

Ticketing & Revenue Team

Book 2

LU ticket issuing



Issue 14



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I Magnetic tickets

You must never alter any details on a ticket that has been issued.

You must never re-issue a ticket that has been issued to, or collected from, a customer.

I.1 Single and Return tickets



Single and Return tickets are valid on the day of issue and until 04.29 the following day. For most journeys within the London zonal area, PAYG will offer the customer the best value.

Customers using LU Single and Return tickets cannot break their journey. Once commenced, the journey must be completed within two hours.

If the customer does not have an Oyster or contactless payment card, you must advise them if a Day Travelcard would be better value than a Single or Return.

If it is not possible to buy a ticket to a National Rail (NR) station outside of the zones, you must advise the customer to use PAYG or purchase a ticket to the appropriate interchange station and then buy another ticket for the NR portion of their journey.

I.2 Off Peak Single and Return tickets

Most Off Peak Day Single and Return tickets have time restrictions. Some NR destinations may have different time restrictions.

1.3 Heathrow Express



LU stations other than Paddington and stations west of Hammersmith, Harrow-on-the Hill and North Acton can sell Single and Return tickets which include a Standard or First Class journey to/from Heathrow Airport on Heathrow Express.

Heathrow Express is not part of NR, PAYG or zonal arrangements; therefore special fares apply.

There are no discounted through fares on Heathrow Express for holders of:

- JobCentre Plus travel concession
- 16+, 18+, Apprentice Oyster Photocards
- PTACs
- NR Railcards
- Annual Gold Cards.

Children under 15 years can travel free with a fare paying adult.

Freedom Passes and 60+ London Oyster Photocards are not valid on Heathrow Express.

Tickets are valid on the day of issue only.

After 09.30 Monday to Friday, and any time at weekends and on public holidays, customers requesting Standard Class Return tickets will be issued with an Off Peak Day Return.

1.4 Heathrow Connect

Heathrow Connect provides a Standard Class service, calling at intermediate stations between Paddington and Heathrow Airport. Travelcards, Freedom Passes, 60+ Oyster Photocards and PAYG can be used on this service at stations between Paddington and Hayes & Harlington.

Travelcard holders can purchase a ticket extension to Heathrow Airport via Heathrow Connect.

Most LU stations can issue Single and Return tickets to Heathrow Airport including a journey on Heathrow Connect.

There are no discounted through fares to Heathrow Airport via Heathrow Connect for holders of:

- 16+, 18+, Apprentice Oyster Photocards
- PTAC
- NR Railcards
- Annual Gold Cards.

1.5 Southeastern High Speed services

Southeastern High Speed services operate between St Pancras International, Stratford International and stations in Kent. PAYG can be used between St Pancras International and Stratford International, but special fares apply and these journeys will not be included within capping calculations.

Travelcards and season tickets are not accepted on High Speed services unless issued with a route showing 'Valid on HSI'.

1.6 Day Travelcards

Day Travelcards can be purchased up to 7 days in advance. On LU POMs Day Travelcards can only be issued for the current or the next traffic day. Day Travelcards cannot be bought from POMs between 00.00 and 04.30.

Day Travelcard (Anytime)	Valid from 00.01 Monday to Friday, until 04.29 the following day.
Day Travelcard (Off Peak)	Valid from 09.30 Monday to Friday, and from 00.01 at weekends and public holidays, until 04.29 the following day. Exceptions to these times of validity are 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

1.7 Exchange of Day Travelcards

If a customer buys the wrong zones or selects the wrong start date for a Day Travelcard, a TSID card holder can exchange this by performing a refund of the Day Travelcard on the TOM and then using the cash from the refund to assist the customer to buy the correct ticket from a POM.

You cannot exchange tickets issued from other operators or where the Day Travelcard has already been used for travel.

1.8 Child free travel and child tickets



On TfL Rail services, up to 4 children under 11 years can travel free as long as an adult ticket holder or Oyster PAYG holder accompanies them.

Children holding 5-10 Oyster Photocards can travel free and unaccompanied, on both TfL Rail and most NR services within London, but must be reminded to touch in and touch out for each journey.

On POMs, customers selecting to purchase tickets for 5-10 year olds will be reminded of the availability of free travel on TfL and NR services, but that a Child ticket is required by those who do not have a 5-10 Oyster Photocard, if travelling unaccompanied or on NR services.

Free travel for accompanied children under 11 also applies on the following NR services:

From	To	Valid
Amersham	Marylebone	
Finsbury Park	King's Cross or Moorgate	
Watford Junction	Euston	London Overground trains only
West Hampstead	Elephant & Castle, or London Bridge	
Liverpool Street	- Cheshunt via Seven Sisters - Chingford - Enfield Town	London Overground trains only
Liverpool Street	- Brentwood - Stratford	TfL Rail services only. Also on Greater Anglia

From	To	Valid
Upminster	Fenchurch Street, or Liverpool Street via Barking	Not valid Forest Gate and Maryland
West Ruislip	South Ruislip	
Clapham Junction	Willesden Junction	London Overground trains only
Surrey Quays	New Cross, West Croydon or Crystal Palace	London Overground trains only
Surrey Quays	Clapham Junction	London Overground trains only
Romford	Upminster	



On other NR services, up to two children under 5 years can travel free when accompanied by a fare paying customer.

Children under 16 years can purchase Single, Return or Day Travelcards, without the need to present a photocard or proof of age.

You must advise children under 16, who look older, to obtain the appropriate Child Oyster Photocard to avoid difficulty when purchasing or travelling with a child ticket.



Adults can purchase tickets for children without the child being present.

1.9 Platform tickets



Platform tickets are valid for access to the paid area and platforms but are not valid for travel.

They must be used for entry within 10 minutes of the time of issue and for exit within 70 minutes, on the day of issue only.

Platform tickets are not available from POMs if a TSID card holder is signed on to a TOM.

Customers can buy a Platform ticket via the “By destination” button, by either typing “PL” and selecting ‘Platform ticket’ from the destinations displayed or by selecting the name of the station the ticket is being bought at.

1.10 Group travel



Group Day Travelcards can be purchased from POMs up to 4 days in advance, for groups of 10 or more.

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.

Each member of the group must have a separate ticket, but the group must travel together at all times.

You must tell the supervisor about any parties consisting of 20 or more persons.

1.11 Ticket extensions to LU destinations



Restrictions:

- valid on the day of issue for one single journey
- once commenced the journey must be completed within two hours
- the customer must present both tickets on demand
- 16+ Oyster Photocard holders using a child magnetic season ticket issued at an NR station within the zones must pay the full adult rate for any ticket extensions.

Extending Single and Return tickets

You must calculate the additional fare payable by deducting the cost of the ticket held from the total fare for the intended journey.

Extending a zonal ticket not valid at start of journey

If a customer commences their journey at a station where their ticket is not valid, they must buy a Single ticket for the additional zones required.

Travelling beyond zones held

If a customer wishes to travel beyond the zones covered by their ticket, they must buy an extension for the zones required to complete their journey. This ticket will not operate the gates.

Extension at both ends of a magnetic season ticket

If a customer wishes to travel beyond the zones covered by their ticket, at both ends of their journey, the extension ticket for the additional zones required, will in most cases be a Single ticket for the entire journey.

1.12 Ticket extensions to NR destinations

Oyster season ticket holders travelling beyond the availability of their ticket to any NR station where PAYG is valid, can use PAYG to cover the additional fare. The customer should be reminded of the need to touch out at their destination.

For Oyster season tickets including Zone 1, the holder can buy extensions to many NR destinations outside of the zonal area from POMs.

(A similar facility for holders of non-Zone 1 season tickets will be added to POMs during 2017).

Holders of Day Travelcards or magnetic season tickets can purchase an extension ticket to cover the portion of their journey before or after the zones covered by their ticket, but not both.

If the customer requires extensions at both ends of their journey, one of which is on NR services, or an extension which covers both LU and NR services, even if both journeys are in the same zone, they must buy separate tickets for each part. The NR ticket might have to be purchased at the NR interchange station.

You must advise holders of Single and Return tickets, and customers travelling to NR stations to which tickets cannot be sold, to purchase an extension ticket for the remainder of their journey at the appropriate interchange station before completing the rest of their journey.

Railcard and Gold Card discounts apply to any ticket extensions where the extension is wholly for travel on NR. If they cannot buy a ticket with the discount, you must advise the customer to purchase the extension at the NR interchange station.

You must advise customers travelling to a Tramlink destination to use PAYG, purchase a Tramlink ticket at Wimbledon, or a Day Travelcard (if cheaper).

1.13

Railcard and Annual Gold Card discounts



Holders of an Annual Gold Card or certain NR Railcards can purchase Zones 1-6, 1-9 or 1-9W Day Travelcard (Off Peak) or through tickets to National Rail destinations at a reduced price.

No discount is available on the Day Travelcard (Anytime).

Although discounted Day Travelcards are valid on LU services after 09.30 Monday to Friday, holders of certain railcards can not use them on NR services until after 10.00 hours.

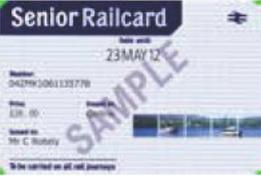
When a discounted Travelcard is being used by an Annual Gold Card or NR Railcard holder, you must check the Railcard is:

- valid
- not defaced or illegible
- not a photocopy or scanned image
- eligible for the discount (in accordance with the criteria in the following table)

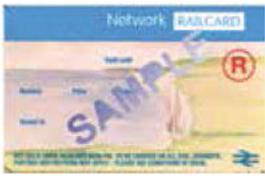
Magnetic tickets

Railcard and Annual Gold Card holders can purchase discounted Day Travelcards (Off Peak) for themselves and accompanying persons as shown below:

Railcard	Persons entitled to discount	Additional conditions
 	<p>Holder and up to 3 adults and 4 children. 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. 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>Holder and an escort 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. If the Railcard holder is under 16, they must pay normal child rate.</p>

Railcard	Persons entitled to discount	Additional conditions
 	<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>Holder only.</p> <p>Now also available after 09.30 hours Mon - Fri on NR services.</p>	
	<p>Holders</p>	<p>Must purchase Discounted Day Travelcard (Off Peak) for both holders</p>

Magnetic tickets

Railcard	Persons entitled to discount	Additional conditions
 <p>The image shows two railcards. The top one is an 'HM FORCES PHOTOCARD' with a silhouette of a person and fields for 'Date of birth' and 'Name goes here'. The bottom one is an 'HM Forces RAILCARD' with a red header and 'VALID 12 MONTHS FROM DATE ISSUED'.</p>	<p>Holder and up to 4 children</p>	<p>Discounts are not available on regular journeys to place of employment or education.</p>
 <p>The image shows a 'Network RAILCARD' with a blue header and a 'SAMPLE' watermark. It includes fields for 'Name', 'Date of birth', and 'Valid to'.</p>	<p>Holder and up to 3 adults and 4 children. Adult discount only available at weekends and 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>

Railcard	Persons entitled to discount	Additional conditions
 <p>16-25 Railcard Valid until: 23MAY11 Number: 882962361120799 Name: E26 881 Student: Oakley Valid for: Freya Lomax *Not valid on all rail services</p>	<p>Holder only</p> <p>Also available to mature students aged over 25, if in full-time study.</p>	
 <p>RBS 16-25 Railcard Valid until: Date goes here Name: Mr Freya Lomax RBS *Not valid on all rail services</p>		
 <p>NatWest 16-25 Railcard Valid until: Date goes here Name: Mr Freya Lomax NWB *Not valid on all rail services</p>		

2 Oyster cards

Oyster cards no longer need to be registered, for customers to be able to add 1 month or longer period tickets. However, the card must still be registered before a discount entitlement can be added.

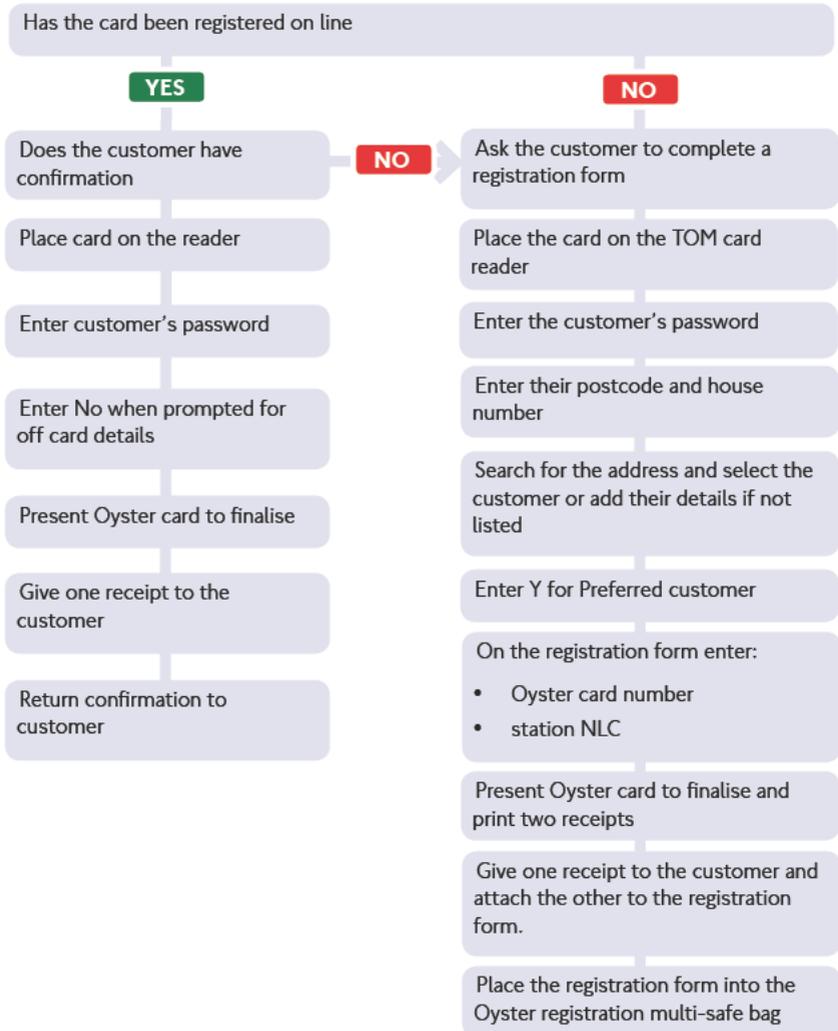
Although registration for other customers is optional, you should encourage customers to register their card online.

A £5.00 deposit is charged for all new Oyster cards issued.



Where a customer produces confirmation that an Oyster card has already been registered online, the registration flag on the card can be set on the TOM, without the need to complete a registration form.

2.1 Registration of Oyster cards

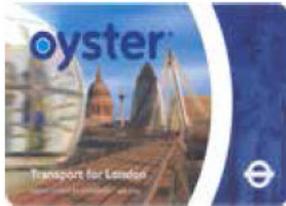


2.2**Visitor Oyster cards**

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.

If a Visitor's Oyster card fails, you can replace it with a standard Oyster card, providing the balance can be obtained from the SOHL or via the Failed Card Portal on your iPad.



2.3 Local authority Oyster cards



The Newham Oyster card is issued by libraries within the borough. The card must be registered and activated at Stratford, West Ham, Canning Town, Plaistow, Upton Park, or East Ham, before Oyster products can be loaded onto the card.

To register a Newham Oyster card, you must make sure the customer has completed an original Newham Oyster registration form.



Oyster cards issued by the London Boroughs of Croydon, Greenwich and Lewisham boroughs are issued as unregistered Oyster cards. Customers can only register their card at nominated local ticket outlets in the boroughs concerned. Once the card has been registered, Oyster products can be loaded at any LU POM.



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	Apprentice	Apprentice
Over 16	16+	Over 60	60+
Elite Athlete	EA	Veteran	Veteran

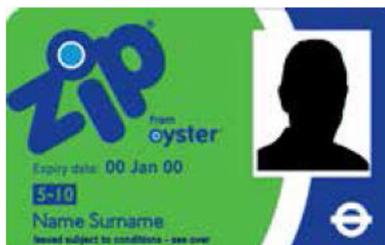


An 'N' prefix means the entitlement to free Bus and Tram travel has been withdrawn. Holders of these Oyster Photocards can purchase Bus & Tram Passes or Travelcards at 'half adult rate'.

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

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

3.1 Child Oyster Photocards

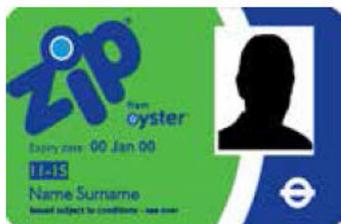


Child 5-10 Zip branded



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

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



Child 11-15 Zip branded

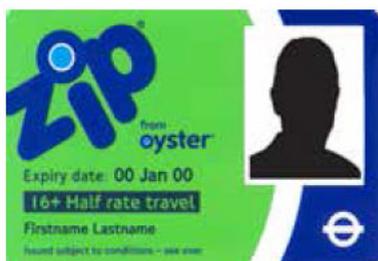


Child 11-15 Oyster Photocards allow free Bus & Tram travel and the use of child rate season tickets, or PAYG at child rate on TfL Rail and NR services.

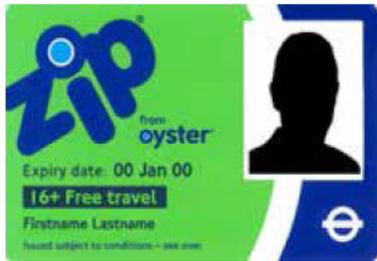
The card expires 30th September following the academic year in which the holder has their 16th Birthday.

Season tickets cannot be purchased with an expiry date later than the expiry date on the front of the photocard.

3.2 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 on the rear 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.

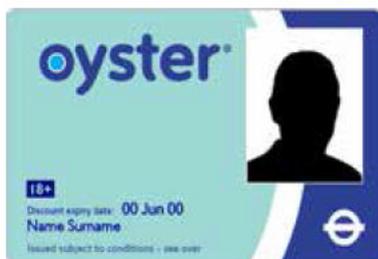
Holders of these cards cannot purchase Child rate Day Travelcards.

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

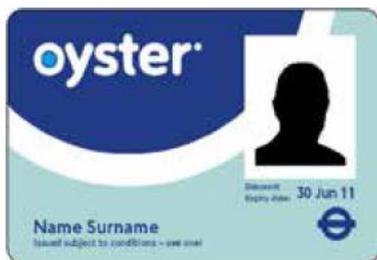
The Privilege TfL Rail discount can not currently be added to 16+ Oyster Photocards. Holders must load this on to a separate Oyster card to travel at ¼ rate.

Holders of a PTAC entitling them to have the Priv All Rail discount added to the 16+ card, who require a Privilege season ticket must have this issued at Adult Privilege rate.

3.3 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, providing it does 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.

3.4 Apprentice Oyster Photocards



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

Like 18+ Oyster Photocards, holders can purchase any discount rate season ticket, providing it does 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.

3.5 60+ London Oyster Photocards**60+ London Oyster Photocard**

London residents aged between 60 years and the current qualifying age for a Freedom Pass can apply for a 60+ Oyster Photocard, which has the same availability as an Older Persons Freedom Pass.

The 60+ Oyster Photocard will expire 2 weeks after the customer becomes eligible for a Freedom Pass and this date will be printed on the front of the card. PAYG can not be added to this type of card.

4 Discount entitlements

Discount entitlements can be added or updated on POMs by a TSID card or CSID PIN holder or on the TOM by a TSID holder.

Before any discount entitlement can be added to an Oyster card, you must make sure the card is registered.

If the card is not registered, you must ask the customer to fully complete an Oyster registration form.

As the Oyster card can only hold one photocard number, if more than one discount entitlement is to be loaded, the following table must be used to determine which photocard number should be used:

Discount entitlement	Bus & Tram	Privilege	NR Railcard	JobCentre Plus
Bus & Tram	Bus & Tram photocard	not allowed	not allowed	not allowed
Privilege	not allowed	PTAC number	PTAC number	not allowed
NR Railcard	not allowed	PTAC number	NR Railcard number	JCP photocard
NR Disabled Persons Railcard	not allowed	PTAC number	NR Railcard number	JCP photocard
JobCentre Plus	not allowed	not allowed	JCP photocard	JCP photocard

Customers are not entitled to hold both 'JCP' and 'Bus and Tram Discount' cards. You must not load both discount entitlements onto the same Oyster card.

When adding a discount entitlement to an Oyster Photocard, you must take care to use a vacant slot and not to overwrite the existing discount. If an Oyster card with a discount entitlement is presented and the customer can not produce the supporting photocard, the discount entitlement must be removed from the card.

4.1 NR Railcard discounts



Holders of NR Disabled Persons Railcards must have the Disabled Persons discount entitlement set on their Oyster card to allow discounted travel when both the Standard and reduced rate PAYG charges apply.

Holders of Disabled Persons Railcards that have previously had the Railcard discount entitlement set on their Oyster card will need to have this updated to the new Disabled Persons discount entitlement.



Holders of any Annual Gold Card, Senior, HM Forces, or 16-25 or Disabled Persons Railcard can have the NR Railcard discount entitlement added to a registered Oyster card.

Once the discount entitlement has been loaded, a lower Off Peak cap will apply and a lower PAYG rate will be charged on journeys where the Reduced PAYG rate applies.

A Railcard discount entitlement must not be added to an Oyster card for holders of the following:

- Network Railcard
- Family & Friends Railcard
- Two Together Railcard.

If the Railcard number is too long, you must record only the last nine digits as the Photocard number.

Customers holding any valid NR Annual Gold card season ticket or an Annual Travelcard may request the addition of the NR Railcard discount to their Oyster card.

If an Annual Travelcard holder does not have their Gold Record card, the NR Railcard discount can still be added, if the Oyster card contains a valid Annual Travelcard.

4.2 JobCentre Plus Travel Concession



JCP photocard



JCP photocards 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.

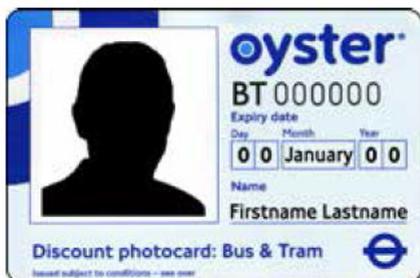
Holders of JCP photocards cannot purchase Child rate Day Travelcards, Single or Return tickets for LU journeys.

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

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

Any ticket purchased must not expire later than the photocard.

4.3 Bus & Tram discount



Bus & Tram discount photocard



Bus & Tram discount photocards are issued by Post Offices for a maximum period of six months and remain valid until the expiry date shown. Holders must not be in receipt of any other free or concessionary travel benefit.

The holders must obtain an Oyster card on which a Bus & Tram discount has been set to purchase a Bus & Tram Pass or to use PAYG on buses and trams at a discounted rate. The Bus & Tram discount entitlement can not be added if the card already has another valid discount entitlement on it.

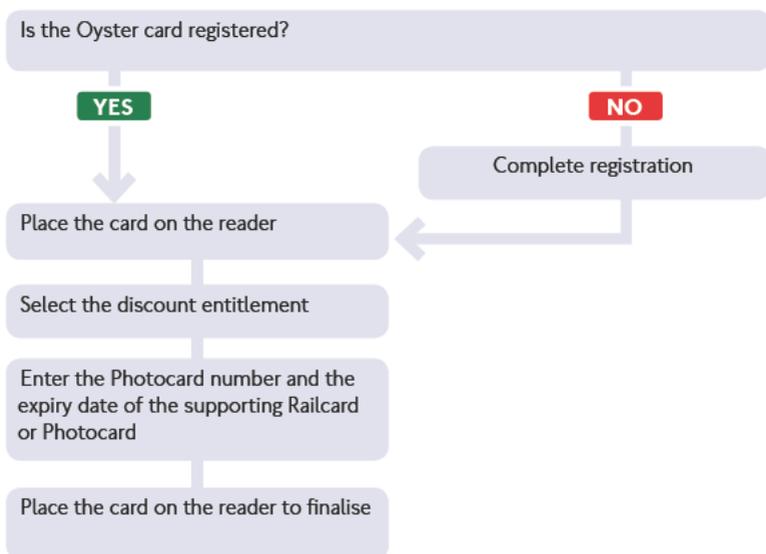
Any Bus & Tram Pass purchased can not expire later than the photocard.

There is no discount on any rail service.

If a customer reports the loss of their Bus & Tram Discount Photocard, you must advise them to:

- obtain a replacement from their local Post Office
- have the discount entitlement updated on their Oyster card to allow discount rate bus and tram travel.

4.4 Adding Bus & Tram, JCP, Disabled Persons or NR Railcard discounts



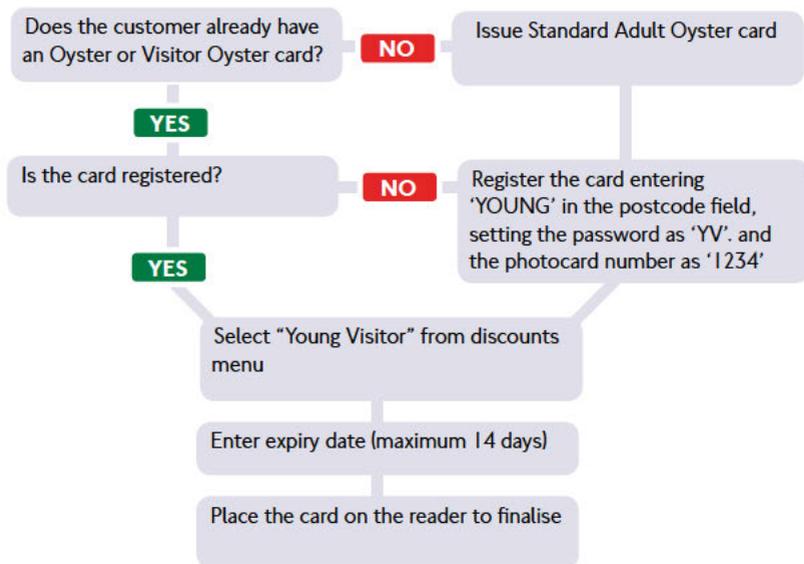
4.5 Young Visitor Discount

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.

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.



5 Privilege rate travel

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 Privilege 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 TOC only PTACs cannot have a Privilege discount set on their Oyster card at any LU stations. The Privilege NR discount is not valid on LU and can only be set by NR stations.

5.1 Types of PTAC

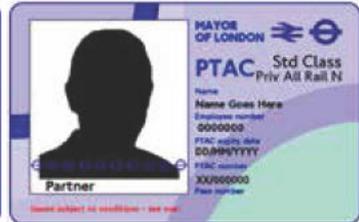
The following types of PTAC and NR Staff Travel Card are valid to support Privilege rate travel on LU services.

TfL Unrestricted PTAC

TfL issued adult PTACs are issued on a 2 year cycle and are valid from 1st September of the year of issue until 31st December of the second year. Holders are entitled to Privilege rate travel on NR and TfL Rail services. First and Standard class versions are issued.



Unrestricted Standard Class PTAC, issued to staff. Privilege All Rail discount entitlement must be added to the associated Oyster card.



Unrestricted Standard Class PTAC issued to a partner. Privilege All Rail N discount entitlement must be added to the associated Oyster card.

TfL issued PTACs for children under 16, are issued on a 2 year cycle and are valid from 1st September of the year of issue until 31st December of the second year, or until the day before the child's 16th birthday.

PTACs for child dependants over 16 are endorsed dependant 16+ and re-issued annually from 1st September and are valid until 31st December the following year. Holders should be charged 1/4 adult fare.

TfL Restricted PTAC

Restricted PTACs are issued to dependants of staff not eligible to full privilege facilities. These cards are endorsed 'Priv TfL Rail' on the right of the photograph and do not include the NR symbol. **They are not valid on any National Rail services.** Two versions are issued for children under 16 and child dependants over 16.

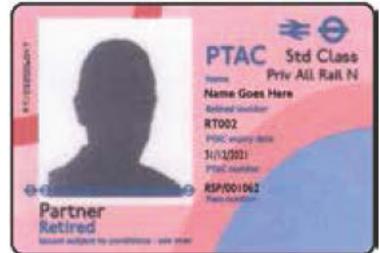


Restricted PTAC valid only on TfL Rail services for child under 16

TfL Retired staff PTAC



Retired employee 1st Class PTAC



Retired partner Standard Class PTAC

1st or Standard Class PTACs are issued to eligible retired employees, their partners, and dependants and to dependants of retired employees who have died.

NR Staff Travel Cards



NR Staff or Retired Staff Travel Card. The colour changes each year, cards are valid for 15 months from 1st April to 30th June of the following year.



Rail Staff Travel Identity card to support NR Staff Travel cards. (Retired NR staff do not require a photocard).

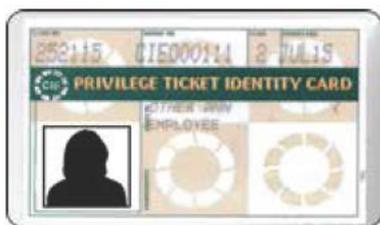
NR Staff Travel Cards are issued to staff employed by before 1st April 1996 by train and shipping companies which were formerly part of British Rail and holders are entitled to Privilege rate travel on NR and TfL Rail services. NR Staff Travel Cards other than those issued to retired staff must be supported by a photocard. The date boxes on the card are completed by the holder when making free journeys on NR services.

The front of the card carries an endorsement number above the free travel boxes. This indicates where the holder is entitled to Privilege rate travel. The list of endorsements is shown on the rear of the card.

NR Staff Travel Cards carrying endorsements 9, 10 or 11 are not valid on LU or DLR services and holders are not entitled to have a privilege rate discount set on an Oyster Card.

TOC Staff that started employment after 1st April 1996 are issued with a red TOC Privilege Travel card which is not valid for travel on LU or DLR services.

Córas Iompair Éireann (CIÉ)



CIE Privilege Ticket Identity Card

Córas Iompair Éireann (CIÉ) issues Privilege Ticket Identity Cards which bear the photograph of the holder. Cards issued to children under 12 years are marked 'photo not required'. The back of the card lists companies on which the card is valid including LU. Privilege rate travel applies on NR and TfL Rail services.

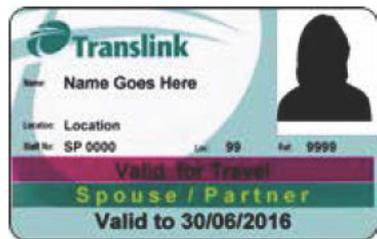
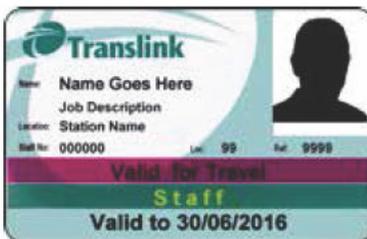
Northern Ireland Railways (NIR)

NR Staff Travel
1st Class B 5296
 Dependant D.O.B. | | | |
 Miss
 Surname: _____
 Forename: _____
 Staff Category of Parent: _____
 Signature of parent: _____
 Issuing Officer: _____
 Issuing Office Stamp
 day month day month
 1 | | 9 | |
 2 | | 10 | |
 3 | | 11 | |
 4 | | 12 | |
 5 | | 13 | |
 6 | | 14 | |
 7 | | 15 | |
 8 | | | |

1st Class N.I.R Staff Travel Card

NR Staff Travel
2nd Class A 115600
 Staff/Dependant/Widow(er)/Retired
 Mr
 Surname: _____
 Miss
 Forename: _____
 Staff Category: _____
 Signature of holder: _____
 Issuing Officer: _____
 Issuing Office Stamp
 day month day month
 1 | | 9 | |
 2 | | 10 | |
 3 | | 11 | |
 4 | | 12 | |
 5 | | 13 | |
 6 | | 14 | |
 7 | | 15 | |
 8 | | | |

Standard Class N.I.R Staff Travel Card



Translink Staff and Dependant photocards.

Northern Irish Railways (Translink) issue Staff Travel Cards to active and retired staff, dependants over 16 years and widowers.

A separate Staff Travel Card is issued to dependants under 16 years, on which their date of birth is printed.

The Cards are yellow (1st Class), blue (Standard Class) and must be accepted for privilege rate travel for any TFL Rail or NR journey.

5.2 Privilege rate travel

When a PTAC or NR Staff Travel Card is presented, you must make sure:

- the privilege card is within date
- the privilege card is valid for the journey being made
- the photograph resembles the holder (where applicable)
- the privilege card does not bear any restrictive endorsement
- the privilege card is signed by the holder if indicated on card
- the privilege card has not been altered.



Staff and their dependants can use privilege rate PAYG for leisure travel. Employees can purchase privilege rate season tickets to travel to/from work. Employees holding unrestricted PTACs can also purchase a season ticket for dependant children to travel to/from school or college.



Privilege rate PAYG must not be used:

- For travel to and from work and their permanent residence, instead or using a privilege season ticket (apart from by holders of yellow PAYG only PTACs)
- For business purposes of any kind

Employees can use privilege rate PAYG for travel between a temporary place of residence and a place of employment for a maximum of 14 days.

If you have any doubt regarding the use of the privilege facility, you must report any irregularity involving the use of privilege travel facilities to the duty revenue control manager.

5.3 Privilege discounts entitlements

On presentation of a completed and validated application form, holders of a TfL, GTR, Virgin Trains East Coast or Eurostar PTAC or NR Staff Travel card (with validity on TfL Rail services) can obtain an Oyster card with the appropriate Privilege discount entitlement.

Holders of registered Oyster cards or Oyster Photocards can have the appropriate Privilege discount entitlement added to their existing card.

Apprentice or 18+ Oyster Photocard holders and 16+ holders wishing to load the Priv TfL Rail discount must obtain a separate Oyster card. You must advise them that the two cards must not be presented together at a card reader.



A temporary 1 day Privilege discount entitlement can be set on the AFM/MFM or TOM, for holders of a valid PTAC or NR Staff Travel Card from outside of London, that have not obtained an authorised Privilege Oyster card application.

This temporary discount entitlement must be set with the day it is set as the expiry date and the photocard number set as PRIV.



There are several designs of Privilege Oyster Card application forms for current Virgin Trains East Coast, Eurostar or GTR staff, active and retired TfL and NR staff.

Once in possession of an Oyster card or Child Oyster Photocard with a Privilege discount entitlement, PAYG can be loaded in the normal way and when presented to an Oyster card reader, fares will be deducted at the Privilege PAYG rate.

TfL PTACs indicate which privilege discount entitlement must be set on the associated Oyster card.

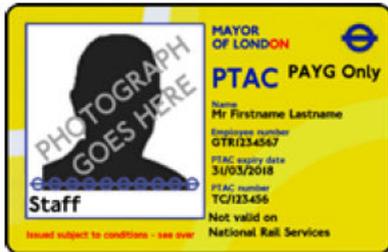
When adding a Privilege discount entitlement to an Oyster card, the appropriate discount must be added, as shown in the table below;

Privilege Discount entitlement	Set for holders of	Facilities available
Priv All Rail	Staff and dependant children holding; <ul style="list-style-type: none"> • Full PTAC or • NR Staff Travel 	Privilege Rate PAYG and Season tickets
Priv All Rail-N	Spouse or partner holding; <ul style="list-style-type: none"> • Full PTAC or • NR Staff Travel 	Privilege Rate PAYG only
Priv TfL Rail	Child dependants holding; <ul style="list-style-type: none"> • Restricted "TfL Rail only" PTAC Cannot currently be set on 16+ Oyster Photocard	Privilege Rate PAYG only
Priv NR only	TOC only PTAC holders	Discount cannot be set at LU stations

As with the setting of any discount entitlement, care must be taken to ensure that other discounts already on the card are not accidentally overwritten and that the correct Privilege discount entitlement is added to the Oyster card.

PAYG only PTACs

Yellow PAYG only PTACs are issued to employees of Govia Thameslink Rail, Eurostar and Virgin Trains East Coast.



Staff PTAC

PTACs are of the same design for both companies. The issuing company is designated by a prefix:

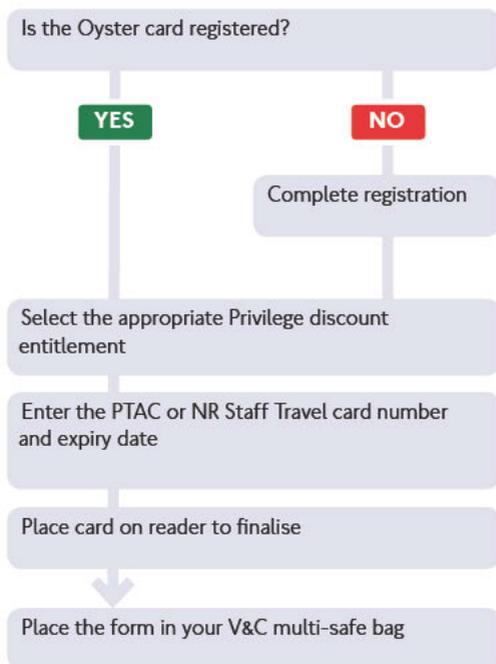
- ECM Virgin Trains East Coast
- GTR Govia Thameslink Great Northern
- EIL Eurostar



These yellow PTACs are only valid for PAYG use. Holders cannot purchase privilege rate tickets or use them on any NR service.

Members of staff can use PAYG for journeys to and from work and leisure journeys on TFL Rail services.

5.4 Adding new privilege discounts



Encourage the customer to add sufficient PAYG to cover future journeys.

5.5**Privilege discount entitlement renewals**

If a customer has their PTAC or NR Staff Travel card replaced, they will need to have their Privilege discount entitlement updated on the TOM or via the staff sign-on facility on the AFM/MFM. There is no need to complete a further application form.

When updating their discount, the appropriate Privilege discount entitlement must be used.

As long as the Oyster card already has a Privilege discount set on it, you must:

- check the PTAC or NR Staff Travel Card and the expiry date printed on the front of the card
- update the photocard number on the Oyster card to match the new PTAC or NR Staff Travel card number
- check which Privilege discount the holder is entitled to
- update the Privilege discount expiry date to match the expiry date of the new PTAC or NR Staff Travel Card

If the discount is updated on a TOM, you must print a copy of the full card details, so the customer can see that the discount has been set correctly.

5.6 Privilege season tickets



TfL or NR staff entitled to privilege rate travel use the 'Application for Privilege Season Ticket' form to obtain authorisation for a privilege rate season ticket for:

- themselves to travel to and from work
- their children or dependants to travel to and from school or college (if they hold an unrestricted PTAC)

They can only buy privilege season tickets for any period from one month to a year (including child rate).

Tickets can be purchased from POMs up to four days in advance and are only issued on Oyster.

If the ticket is for a child or dependant travelling to or from school or college, you must make sure the employee has completed the declaration on the back of the form.



A new application must be submitted each time a new ticket is required.

5.7 Holders of TfL issued Privilege Travel Authority Cards (PTAC)



All application forms must be authorised by TfL Staff Travel Office who will endorse the form with their official authorisation stamp in red ink, (an example of which is shown below) and send the authorised form direct to the nominated.

THE TICKET OFFICE

.....

Please issue a season ticket with the Availability shown at a quarter of the Rate.

TFL STAFF TRAVEL OFFICE
TRANSPORT for LONDON



The application form will show the 'Privilege rate to be charged'.



If a TfL staff or child PTAC is due to expire before the expiry date of the season ticket, the privilege discount entitlement can be extended to match the expiry date of the new season ticket, if authorised by TfL Staff Travel.

'Restricted' child PTAC issued by TfL are endorsed 'LU' or 'TfL' and are not valid for the purchase of Privilege Season tickets.

5.8 Holders of NR Staff Travel card



NR Staff must have their application form authorised and stamped by their local personnel office and can take the form to a station to buy their ticket as long as there is no change to their previous application.

Applications for Child dependants and for NR staff who require different zones must be authorised by TfL Staff Travel. They will send the authorised form direct to the nominated station.

NR Child dependants under the age of 16 years, will require a valid Oyster Photocard for their privilege season ticket to be loaded onto.

5.9 Processing the application

You must check that the applicant has a valid PTAC or NR Staff Travel card, with supporting photocard (where appropriate).

If an applicant cannot produce appropriate identification or there is any doubt regarding the identity of the applicant, the ticket must not be issued.

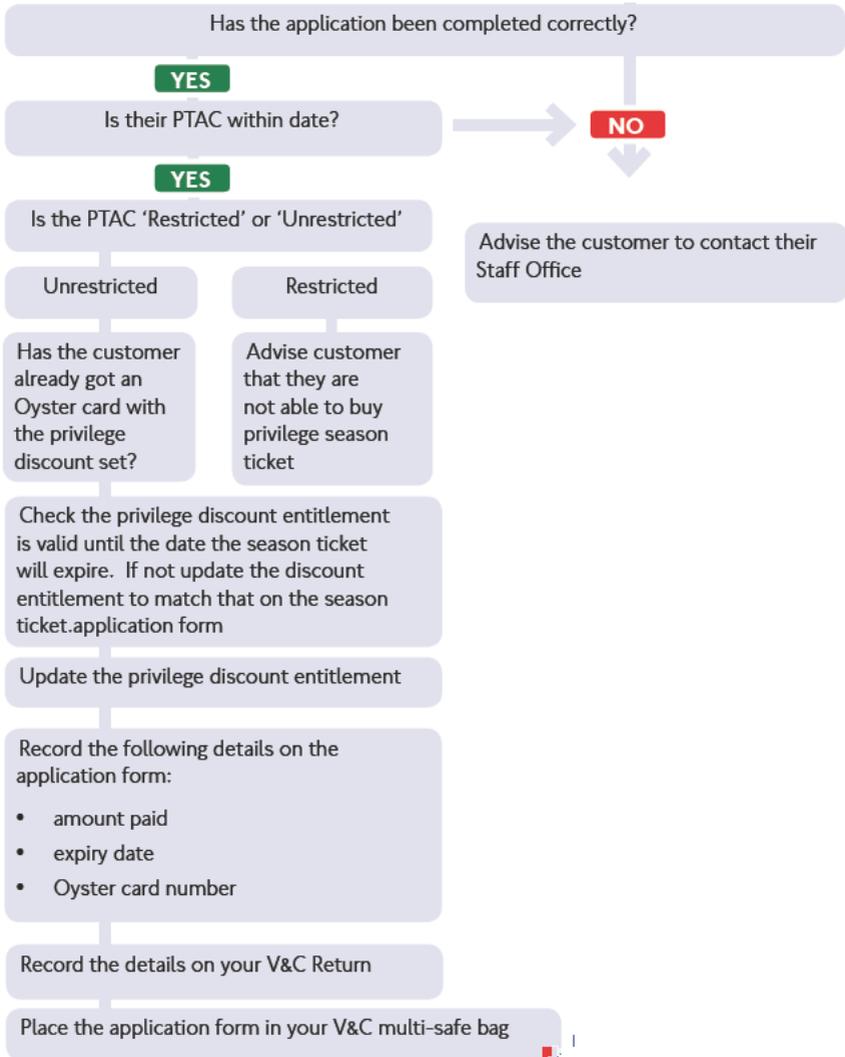
You must write the details on the application form and send it with a brief report detailing the circumstances to TfL Staff Travel.



Child season tickets can not expire later than the expiry date of the supporting photocard or Child Oyster Photocard.

If a NR Staff Travel Card is due to expire before the expiry date of the season ticket, the Privilege discount entitlement can be extended to match the expiry date of the new season ticket, if an authorised application form is presented.

Processing the Privilege Season Application



6 Season tickets on Oyster

All Bus & Tram Passes and Travelcards, valid within the Oyster zones can only be loaded on the appropriate Oyster card or Oyster Photocard. Adult Oyster cards do not require a supporting photocard.

You must not backdate the start date of a ticket unless authorised in writing: by the Customer Contact Centre

7 Day, month or longer period Child rate Bus & Tram Passes are only available to the following:

- holders of a valid 16+ Oyster Photocard are not entitled to free Bus and Tram travel
- residents living outside of London
- JCP travel concession holders with a JCP discount set on their Oyster card
- Bus & Tram photocard holders, with a Bus & Tram discount entitlement set on their Oyster card.



Young people under 18 living in London travel free on bus and tram services. Any that have breached TfL's behaviour code will have their free bus entitlement withdrawn and will be issued with an Oyster Photocard without this concession.

Season tickets on Oyster

	7 Day	Month	Period	Annual
Adult Travelcard	Oyster	Oyster	Oyster	Oyster
Child Travelcard	Child Oyster Photocard	Child Oyster Photocard	Child Oyster Photocard	Child Oyster Photocard
Adult, Bus & Tram Pass	Oyster	Oyster	Oyster	Oyster (blue record card)
16+ Bus & Tram Pass, or Travelcard	Oyster Photocard	Oyster Photocard	Oyster Photocard	Oyster Photocard
JCP Bus & Tram Pass or Travelcard	Oyster	Oyster	Oyster (Max 3 months)	N/A
Bus & Tram discount Bus & Tram Pass	Oyster	Oyster	Oyster (Max 6 months)	N/A
Apprentice or 18+ Discount Bus & Tram Pass, or Travelcard	Oyster Photocard	Oyster Photocard	Oyster Photocard	Oyster Photocard
Adult Privilege season	N/A	Oyster	Oyster	Oyster
Child Privilege season	N/A	Oyster Photocard	Oyster Photocard	Oyster Photocard

6.1 Bus & Tram Passes



Bus & Tram Passes are valid from 00.01 on the date shown, until 04.29 on the date following expiry, throughout the London bus and tram network.

6.2 Annual tickets on Oyster



The Oyster record card provides a printed reminder for customers purchasing an Annual ticket. It is not valid for travel and customers do not have to retain it. However, customers purchasing an Annual Travelcard will require their Gold record card to obtain discounts when buying National Rail tickets.

You must advise customers to contact the Customer Contact Centre for replacements of their Gold record card.

7 Lost, stolen or failed Oyster cards

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

If a customer reports the loss or theft of their Oyster card or Oyster Photocard, you must advise them 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 and existing card available when reporting the loss or theft of their card via the Oyster card website.



Any PAYG balance and products from their old card will be downloaded onto their new Oyster card at a nominated station the following day via the 'on-line' application process.

Bus Pass holders will be sent a replacement card as they will not be able to pick up replacement products from a station.

Customer can only claim a refund on fares paid whilst awaiting a replacement, if their Oyster card was stolen.



When an Oyster Photocard is replaced, the customer will need to purchase a new season ticket or PAYG when their new card has been received.

Customers who previously had Auto top-up set up on their card, must be advised to update their online account to ensure their new card continues to top-up automatically.

7.1 Failed Oyster card

If a customer reports that their Oyster card is not working, you must check the card using the card reader on a TOM, POM or a MOVie.

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.



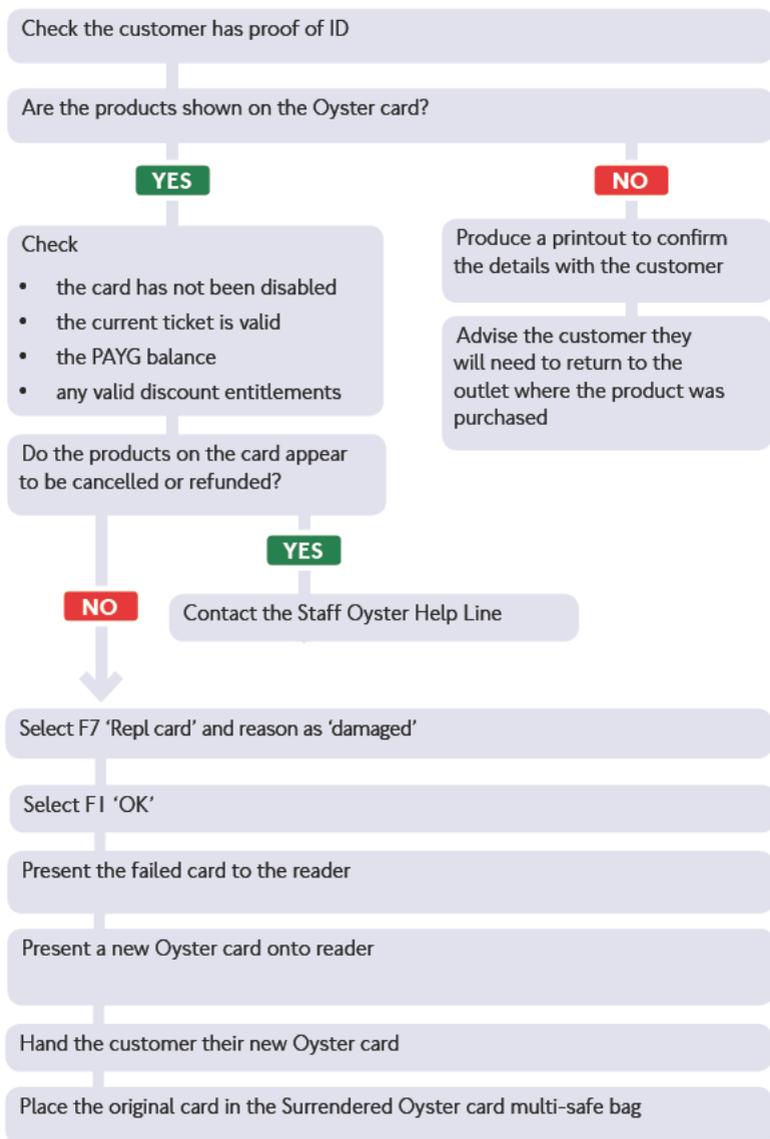
The customer should be advised to obtain a replacement Oyster card and load a small amount of PAYG to cover journeys they need to make until their existing products and PAYG balance can be transferred onto their new card. The process for linking the two cards is the same as for lost or stolen Oyster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

You can replace standard Oyster cards that have failed at all LU stations (except north of Kilburn Park and at Gunnersbury or Kew Gardens). Other types of Oyster card 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 holder to contact the London Councils helpline.
Oyster Photocard	<p>You must advise the holder to contact the Customer Contact Centre or the relevant helpline 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.</p> <p>You can replace failed 18+ Oyster Photocards that have expired with a standard Oyster card and transfer any products or PAYG to the new card.</p>

If the Oyster card number on a card is faint or unreadable, you should advise the customer to replace their card as soon as possible, as if the card fails, it will be more difficult to trace the card number if the card cannot be read.

7.2 Failed Oyster card readable



7.3 Failed Oyster card unreadable

Check the customer has proof of ID

Contact the SOHL or use the Failed Card Portal to confirm details of expiry date and PAYG held on Oyster card

Obtain reference number and enter on TOM

Has customer previously registered a password?

YES

NO

Enter the password (to set registration flag)

Continue the authorised copy process

Select authorised copy and enter original card number

Add any current season ticket

Add any PAYG

Finalise transaction

Print two receipts and give one to the customer with their new Oyster card

Place the defective Oyster card in the surrendered Oyster card multi-safe bag

Record the details on your V&C Return

Attach the relevant printout to any returned record card and place in your V & C multi-safe bag



If the failed card had a negative PAYG balance, the replacement card must be produced with a zero balance. You must ask the customer to add PAYG to clear their balance and then make a PAYG adjustment to remove this amount from their card.

If a customer has not registered their card, you must process the replacement as an unregistered card.

When a customer presents a replacement local authority Oyster Photocard with a pre-completed borough failed Oyster Card form, you must reload any tickets and any PAYG onto the new card. To do this you must follow the Failed Oyster Card Unreadable procedure.

7.4**Replacements authorised by Customer Contact Centre**

In exceptional circumstances, Customer Contact Centre or the T&R Team may authorise you to issue a replacement Oyster card or products to a customer.

Authorisation to do this will be faxed to the station.

When the customer arrives, you must check that they have an acceptable form of ID as listed in the table opposite and then use the failed card process to issue the Oyster card and products specified on the authorisation form. After issue, the form must be placed in your V&C multi-safe bag.

Type of Refund	ID required	Action on TOM	TSID holder's Action
Non-UK resident	Passport or National ID card	Skip customer search and print long receipt	Ask customer to sign and print their name and home address on the receipt printout
Card fully registered by LU TOM	Proof of name	Customer details automatically displayed	Ask customer for their home address. If it matches that displayed – proceed with refund. If address does not match, request proof of their address then enter details.
Card registered but no details in TODB	Proof of name	Perform a customer search using their house number and postcode	If customer is listed at address given – proceed with refund. If not listed, request proof of their address then enter details.
Unregistered card	Proof of name	Perform a customer search using their house number and postcode	If customer is listed at address given – proceed with refund. If not listed, request proof of their address then enter details.
Oyster Photocard	Confirm applicant is cardholder shown on Photocard	Perform a customer search using their house number and postcode	If customer is listed at address given – proceed with refund. If not listed, then enter details.



Acceptable proof of name are:

- Valid passport or European National Identity Card
- Medical card
- Birth certificate
- Driving licence

Acceptable proof of address are:

- Current council tax bill
- Current council or housing association rent book or statement
- Residential utility bill (dated within the last 3 months)
- Bank or building society statement (dated within the last 3 months)
- Credit card statement (dated within the last 3 months)

Mobile phone bills must not be accepted as proof of name and address.

8 Oyster refunds

Recent refunds

If a customer purchases the wrong product, or changes their mind before travelling, you can make a full refund of an Oyster product or magnetic ticket. If the original purchase was made by bank card, you will need to process the refund and either add the replacement product on the TOM or use the cash to assist the customer to buy the required magnetic ticket from a POM.

If there is a difference in the price of the original and replacement product, the customer will need to pay any additional cost in cash.

You can make a recent refund or perform an exchange of an Oyster product on the TOM located within the POM Room.



No admin charge is made for recent refunds.

Where the total value of a refund of PAYG and the card deposit is less than £15, the customer can obtain a refund directly from the MFM. The card will be cancelled on completion of the refund process.

For all other requests for refunds you must refer the customer to the TfL website or to contact the Customer Contact Centre.

8.1 PAYG Refunds

The TOM offers two options. To refund the last PAYG top-up (PAYG Last) or the whole PAYG balance (PAYG All). The last PAYG top-up will not be refundable if any part of it has already been used.

Depending upon the method of payment used, either an immediate refund will be made or a refund application will be sent to the Customer Contact Centre for processing.

8.2 Season ticket Refunds



Customers requesting a refund on an unexpired season ticket must be referred to the Customer Contact Centre or TfL website.



Where a customer requests a refund for a period where they were unable to use their season ticket due to ill health, they should be advised to complete an Application for Refund form and send this to the Customer Contact Centre with supporting evidence that they were unable to travel/work, such as copies of medical certificates covering the period of a letter from their employers.

9

PAYG



PAYG allows the holder to travel at a cheaper fare and take advantage of a series of price caps.

PAYG is valid on all NR services within the Zones 1-6 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.

All standard Oyster cards and Oyster Photocards (other than 60+ cards) have PAYG capability and can hold a maximum balance of £90.

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



The same PAYG charges and daily price caps are used for Oyster and contactless payment.

Contactless payment users can also benefit from a weekly price cap, which is calculated on a fixed Monday to Sunday week.



PAYG customers travelling by bus or tram, can now take advantage of a Bus Hopper facility and will not be charged for a second bus or tram journey if it is started within 60 minutes of the previous journey, providing they have not made a rail journey in between.

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

Oyster Photocard	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 LU fare scale are shown in Appendix 3



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
- Thames River services

Holders of 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



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

Standard rate PAYG is charged for journeys starting between 06.30 and 09.29 and from 16.00 to 18.59 Monday to Friday (except public holidays) except where directional PAYG charges apply.

Directional PAYG charges apply for the following:

Journeys starting at stations outside of Zone 1 between 16.00 and 18.59 and finishing within Zone 1

Journeys starting at stations between Euston and Watford Junction between 06.30 and 09.29 and finishing at one of these stations, where travel is towards Watford Junction

Journeys starting at stations between Watford Junction and Euston between 16.00 and 18.59 and finishing at one of these stations, where travel is towards Euston.

Reduced rate PAYG is charged at all other times.

Child PAYG is charged at the same rate at all times.

9.1 PAYG daily price cap



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

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

9.2 Negative PAYG balance



If a customer makes a bus or train journey for which the fare exceeds the 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 also 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 load sufficient PAYG to clear the balance before a subsequent journey can be made.

9.3

Travel beyond zones of season ticket



Oyster card holders travelling beyond the availability of their ticket, will automatically be charged the PAYG fare for the additional zones when validating. If this results in a negative PAYG balance, the customer will be allowed to exit, but the Oyster card will be rejected by the automatic gates until the balance has been paid. The customer must top up their card with sufficient PAYG to cover the unpaid journey.

A customer wishing to travel beyond the availability of their Oyster card to an NR destination outside of the zones must purchase a magnetic extension ticket at the start of their journey. Alternatively, you must advise them to purchase a ticket at the interchange station for the NR portion of their journey.

10

Resolution of PAYG journeys



If a customer using PAYG does not validate their Oyster card on a card reader either at the beginning or the end of each journey, or takes longer than the maximum journey time, for the zones traversed, an incomplete journey will be created. As a result the customer will be charged the maximum PAYG fare and the journey will not count towards their cap.

If the incomplete journey is due to any known incident which prevented the customer validating correctly, or was due to a recent customer error at your station, you must resolve the incomplete journey at the PAYG fare for the journey made.

Incidents may be verified by contacting the T&D Service Desk, but would include:

- station evacuations
- service disruption
- failures of validation equipment
- major events.

Customer errors may include:

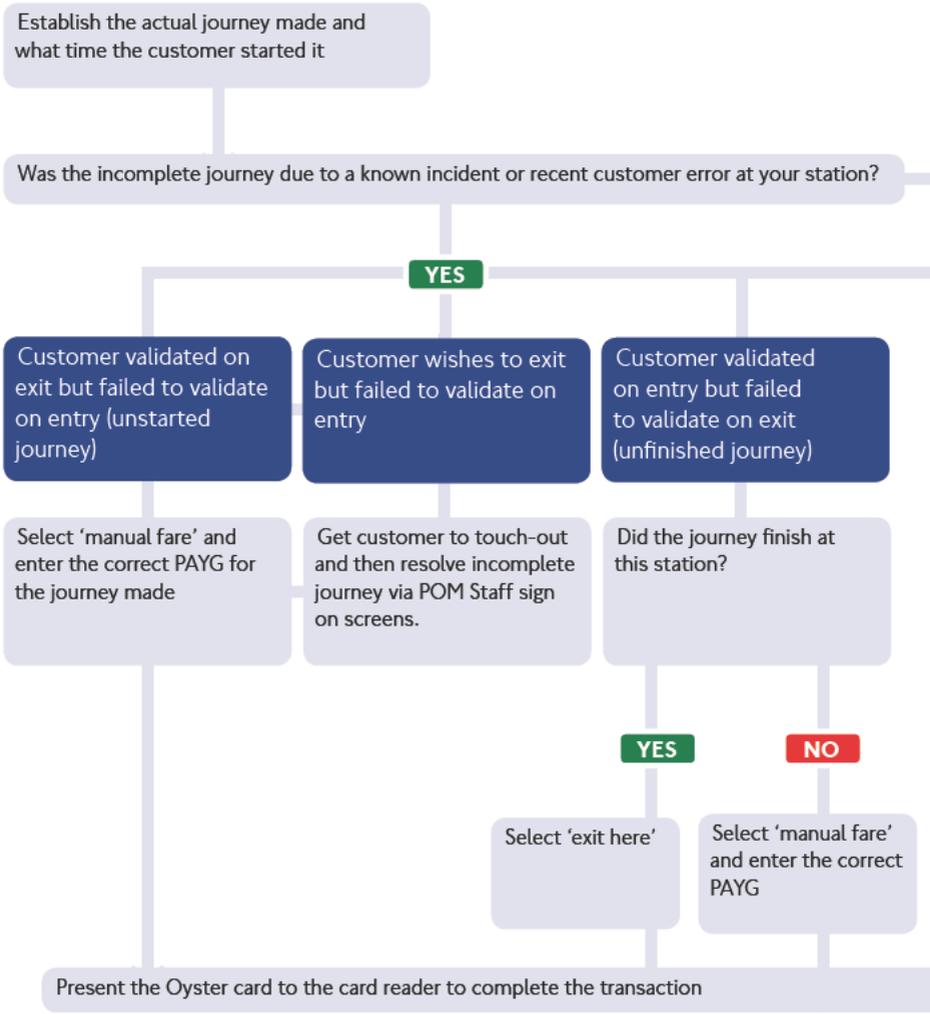
- accidental validation when using a magnetic ticket for a journey
- validated but then decided not to travel.

The journey must be resolved regardless of whether the customer's PAYG spend has already been capped, or would have been capped as a result of the journey. This can result in a customer's PAYG spend exceeding the appropriate cap.

For any other reason, you must resolve the journey but leave the maximum charge in place.

If a customer wishes to contest the charge, query a daily price cap or has more than one journey to be resolved, you must advise them to contact the Customer Contact Centre.

Resolution of PAYG journeys





If the incomplete journey was not the result of a known incident or recent customer error at your station, resolve the journey at the maximum fare indicated and advise the customer to contact the Customer Contact Centre.



You must only resolve an incomplete journey at a zero charge, if the customer has not made a journey.

NO

Resolve the journey leaving the maximum fare in place

Customer has insufficient PAYG to exit and failed to validate on entry

Add PAYG so that the PAYG balance equals or is more than the fare for the journey made

Select 'PAYG operations' from the Oyster admin menu on TOM

Deduct PAYG fare for the journey made

Customer decides not to travel having validated on entry

Select 'PAYG operations' from the Oyster admin menu

Select 'void PAYG' to void the last PAYG entry

Present the Oyster card to the card reader to complete the transaction

Customer exited when not intending to do so

Allow the customer to re-enter to continue their journey by using a 'one shot release'

10.1 Same Station Exits

A Same Station Exit occurs where a customer's PAYG journey starts and finishes at the same station. This may be due to them deciding not to travel and exiting through a gate, or where they have travelled to another station and returned without exiting.

In cases where a customer has re-entered at a station where the gateline is set up to allow interchange or re-entry, the customer may be charged for two separate incomplete journeys. These cannot be resolved at a station and you will need to advise the customer to contact the Customer Contact Centre for the appropriate refund.

The charge made will depend upon the length of time that has elapsed between their entry and exit validations.

A Same Station Exit can be resolved via the staff sign on screens on the AFM/MFM.

11 Magnetic ticket refunds

The only magnetic ticket refunds that are now processed at LU stations are where the customer has purchased the wrong ticket from a POM and wishes to exchange this for one with different availability.

You must process these on the TOM as a cash refund, even if the original ticket was purchased using a bank card. You must use the refund to purchase the required ticket from the POM.

All other refund requests must be directed to the TfL website or Customer Contact Centre.

11.1 Refund of fares



The Customer Contact Centre do not make refunds on unused or partially used Single, Return or Day Travelcards.

Refunds of fares will only be considered under certain circumstances. You must advise customers to complete an 'Application for Refund form' for:

- tickets purchased between applying for and receiving a replacement of a stolen season ticket
- the replacement of a lost season ticket not being received within 5 days of an application
- tickets purchased due to a season ticket or Oyster card being left at home or temporarily mislaid .

You must advise customers that an unexpired ticket might not have a refund value.

12 Damaged magnetic tickets



NR tickets valid for 7 Days or longer, must be referred back to the issuing NR ticket office.

12.1 Defaced, illegible or damaged tickets

If a customer presents a ticket that is defaced, illegible or damaged to the extent that it cannot be read, you must advise them that the ticket cannot be accepted for travel and ask them to exchange the ticket at the outlet from which it was purchased.

If a ticket appears to have been deliberately altered or defaced, you must withdraw the ticket and complete an Irregularity Statement.

13 Non issued tickets

13.1 Cancel and invalidate a ticket

Establish the reason for the ticket to be cancelled

Carry out a recent refund

Select No ticket or Damaged ticket

Cancel the ticket manually by writing 'CANCELLED' across the ticket

Record details on the cancelled ticket and your V&C Return

Attach the receipt Printout to the cancelled ticket and place in your V&C multi-safe bag

Example of a manual CANCELLED ticket



