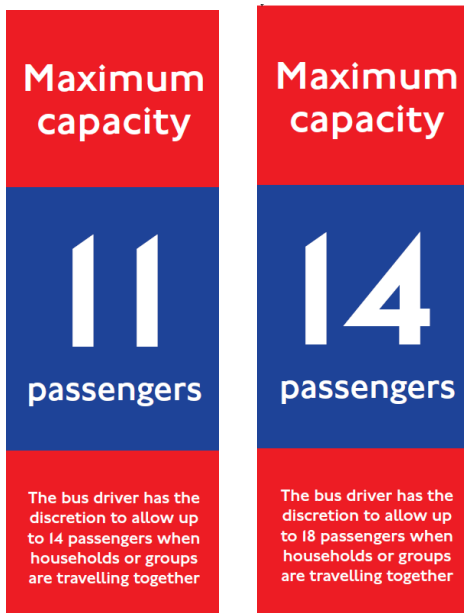
New signage

Live from 11 July on all bus routes

Signage

Communicating the change in capacity on buses following the social distancing change from 2m to 1m +. Double deck vehicle capacity changed from 20 passengers to 30; single deck vehicle capacity is either 11 or 14, depending on vehicle type. Stickers on front doors of vehicles:

Stickers for single deck vehicles:



Sticker for double deck vehicles:



New signage

**Live from 30 May 2020
on selected bus routes**

Signage


Communicating the need for customers to use the front doors of buses once again. This is on selected routes from 30 May. Also new capacity limits have been implemented (new and amended signage for doors)

Maximum capacity

20
passengers

The bus driver has the discretion to allow up to 25 passengers when households or groups are travelling together

Fares in operation



You must touch in or you risk a fine

No Entry



Board at front doors only

May 29



May 30



Signage

Live from 23 May 2020
on selected bus routes

Bus signage

Communicating the need for customers to touch in again when travelling on selected routes from 23 May



Fares in operation on this route

You must touch in or you risk a fine

May 22



May 23



You must touch in



Signage

Live from 18 May 2020

Customer information signage in and
around stations and bus shelters

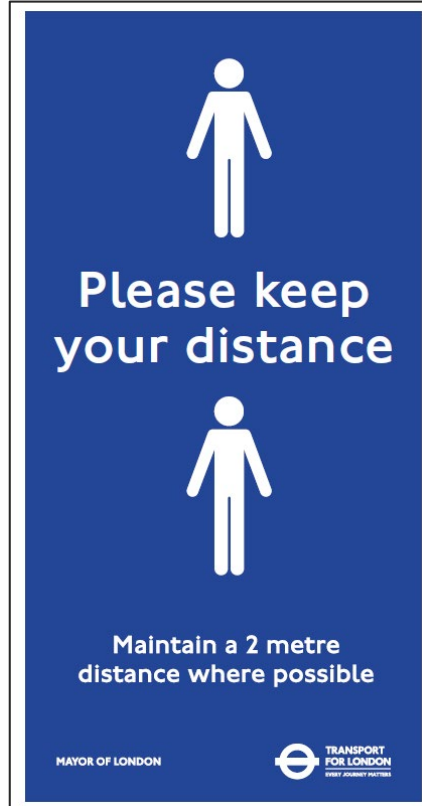
Signage – social distancing (bus – interiors/exteriors)



This screen is sealed to protect you and the driver



Signage – social distancing (bus - stops/shelters)



Signage – social distancing (at stations)

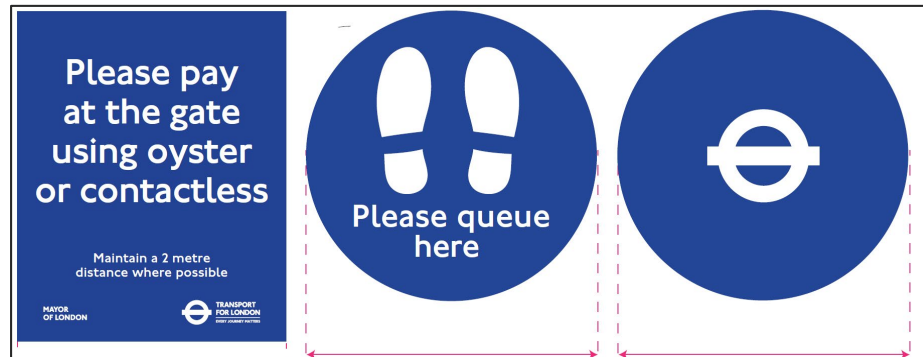
Entrance / Exits signs



Passenger flows

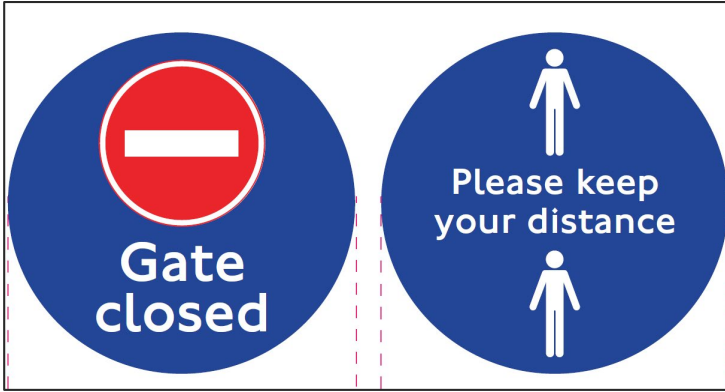


Ticket machines

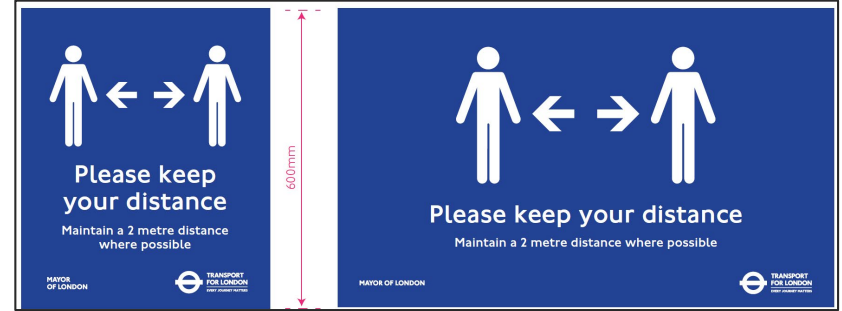


Signage – social distancing (at stations)

Station gatelines



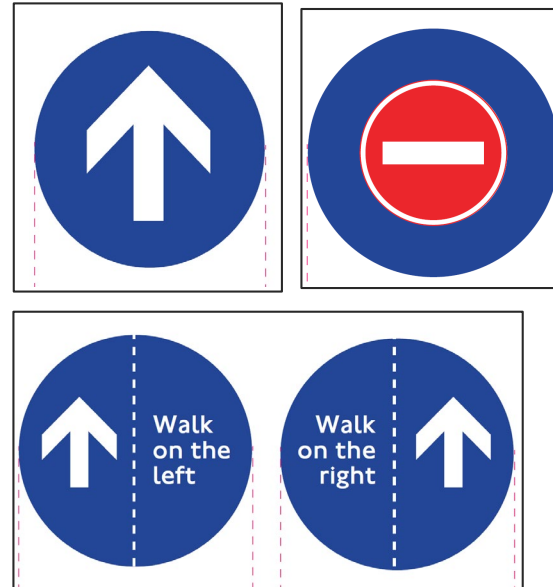
Signs



Floor vinyls



Passenger flows – one way systems



Signage – social distancing (at stations)

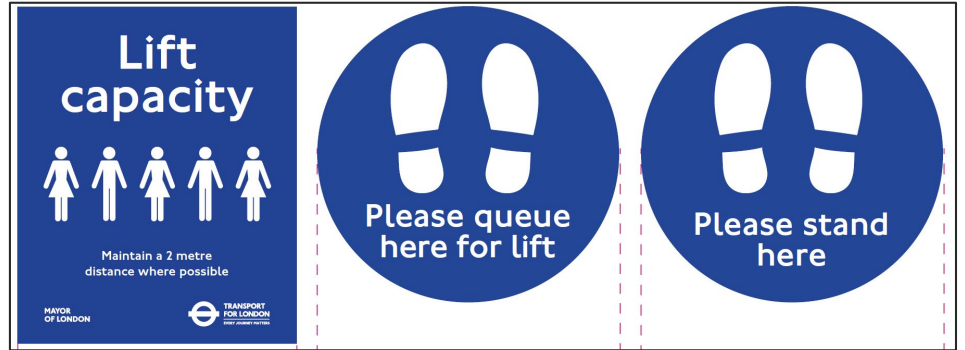
Station escalators



Lifts (4 capacity)

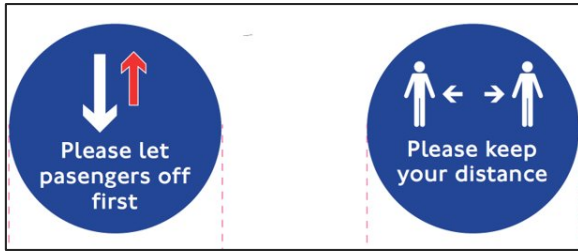


Lifts (5 capacity)

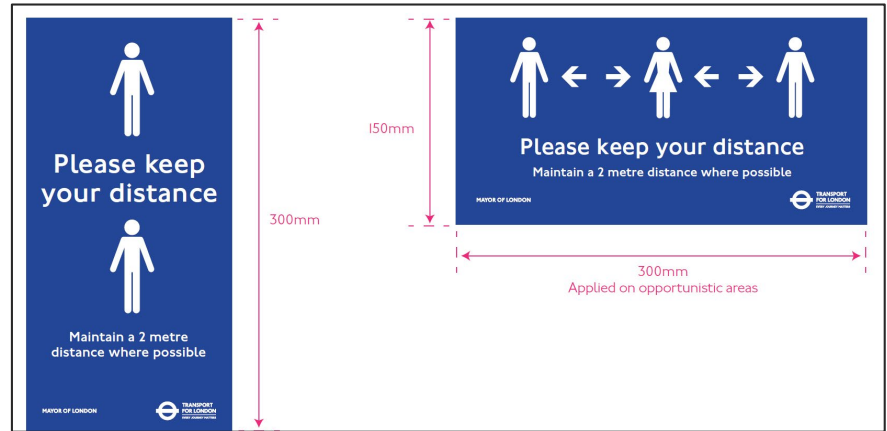


Signage – social distancing (train)

Station exteriors



General use



Seating areas



Network PA announcements

In all stations

Customer information posters (Tube/Rail/Bus)

'Hotspot locations' - 60 stations softening of



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End of face covering distribution (ahead of w/c 13/07)

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Project: Posters, 01.07/20

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EVERY JOURNEY MATTERS

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Face Covering Concessions

You must wear a face covering on public transport



Please ensure your covering covers your mouth and nose at all times. Some exemptions apply. For these and further information visit tfl.gov.uk/coronavirus

Concession Pass changes
From Monday 15 June 2020

Temporarily, these passes will only be valid on TfL services after 09:00 Monday to Friday:


- Older Person's Freedom Pass
- 60+ London Oyster photocard
- English National Concessionary Scheme pass

They will continue to be valid at all other times on weekdays and all day on weekends and bank holidays. No other concessionary passes are affected.

This change will help reduce the risk of crowding at the busiest times to support social distancing on the public transport network and help control the coronavirus.

Visit tfl.gov.uk/coronavirus


MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Face Covering Concessions -Trams

You must wear a face covering on public transport



Please ensure your covering covers your mouth and nose at all times. Some exemptions apply. For these and further information visit tfl.gov.uk/coronavirus

Concession Pass changes
From Monday 15 June 2020

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Visit tfl.gov.uk/coronavirus

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EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering TfL Piers



You must wear a face covering on TfL Piers and on board vessels



Please ensure your covering covers your mouth and nose at all times.
Some exemptions apply.
For these and further information visit tfl.gov.uk/coronavirus

MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR, Overground, trams & bus)

LU Tell us what you think poster

London Underground

Tell us what you think

This station is managed by London Underground. If you have any comments regarding this station, please contact the Station Manager.

We would like to hear from you as your comments and suggestions help us make improvements to our Tube services.

Using London Underground

Face coverings

Instruction under TfL railway byelaws

Face coverings that cover the nose and mouth and attach behind the ears, or tie behind the head must be worn by passengers at all times in this station and on its platforms.

The above requirements do not apply:

- To children under the age of 11
- To persons using an oxygen mask to breathe

In circumstances detailed in TfL's face coverings exemptions list published on the TfL website and available at stations.

It is an offence to act in breach of the above instruction and offenders may be fined up to £1,000 on conviction.

This notice will remain effective until further notice.

Public access to our rail services is also restricted to persons wearing a face covering.

Check before you travel

We have a range of travel tools to help you plan your journey, get travel information on the move and work out the safest way home. For details, visit tfl.gov.uk/travel-tools

Contact us

Website: tfl.gov.uk

Phone: 0343 222 1234
(Service and network charges may apply. Visit tfl.gov.uk/terms for details. Our opening hours are everyday between 08:00–20:00)

If, after contacting us, you wish to take your comments further, you can contact the Independent Watchdog for transport users in and around London:

Website: www.independentwatchdog.org.uk

Phone: 020 3176 2999

[Check your travel tools](http://tfl.gov.uk/travel-tools) tfl.gov.uk/travel-tools
[Get travel information](http://tfl.gov.uk/travel-tools) tfl.gov.uk/travel-tools 0343 222 1234*

Overground Welcome poster template

Welcome to Xxxx station

This station is in Zone X

Ticket office opening hours

Monday to Friday	Saturday	Sunday
00:00 to 00:00	00:00 to 00:00	00:00 to 00:00

A ticket vending machine is also available at this station.
Customers are required to be in possession of a valid rail ticket or a valid Oyster card before boarding a train.

Station information

- Step-free access available
- Lifts are available to Platforms X and X
- Toilets are located on Platform X
- Toilets are located on Platform X
- For your personal security, CCTV cameras are in operation
- It is prohibited to drink alcohol or carry open containers of alcohol in this station
- Smoking (including e-cigarettes) is not permitted anywhere on this station
- Dogs must be kept on a lead at all times
- Cycle parking is located on platform X

Using London Overground

Face coverings

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[Get travel information](http://tfl.gov.uk/travel-tools) tfl.gov.uk/travel-tools 0343 222 1234*



Customer information vinyls (TfL Rail, DLR, and Trams)

TfL Rail byelaw notice vinyl

DLR byelaw notice vinyl. Also a variation for Trams

Face coverings

Instruction under TfL railway byelaws

Face coverings that cover the nose and mouth and attach behind the ears, or tie behind the head must be worn by passengers at all times in this station and on its platforms.

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MAYOR OF LONDON



Face coverings

Instruction under TfL railway byelaws

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Public access to our rail services is also restricted to persons wearing a face covering.

MAYOR OF LONDON

Transport for London's face coverings exemptions list

The requirement to wear a face covering on TfL's stations, platforms and services does not apply to:

- Children under the age of 11
- Employees of, or persons providing agreed services to, TfL
- Police constables (including British Transport Police officers) acting in the course of their duty
- Members or employees of the emergency services responding to an emergency

You also do not need to wear a face covering if you have a good reason not to; such as:

- If you have a physical or mental illness or impairment, or a disability that means you cannot put on, wear or remove a face covering
- If putting on, wearing or removing a face covering would cause you severe distress
- If you are travelling with, or providing assistance to, someone who relies on lip reading to communicate
- If you are travelling to avoid injury or escape the risk of harm, and you do not have a face covering with you
- If you need to remove it during your journey to avoid harm or injury or the risk of harm or injury to yourself or others
- If you need to eat, drink, or take medication you can remove your face covering
- If you are asked to remove your face covering by a police officer or other official, for example to check your railcard



New customer information posters

Live in week commencing 15 June 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering LU



You must wear a face covering on public transport



For further information visit tfl.gov.uk/coronavirus

MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Live on 15 June

Face Covering Concession



You must wear a face covering on public transport



For further information visit tfl.gov.uk/coronavirus

Concession Pass changes
From Monday 15 June 2020

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- Older Person's Freedom Pass
- 60+ London Oyster photocard
- English National Concessionary Scheme pass

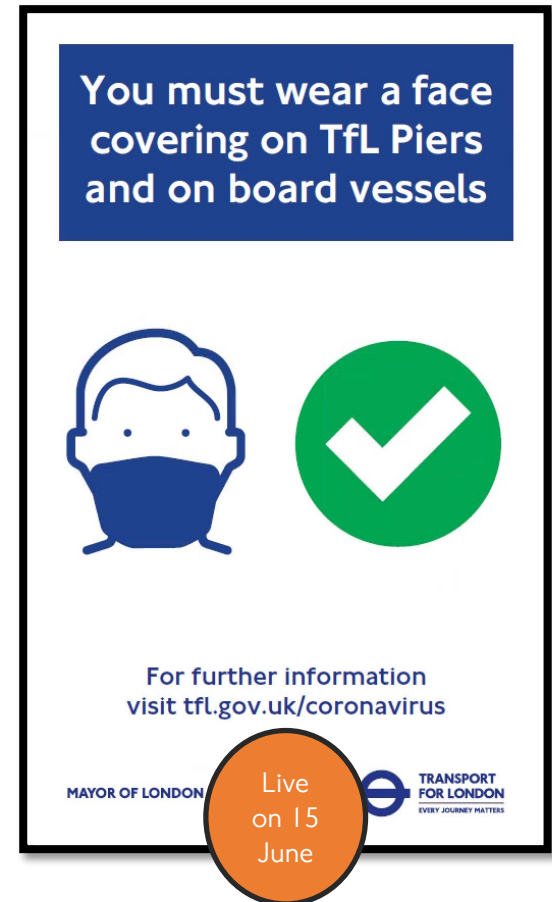
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Visit tfl.gov.uk/coronavirus

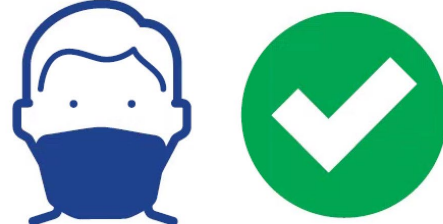
MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Live on 15 June


Face Covering TfL Piers



You must wear a face covering on TfL Piers and on board vessels



For further information visit tfl.gov.uk/coronavirus

MAYOR OF LONDON  **TRANSPORT FOR LONDON**
EVERY JOURNEY MATTERS

Live on 15 June



Customer information posters (Tube, DLR, Overground, trams & bus)

Face Covering Non-TfL Piers

**You must wear
a face covering
on board vessels**



For further information
visit tfl.gov.uk/coronavirus

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TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

Live
on 15
June



Customer information posters (Tube, DLR, Overground, trams & bus)

Public Toilet Underground

Zoom in (Ctrl+Plus)

London Underground 

Using the public toilets?

Please remember the social distancing guidelines.

If the toilet is in use you may need to wait outside until it becomes free.


Remember to regularly wash your hands, particularly after using the toilet.



PublicToilets_Network_v1_030720

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EVERY JOURNEY MATTERS

Night Services Network


London Underground 

Plan ahead for your return journey

There is no Night Tube or Night Overground service and limited Night Buses.

To plan your return journey check [tfl.gov.uk](https://www.tfl.gov.uk)

For display at all stations on the Central, Jubilee, Northern, Piccadilly and Victoria lines - NightServices_201712_1

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EVERY JOURNEY MATTERS

EAL Open

Emirates Air Line

The Emirates Air Line is open

- ♦ A face covering that covers your mouth and nose must be worn at all times, unless you are exempt
- ♦ Only 1 passenger per cabin, unless a household or group is travelling together
- ♦ Keep 2 metres between yourself and others where possible
- ♦ Pay as you go by Oyster or contactless only

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Customer information posters

Live in week commencing 28 May 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, TfL Rail & bus)



Avoid public transport where possible


Walk or cycle if you can

Visit tfl.gov.uk/coronavirus


Check your travel tfl.gov.uk/travel-tools

24 hour travel information [0345 222 1234](https://tfl.gov.uk/coronavirus)

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Wear a face covering on our services



Please maintain social distancing of 2 metres wherever possible.

Visit tfl.gov.uk/coronavirus

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Can you travel another way? Consider walking or cycling instead

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

क्या आप यात्रा के लिए पैदल या चक्रवाहन का उपयोग कर सकते हैं?

Pouvez-vous voyager autrement?
Envisagez plutôt de marcher ou de faire du vélo.

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

क्या आप यात्रा के लिए पैदल या चक्रवाहन का उपयोग कर सकते हैं?

Pouviate viaggjare in un altro modo?
Valuta invece di camminare o andare in bicicletta.

Ar galite keluoti kitu keliu?
Apvairvaykite galimybe vaikščioti pėsčiomis ar važiuoti dviračiu.

Czy możesz podróżować w inny sposób?
Zamiast tego rozważ spacer lub jazdę na rowerze.

Voceé pode viajar de outra maneira?
Considere caminhar ou andar de bicicleta.

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

Poti cājđatori in alt mod?
Luajđ in considerate mersu pe jos sau cu bicicleta.

Puedes viajar de otra manera?
Considere caminar o andar en bicicleta en su lugar.

क्या आप यात्रा के लिए पैदल या चक्रवाहन का उपयोग कर सकते हैं?
Valuta invece di camminare o andare in bicicletta.

Beska bir yolla sayahat edebilir misiniz?
Bunun yerine yürümeyi veya bisiklete binmeyi düşünün.

کیا آپ دوسرا سفر کر سکتے ہیں؟
اس کے بجائے چلنے یا سائیکل چلانے پر غور کریں۔

Check your travel tfl.gov.uk/travel-tools

24 hour travel information [0345 222 1234](https://tfl.gov.uk/coronavirus)

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information posters

Live from 15 May 2020

**Posters in and around stations and
shelters (all modes)**

Customer information posters (Tube, DLR, Overground, trams & bus)

Avoid Public transport



Avoid public transport where possible

Walk or cycle if you can

Visit tfl.gov.uk/coronavirus

Check your travel: tfl.gov.uk/travel-tools 0345 222 1234*

24 hour travel information: 0345 222 1234*


Posting instructions go here

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Face coverings



Face coverings should be used while travelling on our services




Please maintain social distancing of 2 metres wherever possible.

Check your travel: tfl.gov.uk/travel-tools 0345 222 1234*

24 hour travel information: 0345 222 1234*


Posting instructions go here

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Hotspots / busy times



Avoid using this station between 05:45 and 08:15 and 16:00 and 17:30

Avoid travelling at the busiest times. If possible please use existing or newly introduced walking or cycling options.

We are running public transport to help Londoners who need to travel to do so safely and sustainably.

Visit tfl.gov.uk/coronavirus

Check your travel: tfl.gov.uk/travel-tools 0345 222 1234*

24 hour travel information: 0345 222 1234*

Posting instructions go here

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TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR, Overground & bus)

Multi-lingual poster



Can you travel another way? Consider walking or cycling instead

هل يمكنك السفر بطريقة أخرى؟
فكر في المشي أو ركوب الدراجات بدلاً من ذلك.

සමාජීයව වෙනත් මාර්ග සලකා බැලීමකට හේතුවන චෝදනා සහිතව සම්මුතියක් ලෙස චලිතවීමේ ක්රමයක් සලකන්න.

Pouvez-vous voyager autrement?
Envisager plutôt de marcher ou de faire du vélo.

האם אתם יכול לנסוע בדרך אחרת?
שקול ללכת במקום או לרכוב על אופניים.

Ar galite keliauti kitu keliu?
Apvairvąkite galimybę vaikščioti pėsčiomis ar važiuoti dviračiu.

czy możesz podróżować w inny sposób?
Zamiast tego rozważ spacer lub jazdę na rowerze.

Varòò pòde viajar de outra maneira?
Considere caminhar ou andar de bicicleta.

पोजि चळीतलें उठें तशींचे लोक घाबरात तर सवरे उठें
तिहा त्री घनेचें चुकत न्त गाहीरक चलोउठें धरिंचें खरीत चो.

Poti cālētōl In all mod?
Luaj! In considerare mersul pe jos sau ciclismul.

¿Puedes viajar de otra manera?
Considere caminar o andar en bicicleta en su lugar.

ගොනුමග්නා ශුචානාංගයේ පාදක දෙනා?
වෙනත් මාර්ගයක් සලකා බැලීමකට හේතුවන චෝදනා සහිතව සම්මුතියක් ලෙස චලිතවීමේ ක්රමයක් සලකන්න.

Baska bir yolla seyahat edebilir misiniz?
Bunun yerine yürümeýi veya bisiklete binmeyi düşünün.

کیا آپ دوسرا سفر کر سکتے ہیں؟
اس کے بجائے چلنے یا سائیکل چلانے پر غور کریں۔

Check your travel: tfl.gov.uk/travel-tools 24 hour travel information: 0343 222 1234*

*Please refer to our website for terms and conditions.

MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Live on 18 May

Station Entrance

Travel information 

Station Entrance

MAYOR OF LONDON



TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

Station Exit

Travel information 

Station Exit

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EVERY JOURNEY MATTERS



Customer information posters (Tube, DLR and Overground)


Passenger flow (external)

Travel information 

In order to maintain social distancing we are limiting the number of people who can enter this station

Thank you for your patience

Maintain a 2 metre distance where possible

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EVERY JOURNEY MATTERS

One way system

Travel information 



One way system in operation

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EVERY JOURNEY MATTERS

One way system

Travel information 




One way system in operation

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EVERY JOURNEY MATTERS




Customer information posters (Tube, DLR and Overground)

Payments

Travel information 

**Please pay
at the gate
using oyster
or contactless**

Maintain a 2 metre
distance where possible

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FOR LONDON**
EVERY JOURNEY MATTERS

Social distancing

Travel information 



**Please keep
your distance**

Maintain a 2 metre
distance where possible

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Escalators

Travel information 




**Stay 6 steps apart
at all times**

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EVERY JOURNEY MATTERS




Customer information posters (Tube, trams, DLR, Overground & bus)


Lift capacity (5 people)

Travel information 


Lift capacity




Maintain a 2 metre distance where possible

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EVERY JOURNEY MATTERS


Lift capacity (4 people)

Travel information 

Lift capacity



Maintain a 2 metre distance where possible

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EVERY JOURNEY MATTERS

Hot weather Poster

Transport for London 

Please carry water with you in hot weather

Make sure your hands are clean, and be aware of others around you, before taking off and putting on your face covering to have a drink.



Check your phone: tfl.gov.uk/travel-tools | Contact your nearest station: 0343 222 1234*

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EVERY JOURNEY MATTERS



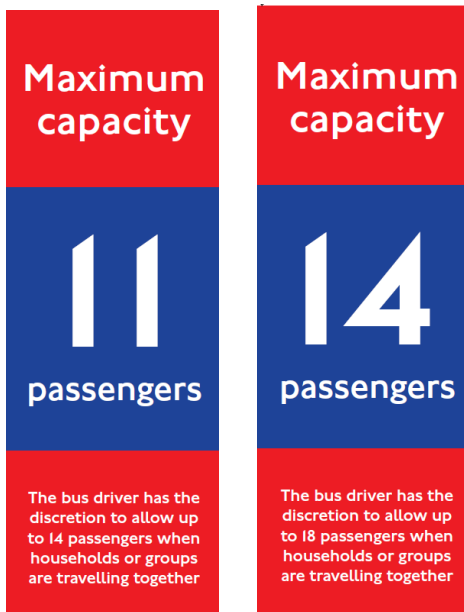
New signage

Live from 11 July on all bus routes

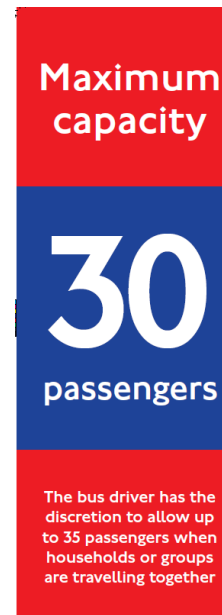
Signage

Communicating the change in capacity on buses following the social distancing change from 2m to 1m +. Double deck vehicle capacity changed from 20 passengers to 30; single deck vehicle capacity is either 11 or 14, depending on vehicle type. Stickers on front doors of vehicles:

Stickers for single deck vehicles:



Sticker for double deck vehicles:



New signage

**Live from 30 May 2020
on selected bus routes**

Signage


Communicating the need for customers to use the front doors of buses once again. This is on selected routes from 30 May. Also new capacity limits have been implemented (new and amended signage for doors)

Maximum capacity

20
passengers

The bus driver has the discretion to allow up to 25 passengers when households or groups are travelling together

Fares in operation



You must touch in or you risk a fine

No Entry



Board at front doors only

May 29



May 30



Signage

Live from 23 May 2020
on selected bus routes

Bus signage

Communicating the need for customers to touch in again when travelling on selected routes from 23 May



Fares in operation on this route

You must touch in or you risk a fine

May 22



May 23



You must touch in



Signage

Live from 18 May 2020

Customer information signage in and
around stations and bus shelters

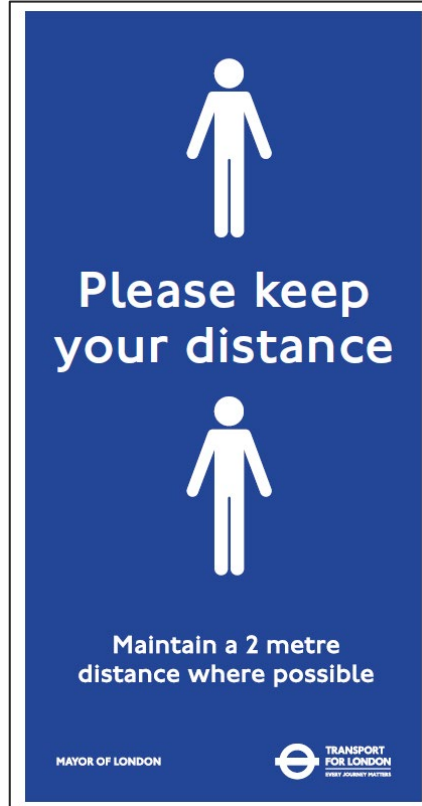
Signage – social distancing (bus – interiors/exterior)



This screen is sealed to protect you and the driver



Signage – social distancing (bus - stops/shelters)



Signage – social distancing (at stations)

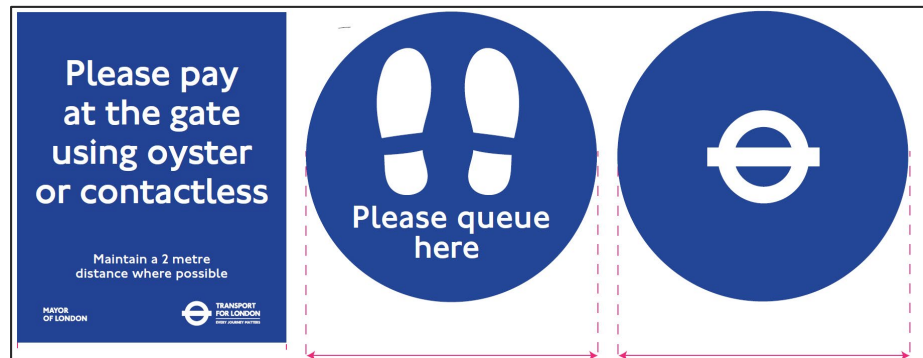
Entrance / Exits signs



Passenger flows

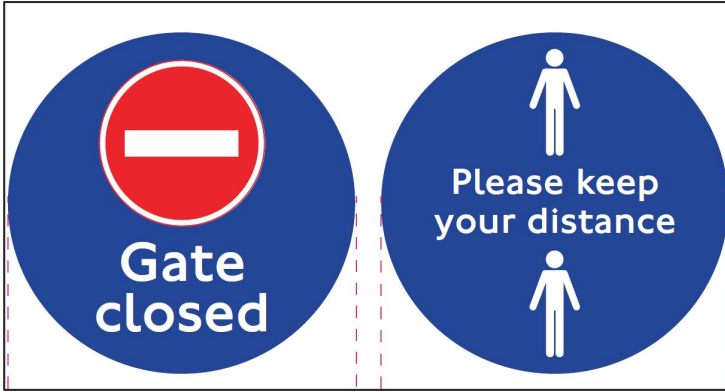


Ticket machines

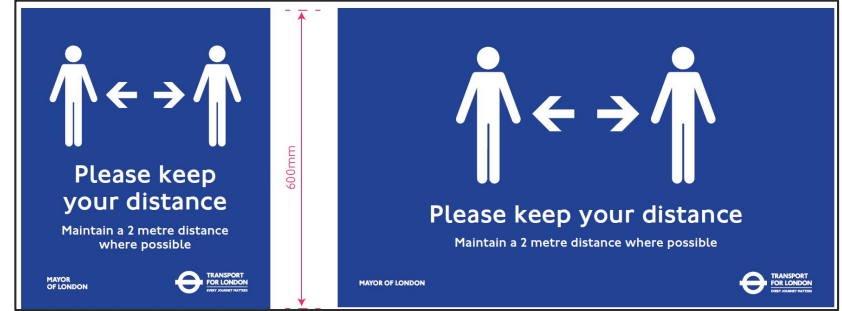


Signage – social distancing (at stations)

Station gatelines



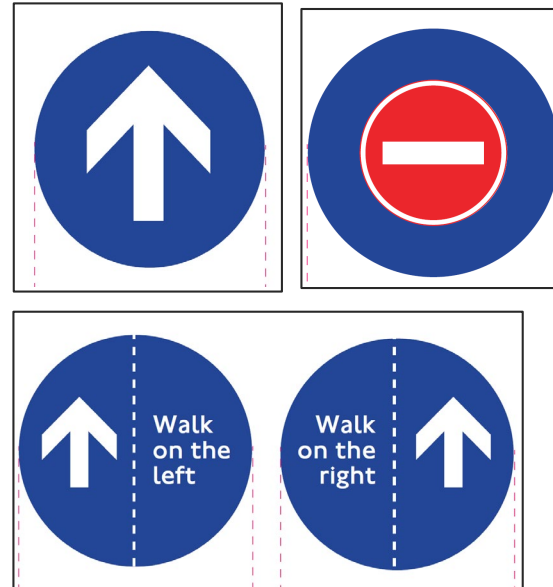
Signs



Floor vinyls



Passenger flows – one way systems

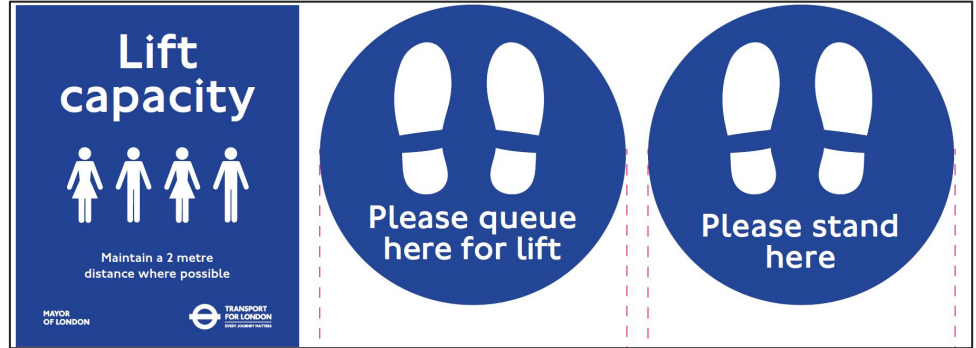


Signage – social distancing (at stations)

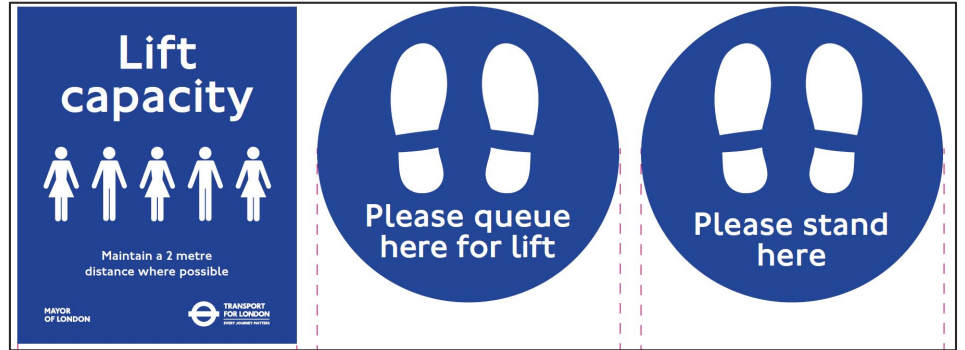
Station escalators



Lifts (4 capacity)

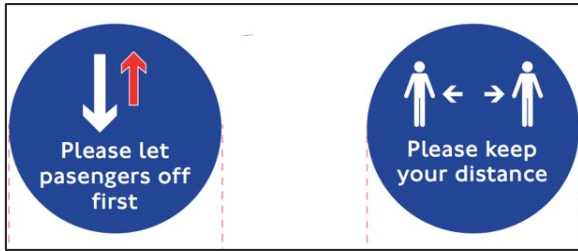


Lifts (5 capacity)

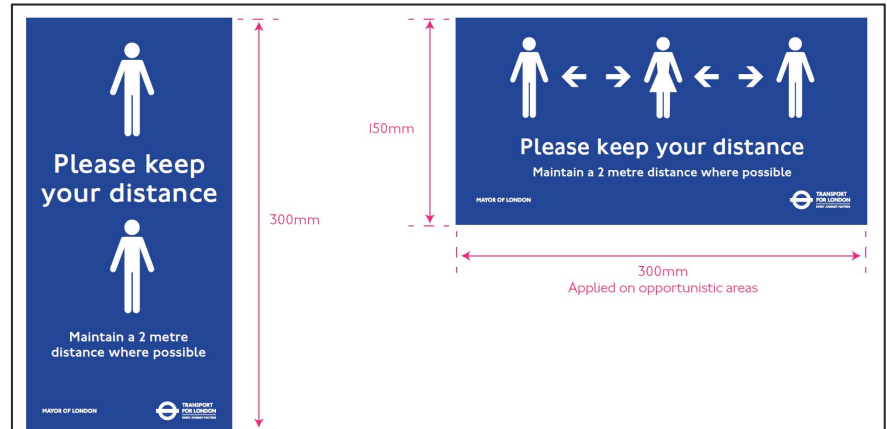


Signage – social distancing (train)

Station exteriors



General use



Seating areas

