



# Staff Guide to Fares and Ticketing

From 4 September 2022



## Appendices

The Staff Guide to Fares and Tickets consists of three separate booklets plus appendices:

Book 1 : Fares and tickets

Book 2: Types of tickets and ways to pay

Book 3: Discount schemes and photocard

**Appendices:** maps, tables of where to buy each ticket type, a full listing of Out of Station Interchanges and gate and validator codes

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## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
<b>Get an Oyster card</b>				
<b>Get an Oyster card</b>	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Sheffield)</li> </ul> </li> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocard online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres **</li> </ul>	<ol style="list-style-type: none"> <li><sup>1</sup> For customers living in the UK – adults only</li> <li><sup>2</sup> To apply for 5 -1 0, 11 -1 5 and 16+ Zip, Apprentice and 18+ Student Oyster photocards</li> </ol>
<b>Buy a Visitor Oyster card</b>				
<b>Get a Visitor Oyster card</b>	✓		<ul style="list-style-type: none"> <li>• Visitor Shop at <a href="http://visitorshop.tfl.gov.uk">visitorshop.tfl.gov.uk</a></li> <li>• <a href="#">Overseas travel agents</a></li> <li>• <a href="#">VisitBritain online shops</a></li> <li>• Gatwick Airport (Concierge desk; National Express ticket desk)</li> <li>• Stansted Airport</li> <li>• On board Eurostar trains to London</li> <li>• <a href="#">London Pass website</a></li> </ul>	<p>Cannot be bought in London.</p> <p>Can be bought in advance from any of the online outlets listed opposite, plus on arrival at Gatwick, Stansted or on London-bound Eurostar trains.</p>

## Where to buy tickets

Ticket Type	Oyster Paper	Where?	Notes
<b>Pay as you go</b>			
<b>Pay as you go credit</b>	✓	<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• selected DLR stations</li> <li>• most National Rail stations in London</li> </ul> </li> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocard online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres **</li> <li>• TfL Oyster app<sup>3</sup></li> </ul>	<ol style="list-style-type: none"> <li><sup>1</sup> Oyster online and customer services for adult Oyster cards</li> <li><sup>2</sup> To top up 5 -1 0, 11 -1 5 and 16+ Zip, Apprentice and 18+ Student Oyster photocard</li> <li><sup>3</sup> Adult rate only. Photocard can't be used with the app.</li> </ol>
<b>Set discount on an Oyster card</b> (see Book 3 for National Railcard and Disabled Railcard discounts which can be set on an Oyster card)			
<b>National Railcard</b>	✓	<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines               <ul style="list-style-type: none"> <li>• at Tube stations (with staff assistance)</li> </ul> </li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres (except Gatwick)**</li> </ul>	
<b>Set discount on an Oyster card</b>			
<b>Jobcentre Plus Travel Discount card, Bus &amp; Tram Discount photocard</b>	✓	<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• at Tube stations (with staff assistance)</li> </ul> </li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres (except Gatwick)**</li> </ul>	

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Privilege Ticket Authority Card (PTAC)	✓		<ul style="list-style-type: none"> <li>• Ticket machines at Tube stations (with staff assistance)</li> </ul>	
<b>Tube/DLR/London Overground/Elizabeth line tickets and National Rail through tickets</b>				
Paper single/return tickets for Tube/DLR/London Overground journeys		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> </ul> </li> <li>• Ticket machines at<sup>1</sup> <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• Some DLR stations</li> </ul> </li> </ul>	<sup>1</sup> Not all ticket machines sell the full range
<b>Tube/DLR/London Overground/Elizabeth line tickets and National Rail through tickets</b>				
Paper single and return tickets for National Rail through journeys		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• National Rail stations</li> </ul> </li> <li>• Ticket machines at<sup>1</sup> <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• some DLR stations</li> <li>• National Rail stations in London</li> </ul> </li> </ul>	<sup>1</sup> Not all ticket machines sell the full range

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
<b>Group Travel</b>				
<b>Group Day Travelcard</b> Adults and under-16 only		✓	<ul style="list-style-type: none"> <li>• Ticket offices at                             <ul style="list-style-type: none"> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> </ul> </li> <li>• Ticket machines at Tube stations</li> <li>• Visitor Centres (except Gatwick) **</li> <li>• Visitor Shop at <a href="http://visitorshop.tfl.gov.uk">visitorshop.tfl.gov.uk</a></li> </ul>	No photocard required for under-16s.
<b>Travelcards</b>				
<b>Day Travelcard</b> Adult, National Rail Railcard and under-16 only		✓	<ul style="list-style-type: none"> <li>• Ticket offices at                             <ul style="list-style-type: none"> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• National Rail stations<sup>1</sup></li> </ul> </li> <li>• Ticket machines at                             <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• Some DLR stations</li> <li>• National Rail stations in London</li> </ul> </li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres**</li> </ul>	<sup>1</sup> Not always the full range

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
<b>Travelcards</b>				
<b>7 Day or monthly Travelcard</b>	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> <li>• Some DLR stations</li> <li>• National Rail stations in London</li> </ul> </li> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocards online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres **</li> <li>• TfL Oyster app<sup>3</sup></li> </ul>	<ol style="list-style-type: none"> <li><sup>1</sup> Oyster online and customer services only sell adult rate</li> <li><sup>2</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards</li> <li><sup>3</sup> Adult rate only. Photocards can't be used with the app.</li> </ol> <p>National Rail stations sell Travelcards as paper tickets or on an ITSO smartcard only</p>
<b>3 monthly Travelcard</b>	✓		<ul style="list-style-type: none"> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocards online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> <li>• Visitor Centres (except Gatwick) **</li> </ul>	<ol style="list-style-type: none"> <li><sup>1</sup> Oyster online and customer services only sell adult rate</li> <li><sup>2</sup> To buy discounted Travelcards on 11-15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards</li> </ol> <p>National Rail stations sell Travelcards as paper tickets or on an ITSO smartcard only</p>

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
<b>Travelcards</b>				
<b>6 monthly Travelcard</b> Not Jobcentre Plus	✓		<ul style="list-style-type: none"> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocard online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> <li>• Visitor Centres (except Gatwick) **</li> </ul>	<sup>1</sup> Oyster online and customer services only sell adult rate <sup>2</sup> To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards  National Rail stations sell Travelcards as paper tickets or on an ITSO smartcard only
<b>Odd period Travelcard</b> up to 3 months for Jobcentre Plus	✓		<ul style="list-style-type: none"> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocard online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup></li> </ul>	<sup>1</sup> Oyster online and customer services only sell adult rate <sup>2</sup> To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards
<b>Annual Travelcard</b> Not Jobcentre Plus	✓		<ul style="list-style-type: none"> <li>• Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a><sup>1</sup></li> <li>• Customer services 0343 222 1 234<sup>1</sup></li> <li>• Oyster photocard online at <a href="http://tfl.gov.uk/photocard">tfl.gov.uk/photocard</a><sup>2</sup>.</li> <li>• Visitor Centres (except Gatwick) **</li> <li>• TfL Oyster app<sup>3</sup></li> </ul>	<sup>1</sup> Oyster online and customer services only sell adult rate <sup>2</sup> To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards <sup>3</sup> Adult rate only. Photocards can't be used with the app.  National Rail stations sell Travelcards as paper tickets or on an ITSO smartcard only



## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
<b>Bus and tram tickets</b>				
<b>One Day Bus &amp; Tram Pass</b>	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> </ul>	Issued on single use Oyster card. Also available as paper tickets (see below)
<b>One Day Bus &amp; Tram Pass</b>		✓	<ul style="list-style-type: none"> <li>• Ticket offices at               <ul style="list-style-type: none"> <li>• London Overground stations</li> <li>• Elizabeth line stations (not Iver to Reading, Shenfield)</li> </ul> </li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations</li> <li>• London Overground stations</li> <li>• Some DLR stations</li> <li>• Visitor Centres (except Gatwick) **</li> </ul> </li> </ul>	Also available on single use Oyster card (see above)
<b>7 Day Bus &amp; Tram Pass</b>	✓		<ul style="list-style-type: none"> <li>• Oyster Ticket Stops</li> <li>• Oyster online <a href="https://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a></li> <li>• Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations<sup>1</sup></li> <li>• London Overground stations<sup>1</sup></li> <li>• Some DLR stations</li> </ul> </li> <li>• The Tramlink Shop (in Croydon) *</li> <li>• Visitor Centres **</li> <li>• TfL Oyster app<sup>2</sup></li> </ul>	<sup>1</sup> Not all (passenger) types are available at all machines. <sup>2</sup> Adult rate only. Photocards can't be used with the app.

## Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Monthly Bus & Tram Pass	✓		<ul style="list-style-type: none"> <li>•Oyster Ticket Stops</li> <li>•Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a></li> <li>•Ticket machines at               <ul style="list-style-type: none"> <li>• Tube stations<sup>1</sup></li> <li>• London Overground stations<sup>1</sup></li> <li>• Selected DLR stations</li> </ul> </li> <li>•The Tramlink Shop (in Croydon) *</li> <li>•Visitor Centres **</li> <li>•TfL Oyster app<sup>2</sup></li> </ul>	<sup>1</sup> Not all (passenger) types are available at all machines. <sup>2</sup> Adult rate only. Photocards can't be used with the app
Annual Bus & Tram Pass Adult, 18+ Student and 16+	✓		<ul style="list-style-type: none"> <li>•Oyster online <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a></li> <li>•Customer services 0343 222 1 234</li> <li>•Visitor Centres (except Gatwick)</li> <li>•TfL Oyster app<sup>1</sup></li> </ul>	<sup>1</sup> Adult rate only. Photocards can't be used with the app
<b>Tram tickets</b>				
			Paper tickets are not available at tram stops. Use Oyster or Contactless to pay for tram journeys	

\*Croydon Tramlink Shop  
5 George Street  
East Croydon  
CR0 1 PE

\*\* see TfL website for location and opening hours of Visitor Centres  
[tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres](http://tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres)

## Where to buy tickets

### Oyster retailing at National Rail stations

#### London Overground

All London Overground stations issue Oyster cards, sell Travelcard season tickets and can top up pay as you go at their Oyster enabled ticket machines.

#### Elizabeth line

All Elizabeth line stations issue Oyster cards, sell Travelcard season tickets and can top up pay as you go at their Oyster enabled ticket machines, except Shenfield and stations between Iver and Reading.

#### National Rail operator: c2c

Station	Issue Oyster cards	Travelcard seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Barking	No	No	No
Chafford Hundred	No	No	Yes
Dagenham Dock	No	No	Yes
Fenchurch St	No	No	Yes
Grays	No	No	Yes
Limehouse	No	No	Yes
Ockendon	No	No	Yes
Purfleet	No	No	Yes
Rainham	No	No	Yes
Upminster	No	No	Yes

#### National Rail operator: Chiltern Railways

Station	Issue Oyster cards	Travelcard seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Marylebone	No	No	Yes
Northolt Park	No	No	Yes
Sudbury & Harrow Road	No	No	No
Sudbury Hill Harrow	No	No	No
Wembley Stadium	No	No	Yes

## Where to buy tickets

### National Rail operator: Greater Anglia

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Angel Road	No	No	No
Brimsgate	No	No	Yes
Broxbourne	No	No	Yes
Cheshunt	No	No	Yes
Enfield Lock	No	No	Yes
Hertford East	No	No	Yes
Liverpool Street	No	No	Yes
Northumberland Park	No	No	Yes
Ponders End	No	No	Yes
Rye House	No	No	Yes
Shenfield	No	No	Yes
St Margarets Herts	No	No	Yes
Tottenham Hale	No	No	Yes
Waltham Cross	No	No	Yes
Ware	No	No	Yes

### National Rail operator: Govia Thameslink Railway

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Alexandra Palace	No	No	Yes
Beckenham Hill	No	No	Yes
Bellingham	No	No	Yes
Blackfriars	No	No	Yes
Bowes Park	No	No	Yes
Catford	No	No	Yes
City Thameslink	No	No	Yes
Crews Hill	No	No	No
Cricklewood	No	No	Yes
Crofton Park	No	No	Yes
Denmark Hill	No	No	Yes
Drayton Park	No	No	Yes
Elephant & Castle	No	No	Yes
Elstree & Borehamwood	No	No	Yes
Enfield Chase	No	No	Yes
Essex Road	No	No	No
Finsbury Park	No	No	Yes
Gordon Hill	No	No	Yes
Grange Park	No	No	Yes
Hadley Wood	No	No	Yes
Harringay	No	No	Yes

## Where to buy tickets

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Haydons Road	No	No	Yes
Hendon	No	No	Yes
Hornsey	No	No	Yes
Kings Cross	No	No	Yes
Loughborough Junction	No	No	Yes
Mill Hill Broadway	No	No	Yes
Morden South	No	No	Yes
New Barnet	No	No	Yes
New Southgate	No	No	Yes
Nunhead	No	No	Yes
Oakleigh Park	No	No	Yes
Palmers Green	No	No	Yes
Ravensbourne	No	No	Yes
South Merton	No	No	Yes
St Helier	No	No	Yes
St Pancras International	No	No	Yes
Sutton Common	No	No	Yes
Tooting	No	No	Yes
West Hampstead Thameslink	No	No	Yes
West Sutton	No	No	Yes
Wimbledon Chase	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Winchmore Hill	No	No	Yes

### National Rail operator: Great Western Railway

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Castle Bar Park	No	No	No
Drayton Green	No	No	No
Hanwell	No	No	Yes
Paddington	No	No	Yes
South Greenford	No	No	No
West Drayton	No	No	Yes

### National Rail operator: West Midlands Trains

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Euston	No	No	Yes
Watford Junction	No	No	Yes

## Where to buy tickets

### National Rail operator: Southern

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Balham	No	No	Yes
Banstead	No	No	Yes
Battersea Park	No	No	Yes
Belmont	No	No	Yes
Birkbeck	No	No	Yes
Carshalton	No	No	Yes
Carshalton Beeches	No	No	Yes
Caterham	No	No	Yes
Cheam	No	No	Yes
Chipstead	No	No	Yes
Coulsdon South	No	No	Yes
Coulsdon Town	No	No	Yes
Earlswood	No	No	Yes
East Croydon	No	No	Yes
East Dulwich	No	No	Yes
Epsom Downs	No	No	Yes
Ewell East	No	No	Yes
Gatwick Airport	No	No	Yes
Gipsy Hill	No	No	Yes
Hackbridge	No	No	Yes
Horley	No	No	Yes

Kenley	No	No	Yes
Kingswood	No	No	Yes
London Bridge 8-1 6	No	No	Yes
Merstham	No	No	Yes
Mitcham Eastfields	No	No	Yes
Mitcham Junction	No	No	Yes
Norbury	No	No	Yes
North Dulwich	No	No	Yes
Peckham Rye	No	No	Yes
Purley	No	No	Yes
Purley Oaks	No	No	Yes
Queens Rd Peckham	No	No	Yes
Redhill	No	No	Yes
Reedham	No	No	Yes
Riddlesdown	No	No	Yes
Salfords	No	No	Yes
Sanderstead	No	No	Yes
Selhurst	No	No	Yes
South Bermondsey	No	No	No
South Croydon	No	No	Yes
Streatham	No	No	Yes
Streatham Common	No	No	Yes
Streatham Hill	No	No	Yes
Sutton	No	No	Yes
Tadworth	No	No	Yes
Tattenham Corner	No	No	Yes

## Where to buy tickets

Thornton Heath	No	No	Yes
Tulse Hill	No	No	Yes
Upper Warlingham	No	No	Yes
Victoria (9-1 9)	No	No	Yes
Waddon	No	No	Yes
Wallington	No	No	Yes
Wandsworth Common	No	No	Yes
West Norwood	No	No	Yes
Whyteleafe	No	No	Yes
Whyteleafe South	No	No	Yes
Woodmansterne	No	No	Yes

### National Rail operator: Southeastern

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Albany Park	No	No	Yes
Barnehurst	No	No	Yes
Beckenham Junction	No	No	Yes
Belvedere	No	No	Yes
Bexley	No	No	Yes
Bexleyheath	No	No	Yes
Bickley	No	No	Yes
Blackheath	No	No	Yes
Brixton	No	No	Yes
Bromley North	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Bromley South	No	No	Yes
Cannon Street	No	No	Yes
Catford Bridge	No	No	Yes
Charing Cross	No	No	Yes
Charlton	No	No	Yes
Chelsfield	No	No	Yes
Chislehurst	No	No	Yes
Clock House	No	No	Yes
Crayford	No	No	Yes
Dartford	No	No	Yes
Deptford	No	No	Yes
Eden Park	No	No	Yes
Elmers End	No	No	Yes
Elmstead Woods	No	No	Yes
Eltham	No	No	Yes
Erith	No	No	Yes
Falconwood	No	No	Yes
Greenwich	No	No	Yes
Grove Park	No	No	Yes
Hayes	No	No	Yes
Herne Hill	No	No	Yes
Hither Green	No	No	Yes
Kent House	No	No	Yes

## Where to buy tickets

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Kidbrooke	No	No	Yes
Knockholt	No	No	Yes
Ladywell	No	No	Yes
Lee	No	No	Yes
Lewisham	No	No	Yes
London Bridge 1 -6	No	No	Yes
Lower Sydenham	No	No	Yes
Maze Hill	No	No	Yes
Mottingham	No	No	Yes
New Beckenham	No	No	Yes
New Cross	No	No	Yes
New Eltham	No	No	Yes
Orpington	No	No	Yes
Penge East	No	No	Yes
Petts Wood	No	No	Yes
Plumstead	No	No	Yes
Shortlands	No	No	Yes
Sidcup	No	No	Yes
Slade Green	No	No	Yes
St Johns	No	No	Yes
St Mary Cray	No	No	Yes
St Pancras International	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Stratford International (HSI )	No	No	Yes
Sundridge Park	No	No	Yes
Swanley	No	No	Yes
Sydenham Hill	No	No	Yes
Victoria 1 -8	No	No	Yes
Waterloo East	No	No	Yes
Welling	No	No	Yes
West Dulwich	No	No	Yes
West Wickham	No	No	Yes
Westcombe Park	No	No	Yes
Woolwich Arsenal	No	No	Yes
Woolwich Dockyard	No	No	Yes



## Where to buy tickets

### National Rail operator: South Western Railway

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Barnes	No	No	Yes
Barnes Bridge	No	No	Yes
Berrylands	No	No	Yes
Brentford	No	No	Yes
Chessington North	No	No	Yes
Chessington South	No	No	Yes
Chiswick	No	No	Yes
Clapham Junction	No	No	Yes
Earlsfield	No	No	Yes
Ewell West	No	No	Yes
Feltham	No	No	Yes
Fulwell	No	No	Yes
Hampton	No	No	Yes
Hampton Court	No	No	Yes
Hampton Wick	No	No	Yes
Hounslow	No	No	Yes
Isleworth	No	No	Yes
Kew Bridge	No	No	Yes
Kingston	No	No	Yes
Malden Manor	No	No	Yes
Mortlake	No	No	Yes
Motspur Park	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
New Malden	No	No	Yes
Norbiton	No	No	Yes
North Sheen	No	No	Yes
Putney	No	No	Yes
Queenstown Road	No	No	Yes
Raynes Park	No	No	Yes
Richmond	No	No	Yes
St Margarets London	No	No	Yes
Stoneleigh	No	No	Yes
Strawberry Hill	No	No	Yes
Surbiton	No	No	Yes
Syon Lane	No	No	Yes
Teddington	No	No	Yes
Thames Ditton	No	No	Yes
Tolworth	No	No	Yes
Twickenham	No	No	Yes
Vauxhall	No	No	Yes
Wandsworth Town	No	No	Yes
Waterloo	No	No	Yes
Whitton	No	No	Yes
Wimbledon	No	No	Yes
Worcester Park	No	No	Yes

## Discount rates

The tables below show the discount rate applied, where applicable, to each passenger type

	Tube, DLR, London Overground and Elizabeth line										
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Paper singles/returns	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Day Travelcard - off peak	Adult	Free	Child	Adult	Adult	Adult	Adult	Adult#	Adult	1/3 off adult	1/3 off adult
Daily cap – all day	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	Adult	1/3 off adult
Daily cap – off-peak*	Adult	Free	Child	½ adult	½ adult	Adult	Adult	½ adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Weekly capping	Adult	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Travelcard - Monthly	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	N/A	N/A	Adult	Adult

See Book 3 for details of who qualifies for each discount type and how to apply.

## Bus &amp; Tram

	Adult	5-10	11-15*	Young Visitor	16+half with free bus	16+- non London residents	18+	Apprentice	JCP	Bus & Tram	National and Disabled Persons Railcard
Pay as you go	Adult	Free	Free	½ adult	Free	½ adult	Adult	Adult	½ adult	½ adult	Adult
Daily cap	Adult	Free	Free	½ adult	Free	½ adult	Adult	Adult	½ adult	½ adult	Adult
Bus & Tram Pass 7 Day	Adult	Free	Free	½ adult	Free	½ adult	30% off adult	30% off adult	½ adult	½ adult	Adult
Bus & Tram Pass - Monthly	Adult	Free	Free	½ adult	Free	½ adult	30% off adult	30% off adult	½ adult	½ adult	Adult
Bus & Tram Pass - Annual	Adult	Free	Free	½ adult	Free	½ adult	30% off adult	30% off adult	N/A	N/A	Adult

See Book 3 for details of who qualifies for each discount type and how to apply

**Notes:**

½ adult	May not be exactly half adult fare (arises when adult fares increase and young person fares are frozen)
5-10 year olds	Do not need a 5-10 Zip Oyster photocard to travel free on buses and trams unless they look older than 10.
11-15 year olds	Need an 11-15 Zip Oyster photocard to travel free on buses and trams and at child rate on all rail services in London. *If they have had their free travel concession withdrawn, 11-15s pay half adult rate on buses and trams
Young Visitor	Need to have the Young Visitor discount set on an Oyster card to travel at half adult rate
18+ Students	Need an 18+ Student Oyster photocard to buy Bus & Tram Pass season tickets at 30% discount
Apprentice	Need an Apprentice Oyster photocard to buy Bus & Tram season tickets at 30% discount
16-18 year olds	Need a 16+Zip Oyster photocard to travel free or at half adult rate on buses and trams. If they have had their free travel concession withdrawn, they pay half adult rate on buses and trams
Jobcentre Plus Travel Discount Card holders	Need to set the Jobcentre Plus discount on an Oyster card to travel at half adult rate
Bus & Tram Discount card holders	Need to set the Bus & Tram discount on an Oyster card to travel at half adult rate

## Discount rates

National Rail											
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Paper singles/returns	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	1/3 off adult
Pay as you go - peak	Adult	Free	Child	1/2 adult	1/2 adult	Adult	Adult	1/2 adult	Adult	Adult	1/3 off adult
Pay as you go - off peak	Adult	Free	Child	1/2 adult	1/2 adult	Adult	Adult	1/2 adult	Adult	1/3 off adult	1/3 off adult
Day Travelcard - Anytime	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult	Adult	Adult	Adult
Day Travelcard - Off peak	Adult	Child	Child	Adult	Adult	Adult	Adult	Adult	Adult	1/3 off adult	1/3 off adult
Daily cap - peak	Adult	Free	Child	1/2 adult	1/2 adult	Adult	Adult	1/2 adult	Adult	Adult	1/3 off adult
Daily cap - off peak	Adult	Free	Child	1/2 adult	1/2 adult	Adult	Adult	1/2 adult	Adult	1/3 off adult	1/3 off adult
Travelcard 7 Day	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Monthly	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	Child	Adult	Adult	Adult
Travelcard - Annual	Adult	Free	Child	Child	Adult	30% off adult	30% off adult	N/A	N/A	Adult	Adult

See Book 3 for details of who qualifies for each discount type and how to apply.

## Discount rates

Emirates Air Line											
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Boarding Pass	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - off peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult

Travelcards and Bus & Tram Passes cannot be used to travel on the Emirates Air Line. However, discounted Boarding Pass fares are available to customers who show an Oyster card (including 60+ and Freedom Pass) or paper Travelcard.

Pay as you go fares on Emirates Air Line do not count towards caps

Thames Clippers River Bus services											
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Paper singles/returns	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult
Pay as you go - off peak	Adult	Child	Child	Adult	Child	Adult	Adult	Adult	Adult	Adult	Adult

Travelcards and Bus & Tram Passes cannot be used to travel on River Bus services. However, customers who show an Oyster card (including 60+ and Freedom Pass) or paper Travelcard at the pier kiosk or on the boat can get 1/3 off most standard adult and child fares.

Pay as you go fares on River Bus services do not count towards caps

## Out of station Interchanges

The following shows pairs of stations recognised as Out of Station Interchanges (OSIs) and River piers where a same pier interchange can be made

Blue stations are London Underground Teal stations are DLR Orange stations are London Overground Black stations are National Rail River Piers are yellow Emirates Air Line termini are red

Aldgate	Fenchurch St	Camden Town	Camden Road
Aldgate	Aldgate East	Canary Wharf	Canary Wharf
Archway	Upper Holloway	Canary Wharf	Heron Quays
Baker Street	Marylebone	Canary Wharf *	Poplar
Balham	Balham	Canary Wharf *	West India Quay
Bank	Cannon Street	Canary Wharf Pier	Canary Wharf Pier
Bank	Monument	Cannon Street	Cannon Street
Bank	Liverpool St	Charing Cross	Charing Cross
Bank	Fenchurch St	Clock House	Kent House
Bankside Pier	Bankside Pier	Dalston Kingsland	Dalston Junction
Battersea Power Station Pier	Battersea Power Station Pier	Embankment	Charing Cross
Bayswater	Queensway	Embankment	Waterloo
Blackfriars	Blackfriars	Embankment	Waterloo East
Blackfriars Pier	Blackfriars Pier	Embankment Pier	Embankment Pier
Bond Street	Oxford Circus	Clapham North	Clapham High Street
Bounds Green	Bowes Park	Edgware Road (H&C)	Marylebone
Bow Road	Bow Church	Edgware Road (Bakerloo)	Edgware Road (H&C)
Bromley South	Bromley North	Elephant & Castle	Elephant & Castle
Brixton	Brixton NR	Emirates Royal Docks	Emirates Greenwich Peninsula
Catford Bridge	Catford	Euston	Euston Square

## Out of station Interchanges

Euston	Euston
Euston	St Pancras International
Euston	Kings Cross
Euston Square	Euston
Euston Square	Warren Street
Finchley Road	Finchley Road & Frognal
Forest Gate	Wanstead Park
Greenwich Pier	Greenwich Pier
Hammersmith (D&P)	Hammersmith (H&C)
Hanger Lane	Park Royal
Harringay	Harringay Green Lanes
Hackney Downs	Hackney Central
Ickenham	West Ruislip
Kings Cross	Kings Cross
Kings Cross	St Pancras International
Kentish Town	Kentish Town West
Kenton	Northwick Park
Kilburn	Brondesbury
Lancaster Gate	Paddington
Lewisham	Lewisham
Leytonstone	Leytonstone H Rd
Limehouse	Limehouse
Liverpool Street	Liverpool Street

Liverpool Street	Fenchurch Street
London Bridge	London Bridge
London Bridge City Pier	London Bridge City Pier
Manor Park	Woodgrange Park
Mansion House	Cannon St NR
Marylebone	Marylebone
Marylebone	Paddington
Monument	Fenchurch Street
New Cross	New Cross Gate
North Greenwich Pier	North Greenwich Pier
Paddington	Paddington
St Pancras International	Kings Cross
St Pancras International (platforms 1-4)	St Pancras International (Platforms (A-B))
Penge East	Penge West
Putney	East Putney
Seven Sisters	South Tottenham
Shadwell	Shadwell
Shepherd's Bush	Shepherds Bush
Southwark	Waterloo East
Southwark	Blackfriars
Sudbury Hill	Sudbury Hill Harrow
St George Wharf Pier	St George Wharf Pier

## Out of station Interchanges

Tottenham Hale	Tottenham Hale	Walthamstow Central	Walthamstow Queen's Road
Tower Gateway	Fenchurch Street	Waterloo	Waterloo
Tower Gateway	Aldgate	Waterloo	Waterloo East
Tower Hill	Tower Gateway	Waterloo East	Waterloo
Tower Hill	Fenchurch Street	West Hampstead	West Hampstead
Tower Pier	Tower Pier	West Hampstead	West Hampstead Thameslink
Vauxhall	Vauxhall	West Hampstead	West Hampstead Thameslink
Victoria	Victoria	Westminster Pier	Westminster Pier
Upper Warlingham	Whyteleafe	Wood Lane	White City
Walthamstow Central	Walthamstow Central		

Out of station Interchanges also apply between different gatelines within the same Underground station, such as Waterloo, Victoria and Kings Cross.

An up-to-date list of OSIs can also be found at <https://tfl.gov.uk/corporate/publications-and-reports/out-of-station-interchanges>



## Gate and validator error codes

### On bus, Tube, tram, DLR, London Overground, Elizabeth line and National Rail

The driver and passenger oriented display (POD) will give a brief description of the issue. On buses the driver can print out guidance about how to deal with the issue to give to the customer.

Error code	Description	Comments	Action
11	Out of Date	Ticket expired	Use alternative ticket/card
12	Not valid at this time	Ticket not yet valid	Use alternative ticket/card
16/57	Outside zone/station	Ticket not valid within zone/station presented	
20	Card expired		Use alternative ticket/card
21	Double exit attempted	Already used on entry	
22	Double exit attempted	Already used on exit	
24/35	Insufficient pay as you go	Unpaid pay as you go	Top up pay as you go
25	Unstarted journey	Not validated on entry	
26	Entry/exit at same station	Customer possibly decided not to travel	
30	Card disabled	Hot listed card disabled	Contact Customer Services
36	Insufficient pay as you go	No valid ticket/insufficient pay as you go	Top up pay as you go
37	Customer type expired	Expired Oyster photocard	Use alternative card
40/67/69/ 79/95	Card not accepted for travel	Card not accepted for travel on TfL services	Contact card issuer
42	Card has been touched on a reader at same station within last 30 minutes (Passback)	Customers can only pay for one person per journey, per card. If card is assed back after being touched on a reader, it will be rejected for travel when touched a second time	Advise customer of one person per card per journey and second customer should use alternative card
43/45/46	ITSO product not valid	Ticket type not valid on TfL services	Use alternative card
44	Already used	ITSO product already used for travel	Use alternative card
47	ITSO validation error		Use alternative card
61	Too long at interchange	Interchange time exceeded	Use alternative card

## Gate and validator error codes

Error code	Description	Comments	Action
62	Too long on journey	Taken too long to complete journey	
63	Too long on platform	Platform ticket expired	
64/65	Entry/exit time exceeded		
71	Multiple cards	More than one card detected	Represent one card
74/95	Card not approved for travel	Contactless payment card not currently approved for travel by TfL – could be failed revenue inspection or suspicious travel history	Contact Customer Services
78/86/89	Card is not accepted by TfL	We only accept contactless payment cards showing the contactless symbol	Use alternative card
80	Card is currently not approved for travel by the card issuer	The card issuer has refused authorisation for payment	Customer should contact card issuer and use alternative card until resolved
85	The card has expired	The card is out of date so cannot be used	Customer should contact card issuer for a replacement and use alternative card until resolved
91	Card not yet valid	Card being used before 'valid from' date	Use alternative card
92/93	Card is damaged	Card is corrupted and cannot be read	Customer should contact card issuer for a replacement and use alternative card until resolved
99	Transaction timed out	Reader takes too long to read the card	Customer should touch reader again/try another reader

When an issue has been resolved and a payment card is re-approved, it can take up to 30 minutes for all readers across the network to be updated. If the customer wants to travel immediately they should be advised to use another method of payment.

## Glossary of contactless payment card terms

**BIN:** Bank Identification Number - The first four to six digits of a credit, debit, charge or pre pay card. The bank identification number identifies the institution issuing the card.

**Card issuer:** A card issuer is a bank or financial institution that provide “card association” branded payment (credit, debit, prepaid or charge) cards. Card association brands include Visa, MasterCard and American Express.

**Charge card:** A credit card for use with an account which must be paid in full when a statement is issued.

**Chip and PIN:** The word "chip" refers to a computer chip embedded in most European issued credit and debit cards; the word PIN refers to a Personal Identification Number supplied by the card holder.

**CVV:** The Card Verification Value (CVV) is a 3 digit number on the signature strip of Visa, MasterCard and Discover Credit and Debit cards. On American Express cards it's a 4 digit number and is shown on the front of the card.

**Joint account:** Is a bank account held by more than one person, each individual having the right to deposit and withdraw funds.

**Mobile payments:** customers can add payment cards to their mobile phones and use them to travel where pay as you go is accepted. Current schemes accepted on our services are:

1. Apple Pay (using an iPhone or Apple watch);
2. Fitbit Pay
3. Garmin Pay
4. Google Pay
5. Samsung Pay

**PAN:** Primary Account Number (PAN) is the long card number on the front of credit, debit and charge cards.

**Prepaid card:** A prepaid card is a payment card that is loaded with money. A prepaid card looks like any normal credit or debit card, with a card number, signature strip and company branding. Prepaid cards don't provide credit, just the value up to the amount pre-loaded.

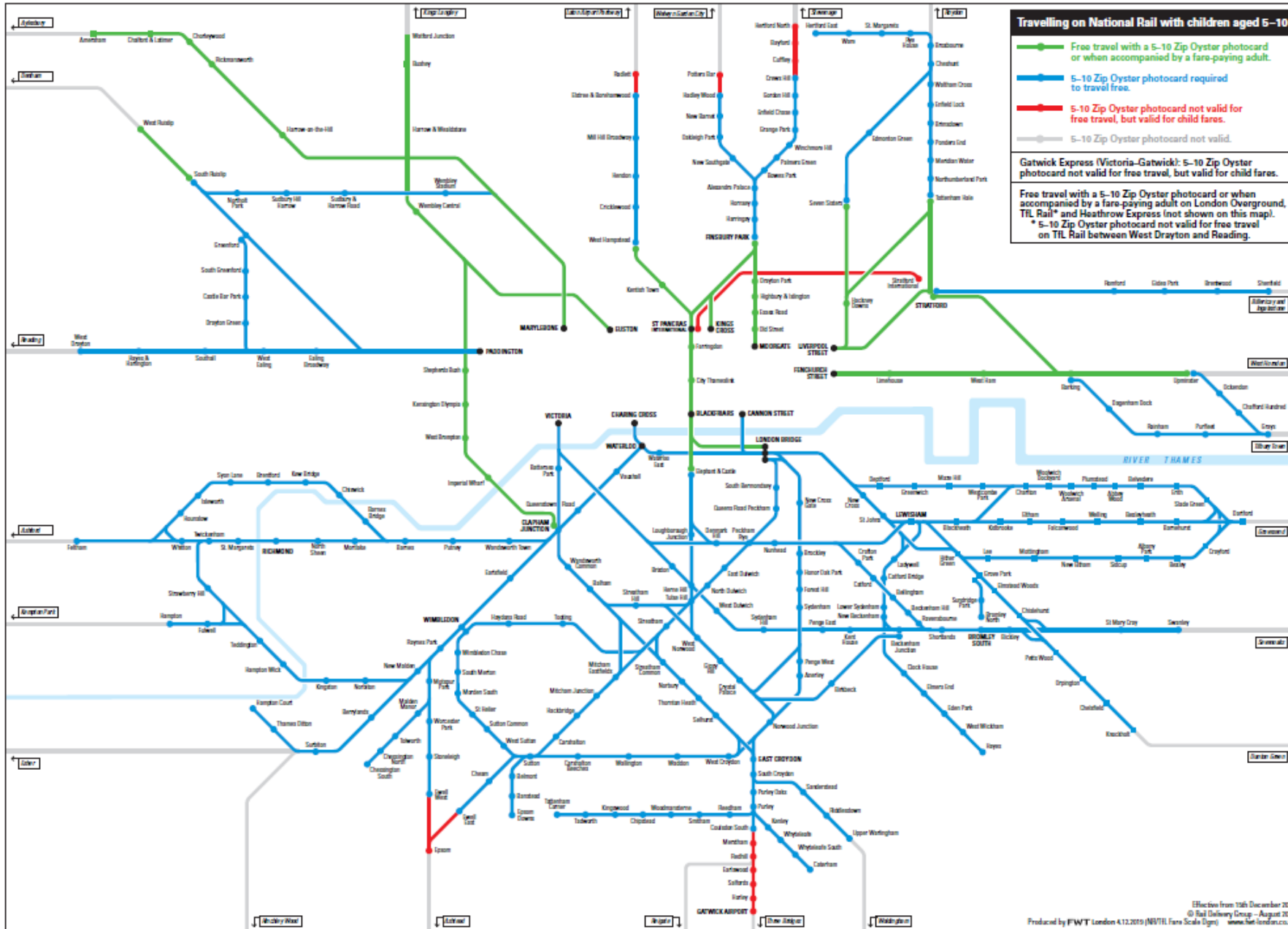
**RID:** A Revenue Inspection Device (RID) is carried by Revenue Inspectors to check that contactless payment and Oyster cards being used for travel are valid.

**V Pay:** V PAY is a chip-only, PIN based, European debit product offered by some European banks.

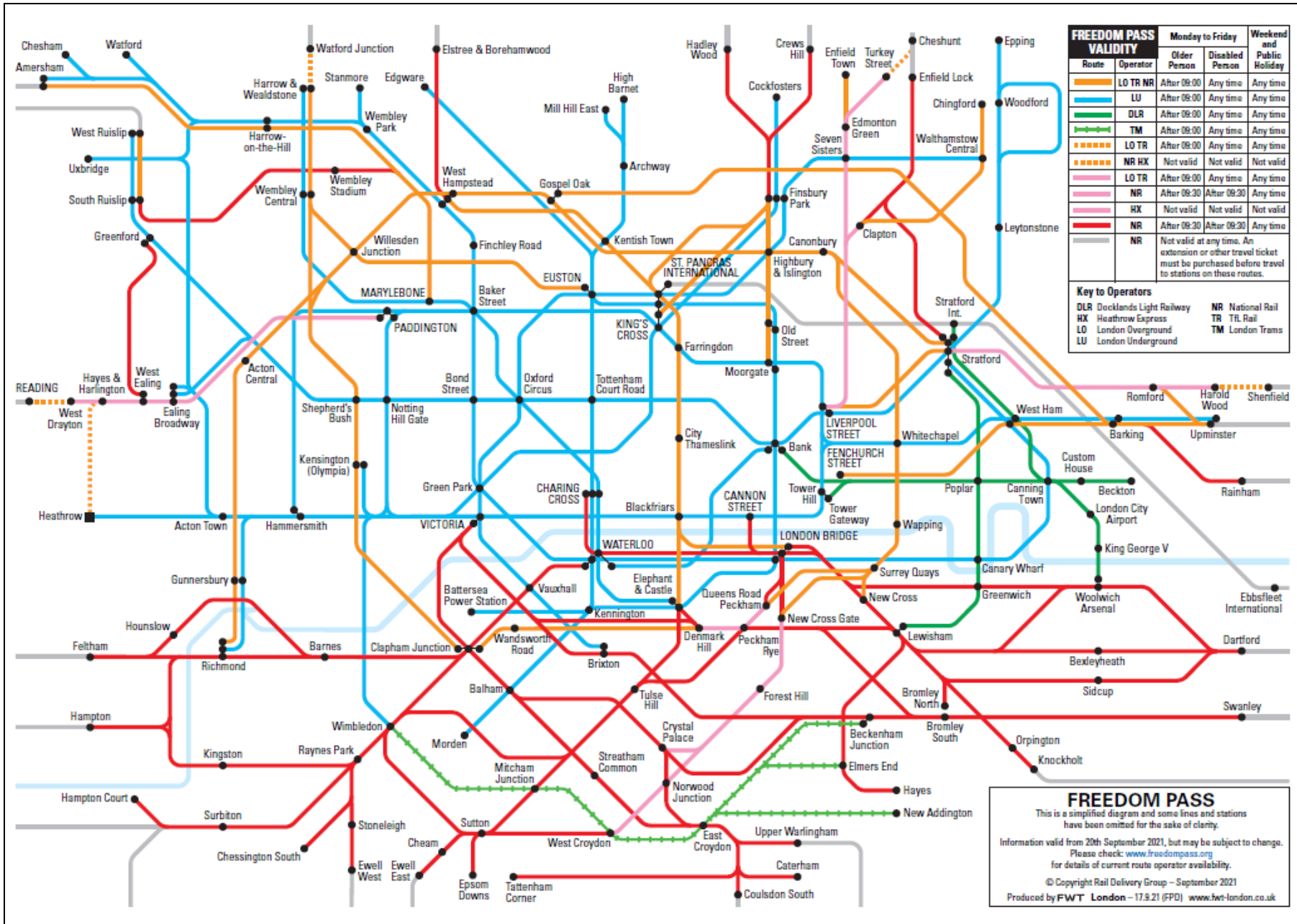
Although similar, there are some important differences to note between Contactless Payment cards and Oyster cards:

Contactless payment cards	Oyster
<b>TICKET TYPES</b>	
Adult-rate pay as you go only	Adult rate and discounted pay as you go
Daily and Weekly capping (except on certain contactless-only routes)	Daily and Weekly capping
Discounts can't be added	Discounts can be added
No season tickets	Season tickets can be added
Not valid on Heritage buses	Valid on Heritage buses
<b>USING</b>	
Pay after travel	Pay before travel
No need to add credit before travel	Needs topping up/set up Auto top-up before travel
No charge for card	£5 charge for new card – added as pay as you go credit via FUL after 12 months if same card is still in use
Fares charged not shown on passenger displays	Fares charged shown on passenger displays on buses, station gates and validators
Can be temporarily 'not approved for travel' but card is not disabled	Card disabled after it has been hotlisted
Journey history only available online	Can get limited journey history at station ticket machines on system
Problems can only be resolved off system	Staff can help resolve some problems on system
<b>ONLINE ACCOUNTS</b>	
12 months journey and payment history	8 weeks journey history and payment history
Customers who don't have an online account can access 7 days journey history	Customers who don't have an online account can't access journey history
<b>REVENUE INSPECTION</b>	
Revenue inspectors cannot see if a card was touched in at the start of a journey	Card can be interrogated to check it was touched in at the start of the journey (irrespective of mode)
Penalty Fares Notice can be issued on the spot for cards that have been on the Deny List for more than 4 hours	Penalty fares can be issued on the spot for cards that have not been touched in

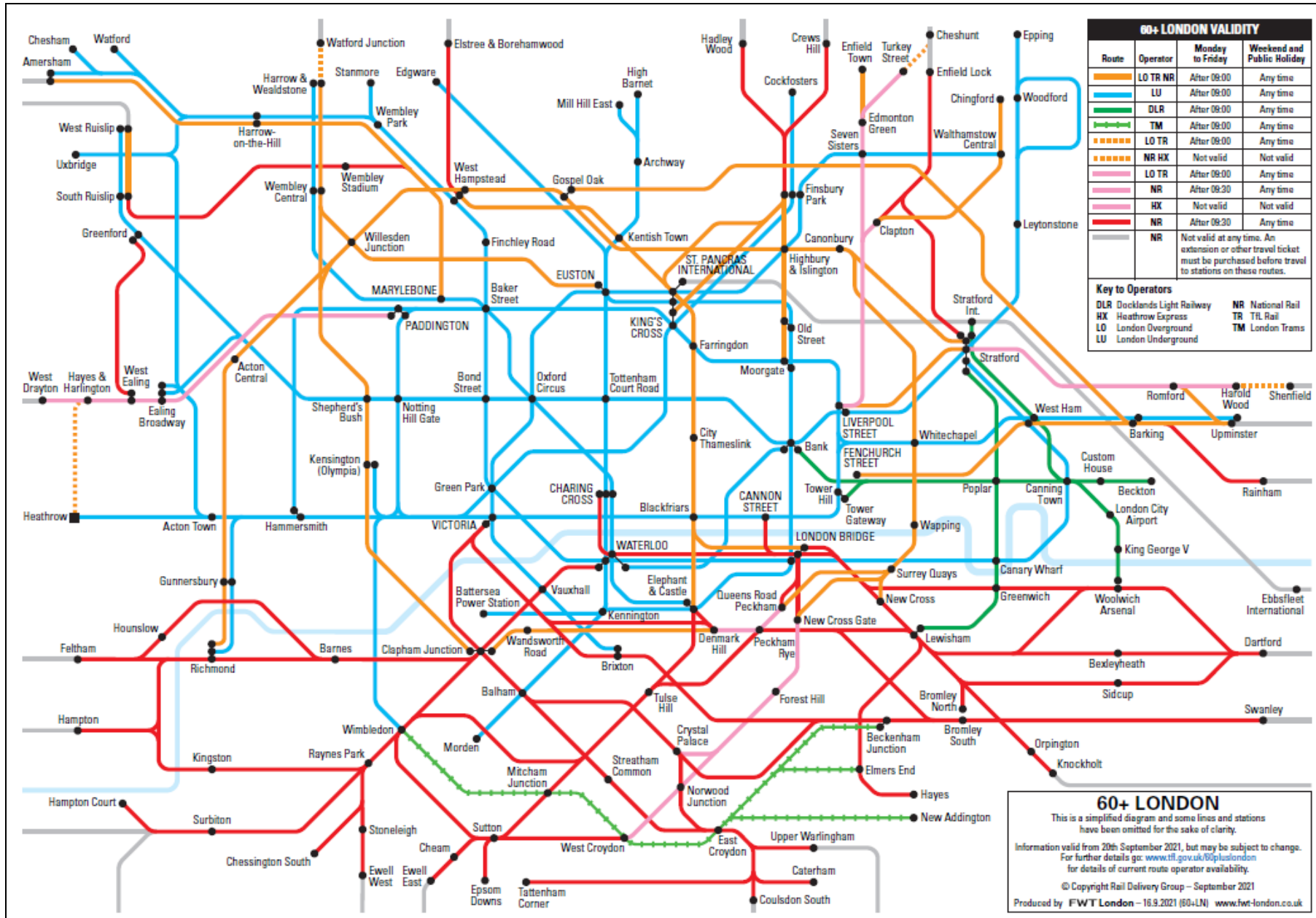
# Travelling on National Rail with children aged 5 - 10



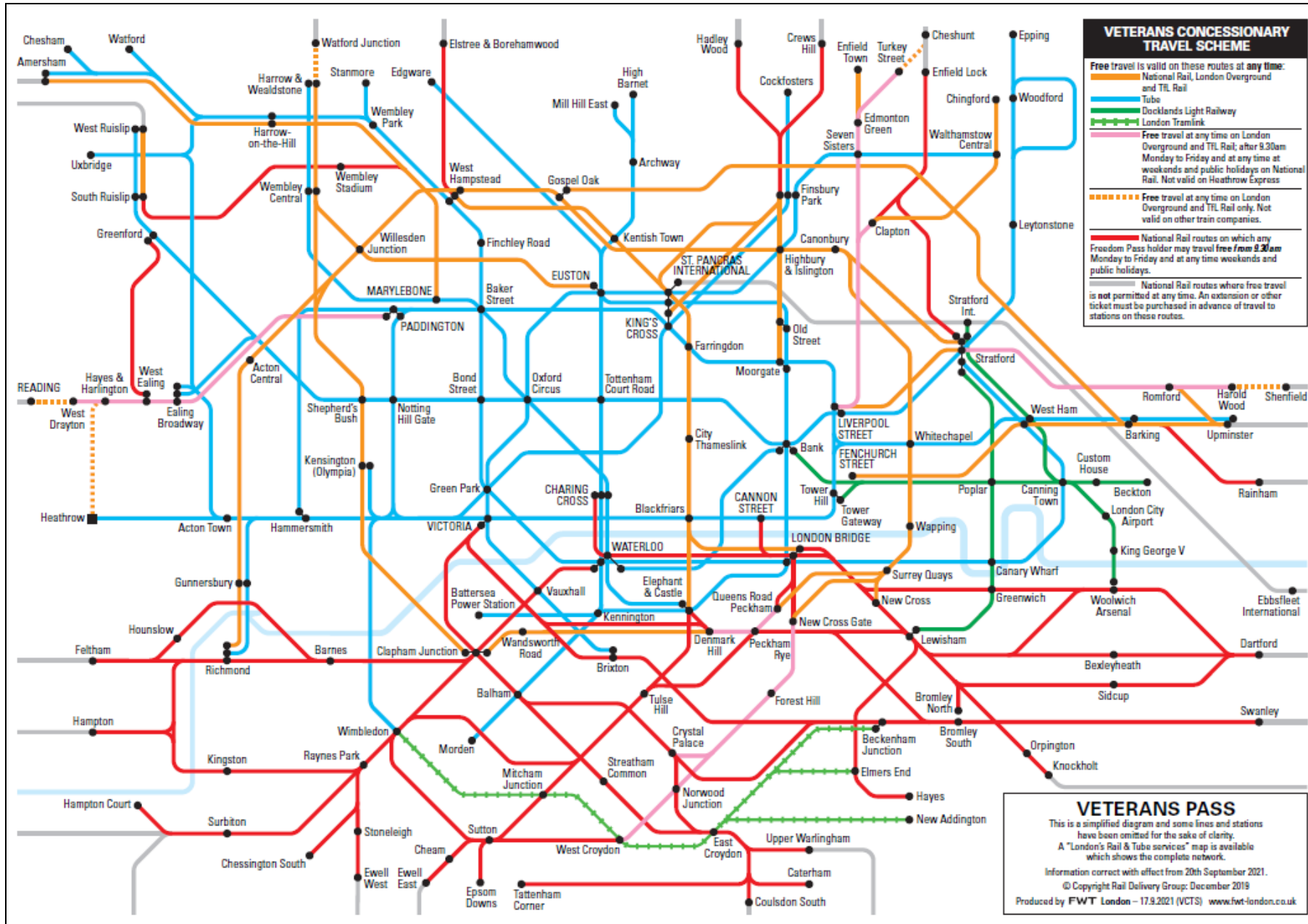
# Freedom Pass on National Rail



# 60+ Oyster photocard on National Rail

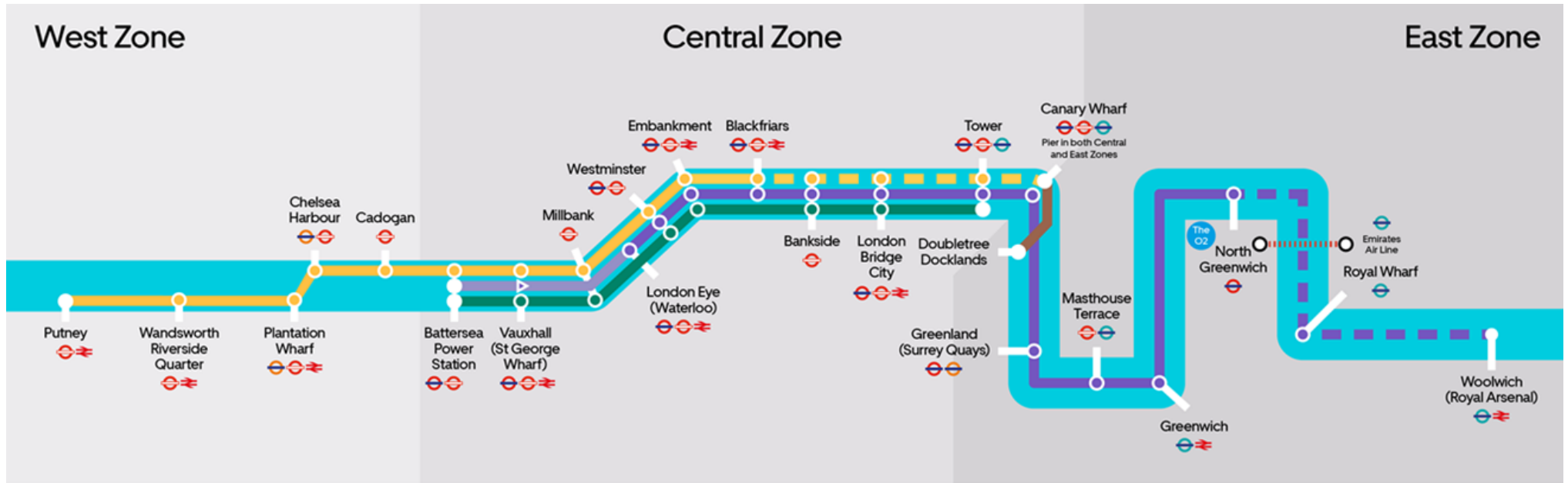


# Veterans Oyster photocard on National Rail





# Thames Clipper River Bus services



- ▬ RB1 - Stopping Service
- ▬ RB1 - AM peak and weekend evenings
- ▬ RB1 - Eastbound only AM peak and weekend evenings
- ▬ RB1/RB5 - Limited service

- ▬ RB2 - Weekdays off peak & weekends
- ▬ RB4 - Doubletree Docklands ferry
- ▬ RB6 - Weekdays only
- ▬ RB6 - Limited service
- ▬ Emirates Air Line

- Underground
- Overground
- Docklands Light Railway
- National Rail
- Santander Cycle Hire

### Accessibility

All our piers are wheelchair accessible except for Cadogan, London Bridge City and Wandsworth Riverside Quarter piers.

All our boats are wheelchair accessible

For more information visit [thamesclippers.com/accessibility](http://thamesclippers.com/accessibility)

### Onboard Facilities

- Toilets
- Café bar
- Step-free access
- Bikes permitted
- Guaranteed seat