



Staff Guide to Fares and Ticketing

From 15 June 2020



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 photocards

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
Get an Oyster card				
Get an Oyster card	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • Some National Rail stations¹ • Ticket machines <ul style="list-style-type: none"> • at Tube stations • Oyster online tfl.gov.uk/oyster² • Oyster photocards online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² • Visitor Centres ** 	<ol style="list-style-type: none"> ¹ See pages 9 - 15 for National Rail stations that issue Oyster cards ² For customers living in the UK ³ To apply for 5 - 10, 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards
Buy a Visitor Oyster card				
Get a Visitor Oyster card	✓		<ul style="list-style-type: none"> • Visitor Shop at visitorshop.tfl.gov.uk • Overseas travel agents • VisitBritain online shops • Gatwick Airport (Concierge desk; National Express ticket desk & NR main ticket desks) • Stansted Airport • On board Eurostar trains to London • Superbreak website • London Pass website 	<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 the Eurostar.</p>

Where to buy tickets

Ticket Type	Oyster Paper	Where?	Notes
Pay as you go			
Pay as you go credit	✓	<ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • Selected National Rail stations¹ • Ticket machines <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at TfL Rail stations • at selected DLR stations • at most National Rail stations in London • Oyster online tfl.gov.uk/oyster² • Customer services 0343 222 1234 • Oyster photocards online at tfl.gov.uk/photocard³ • Visitor Centres ** • Emirates Air Line terminals • The Tramlink Shop (in Croydon) * 	<ol style="list-style-type: none"> ¹ See pages 9 - 15 for National Rail stations that sell pay as you go top ups on Oyster ² Oyster online and customer services for adult Oyster cards ³ To top up 5 - 10, 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards ⁴ Adult rate only. Photocards can't be used with the app.
Set discount on an Oyster card			
National Railcard and Annual Gold Cards	✓	<ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Ticket machines <ul style="list-style-type: none"> • at Tube stations (with staff assistance) • Visitor Centres** 	<ol style="list-style-type: none"> ¹ See pages 9 - 15 for National Rail stations that can set a discount

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Set discount on an Oyster card				
Jobcentre Plus Travel Discount card, Bus & Tram Discount photocard	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket machines at Tube stations (with staff assistance) • Visitor Centres** 	
Privilege Ticket Authority Card (PTAC)	✓		<ul style="list-style-type: none"> • Ticket machines at Tube stations (with staff assistance) 	
Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets				
Paper single/return tickets for Tube/DLR/London Overground journeys	✓		<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • Ticket machines¹ <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at some TfL Rail stations • at some DLR stations 	¹ Not all ticket machines sell the full range
Tube/DLR/London Overground/TfL Rail tickets and National Rail through tickets				
Paper single and return tickets for National Rail through journeys	✓		<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations • Ticket machines¹ <ul style="list-style-type: none"> • at Tube stations • at London Overground stations • at some TfL Rail stations • at some DLR stations • at National Rail stations in London 	¹ Not all ticket machines sell the full range

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Group Travel				
Group Day Travelcard Adults and under-16 only		✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations • Ticket machines at Tube stations • Visitor Centres **& ¹ • Visitor Shop at visitorshop.tfl.gov.uk 	¹ Not Gatwick Airport No photocard required for under-16s.
DLR only Group Travel Adults and under-18 only		✓	<ul style="list-style-type: none"> • Canary Wharf or London City Airport stations¹ • Customer Services on 0343 222 1234² 	¹ Purchase on day of travel ² Purchase at least 7 days in advance
Travelcards				
Day Travelcard Adult, National Rail Railcard and under-16 only		✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Ticket machines at <ul style="list-style-type: none"> • Tube stations • London Overground stations • Some TfL Rail stations • Some DLR stations • National Rail stations in London • Tram Stops • Visitor Centres** 	¹ Not always the full range

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Travelcards				
7 Day or monthly Travelcard	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Ticket machines at <ul style="list-style-type: none"> • Tube stations • London Overground stations • TfL Rail stations • Some DLR stations • National Rail stations in London • Oyster online tfl.gov.uk/oyster² • Oyster photocards online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² • Visitor Centres ** • TfL Oyster app⁴ 	<ol style="list-style-type: none"> ¹ See pages 9 - 15 for National Rail stations that sell tickets on Oyster All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards ⁴ Adult rate only. Photocards can't be used with the app.
3 monthly Travelcard	✓		<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Oyster online tfl.gov.uk/oyster² • Oyster photocards online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² • Visitor Centres ** (except Gatwick North & South) 	<ol style="list-style-type: none"> ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 - 15 and 16+ Zip, Apprentice and 18+ Student Oyster photocards

Where to buy tickets

Ticket Type	Oyster Paper	Where?	Notes
Travelcards			
6 monthly Travelcard Not Jobcentre Plus	✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Oyster online tfl.gov.uk/oyster² • Oyster photocard online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² • Visitor Centres ** (except Gatwick North & South) 	<ol style="list-style-type: none"> ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
Odd period Travelcard up to 3 months for Jobcentre Plus	✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Oyster online tfl.gov.uk/oyster² • Oyster photocard online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² 	<ol style="list-style-type: none"> ¹ see pages 9 - 15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard
Annual Travelcard Not Jobcentre Plus	✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations¹ • Oyster online tfl.gov.uk/oyster² • Oyster photocard online at tfl.gov.uk/photocard³ • Customer services 0343 222 1234² • Visitor Centres ** (except Gatwick) • TfL Oyster app⁴ 	<ol style="list-style-type: none"> ¹ see pages 9 -15 for National Rail stations that sell tickets on Oyster. All National Rail stations sell Travelcards as printed tickets ² Oyster online and customer services only sell adult rate ³ To buy discounted Travelcards on 11 -15 and 16+ Zip, Apprentice and 18+ Student Oyster photocard ⁴ Adult rate only. Photocard can't be used with the app.

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Bus and tram tickets				
One Day Bus & Tram Pass	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Visitor Centres ** (except Gatwick North & South) 	<p>Issued on single use Oyster card. Also available as paper tickets (see below)</p>
One Day Bus & Tram Pass		✓	<ul style="list-style-type: none"> • Ticket offices at <ul style="list-style-type: none"> • London Overground stations • Some TfL Rail stations • National Rail stations • Ticket machines at <ul style="list-style-type: none"> • Tube stations • London Overground stations • Some DLR stations • National Rail stations 	<p>Also available on single use Oyster card (see above)</p>
7 Day Bus & Tram Pass	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Visitor Centres ** • Ticket machines at <ul style="list-style-type: none"> • Tube stations¹ • London Overground stations¹ • Some DLR stations • National Rail stations² • TfL Oyster app³ 	<p>¹ Not all (passenger) types are available at all machines. ² see pages 9 - 15 for list of National Rail stations that sell tickets on Oyster ³ Adult rate only. Photocards can't be used with the app.</p>
Monthly Bus & Tram Pass	✓		<ul style="list-style-type: none"> • Oyster Ticket Stops • Visitor Centres ** • TfL Oyster app³ • Ticket machines at <ul style="list-style-type: none"> • Tube stations¹ • London Overground stations¹ • Selected DLR stations • National Rail stations² 	<p>¹ Not all (passenger) types are available at all machines. ² see pages 9 - 15 for list of National Rail stations that sell tickets on Oyster ³ Adult rate only. Photocards can't be used with the app</p>

Where to buy tickets

Ticket Type	Oyster	Paper	Where?	Notes
Annual Bus & Tram Pass Adult, 18+ Student and 16+	✓		<ul style="list-style-type: none"> • Oyster online tfl.gov.uk/oyster/ • Customer services 0343 222 1234¹ • Visitor Centres ^{**2} • TfL Oyster app³ 	<ol style="list-style-type: none"> ¹ Only available online/by phone for adults when getting an Oyster card for the first time ² Not available at half adult rate ³ Adult rate only. Photocards can't yet be used with the app
Tram tickets				
			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 IPE

** see TfL website for location and opening hours of Visitor Centres
tfl.gov.uk/travel-information/visiting-london/getting-around-london/visitor-centres

Where to buy tickets

Oyster retailing at National Rail stations

TfL rail operators: London Overground

All stations have Oyster enabled ticket machines. Most issue Oyster cards and sell Travelcard season tickets and can top up pay as you go on Oyster at ticket offices. The following London Overground stations do not have Oyster retail capability at ticket offices:

Bethnal Green	Cambridge Heath	Clapham High Street	Crouch Hill	Emerson Park
Harringay Green Lanes	Leyton Midland Rd	Leytonstone High Rd	London Fields	South Tottenham
Upper Holloway	Walthamstow Queens Rd	Wandsworth Road	Wanstead Park	Woodgrange Park

TfL rail operators: TfL Rail

All stations issue Oyster cards, sell Travelcard season tickets and can top up pay as you go on Oyster at ticket offices and have Oyster enabled ticket machines, except Hayes and Harlington 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	Yes	Yes	No
Chafford Hundred	Yes*	No	Yes
Dagenham Dock	Yes*	No	Yes
Fenchurch St	Yes	Yes	Yes
Grays	Yes*	No	Yes
Limehouse	Yes	Yes	Yes
Ockendon	Yes*	No	Yes
Purfleet	Yes*	No	Yes
Rainham	Yes*	No	Yes
Upminster	Yes	Yes	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	Yes	Yes	Yes
Northolt Park	Yes	Yes	Yes
Sudbury & Harrow Road	No	No	No
Sudbury Hill Harrow	No	No	No
Wembley Stadium	No	No	Yes

* National Rail stations where Oyster cards are available.

From 23 February 2020 onwards, there is a £5.00 charge (and no deposit) for new Oyster cards. If a card is still in use after 12 months, £5.00 pay as you go will be credited to that card via Faster Universal Load (FUL).

After 23 February 2020, some NR stations will still have reserve stocks of pre-issued Oyster cards that already have a £5.00 deposit. These stations will continue to issue Oyster cards with a £5.00 deposit after 23 February 2020 until stock runs out. If a deposit has been paid, it can be refunded as now at any time.

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	Yes	Yes	Yes
Broxbourne	Yes	Yes	Yes
Cheshunt	Yes	Yes	Yes
Enfield Lock	Yes	Yes	Yes
Hertford East	Yes	Yes	Yes
Liverpool Street	Yes	Yes	Yes
Northumberland Park	Yes	Yes	Yes
Ponders End	Yes	Yes	Yes
Rye House	Yes	Yes	Yes
Shenfield	No	Yes	Yes
St Margarets Herts	Yes	Yes	Yes
Tottenham Hale	Yes	Yes	Yes
Waltham Cross	Yes	Yes	Yes
Ware	Yes	Yes	Yes

* National Rail stations where Oyster cards are available.

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After 23 February 2020, some NR stations will still have reserve stocks of pre-issued Oyster cards that already have a £5.00 deposit. These stations will continue to issue Oyster cards with a £5.00 deposit after 23 February 2020 until stock runs out. If a deposit has been paid, it can be refunded as now at any time.

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	Yes*	No	Yes
Bellingham	Yes*	No	Yes
Blackfriars	Yes	Yes	Yes
Bowes Park	Yes*	No	Yes
Catford	Yes*	No	Yes
City Thameslink	Yes	Yes	Yes
Crews Hill	No	No	No
Cricklewood	No	No	Yes
Crofton Park	Yes*	No	Yes
Denmark Hill	Yes*	No	Yes
Drayton Park	Yes*	Yes	Yes
Elephant & Castle	No	No	Yes
Elstree & Borehamwood	No	No	Yes
Enfield Chase	No	No	Yes
Essex Road	Yes	Yes	No
Finsbury Park	Yes	Yes	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	Yes*	No	Yes
Oakleigh Park	No	No	Yes
Palmers Green	No	No	Yes
Ravensbourne	Yes*	No	Yes
South Merton	No	No	Yes
St Helier	No	No	Yes
St Pancras International	Yes	Yes	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 stations where Oyster cards are available.

From 23 February 2020 onwards, a £5.00 charge (and no deposit) for new Oyster cards is payable. If a card is still in use after 12 months, £5.00 pay as you go will be credited to that card via Faster Universal Load (FUL).

After 23 February 2020, some NR stations will still have reserve stocks of pre-issued Oyster cards that already have a £5.00 deposit. These stations will continue to issue Oyster cards with a £5.00 deposit after 23 February 2020 until stock runs out. If a deposit has been paid, it can be refunded as now at any time.

Where to buy tickets

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

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	Yes	Yes	Yes
Banstead	No	No	Yes
Battersea Park	No	No	Yes
Belmont	No	No	Yes
Birkbeck	No	No	Yes
Carshalton	Yes*	No	Yes
Carshalton Beeches	Yes*	No	Yes
Caterham	Yes*	No	Yes
Cheam	No	No	Yes
Chipstead	No	No	Yes
Coulsdon South	Yes*	No	Yes
Coulsdon Town	Yes*	No	Yes
Earlswood	No	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
East Croydon	Yes	Yes	Yes
East Dulwich	No	No	Yes
Epsom Downs	No	No	Yes
Ewell East	Yes*	No	Yes
Gatwick Airport	Yes*	No	Yes
Gipsy Hill	Yes*	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	Yes*	No	Yes
Purley Oaks	No	No	Yes
Queens Rd Peckham	No	No	Yes
Redhill	No	No	Yes
Reedham	No	No	Yes

Where to buy tickets

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
Thornton Heath	No	No	Yes
Tulse Hill	No	No	Yes
Upper Warlingham	No	No	Yes
Victoria (9-1 9)	Yes	Yes	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	Yes*	No	Yes

* National Rail stations where Oyster cards are available.

From 23 February 2020, a £5.00 charge (and no deposit) for new Oyster cards is payable. If a card is still in use after 12 months, £5.00 pay as you go will be credited to that card via Faster Universal Load (FUL). After 23 February 2020, some NR stations will still have reserve stocks of pre-issued Oyster cards that already have a £5.00 deposit. These stations will continue to issue Oyster cards with a £5.00 deposit after 23 February 2020 until stock runs out. If a deposit has been paid, it can be refunded as now at any time.

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	Yes*	No	Yes
Barnehurst	Yes*	No	Yes
Beckenham Junction	Yes*	No	Yes
Belvedere	Yes*	No	Yes
Bexley	Yes*	No	Yes
Bexleyheath	Yes*	No	Yes
Bickley	Yes*	No	Yes
Blackheath	Yes*	No	Yes
Brixton	Yes*	No	Yes
Bromley North	Yes*	No	Yes
Bromley South	Yes*	No	Yes
Cannon Street	Yes*	No	Yes
Catford Bridge	Yes*	No	Yes
Charing Cross	Yes*	No	Yes
Charlton	Yes*	No	Yes
Chelsfield	Yes*	No	Yes
Chislehurst	Yes*	No	Yes
Clock House	Yes*	No	Yes
Crayford	Yes*	No	Yes
Dartford	Yes*	No	Yes
Deptford	Yes*	No	Yes
Eden Park	Yes*	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
Elmers End	Yes*	No	Yes
Elmstead Woods	Yes*	No	Yes
Eltham	Yes*	No	Yes
Erith	Yes*	No	Yes
Falconwood	Yes*	No	Yes
Greenwich	Yes*	No	Yes
Grove Park	Yes*	No	Yes
Hayes	Yes*	No	Yes
Herne Hill	Yes*	No	Yes
Hither Green	Yes*	No	Yes
Kent House	Yes*	No	Yes
Kidbrooke	Yes*	No	Yes
Knockholt	Yes*	No	Yes
Ladywell	Yes*	No	Yes
Lee	Yes*	No	Yes
Lewisham	Yes*	No	Yes
London Bridge 1 -6	Yes*	No	Yes
Lower Sydenham	Yes*	No	Yes
Maze Hill	Yes*	No	Yes
Mottingham	Yes*	No	Yes
New Beckenham	Yes*	No	Yes
New Cross	Yes*	No	Yes
New Eltham	Yes*	No	Yes

Station	Issue Oyster cards	Travelcard Seasons and pay as you go top up at ticket office	Oyster enabled ticket machines
Orpington	Yes*	No	Yes
Penge East	Yes*	No	Yes
Petts Wood	Yes*	No	Yes
Plumstead	Yes*	No	Yes
Shortlands	Yes*	No	Yes
Sidcup	Yes*	No	Yes
Slade Green	Yes*	No	Yes
St Johns	Yes*	No	Yes
St Mary Cray	Yes*	No	Yes
St Pancras International	No	No	Yes
Stratford International (HSI)	Yes*	No	Yes
Sundridge Park	Yes*	No	Yes
Swanley	Yes*	No	Yes
Sydenham Hill	Yes*	No	Yes
Victoria 1 -8	No	No	Yes
Waterloo East	No	No	Yes
Welling	Yes*	No	Yes
West Dulwich	Yes*	No	Yes
West Wickham	Yes*	No	Yes
Westcombe Park	Yes*	No	Yes
Woolwich Arsenal	Yes*	No	Yes
Woolwich Dockyard	Yes*	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 TfL Rail										
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Cash	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
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 2** for details of who qualifies for each discount type and how to apply.

Bus & Tram

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

See **Book 2** for details of who qualifies for each discount type and how to apply.

National Rail

	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Cash	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 2 for details of who qualifies for each discount type and how to apply.

Emirates Air Line											
	Adult	5-10	11-15	16+	Young Visitor	18+	Apprentice	JCP	Bus & Tram	National Railcard/ Gold Card	Disabled Persons Railcard
Cash	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 Airline 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
Cash	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 standardised 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 Airline termini are red

Aldgate	Fenchurch St	Camden Town	Camden Road
Aldgate	Aldgate East (from 1 6 June 2020)	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	Liverpool Street	Fenchurch Street
Euston	St Pancras International	London Bridge	London Bridge
Euston	Kings Cross	London Bridge City Pier	London Bridge City Pier
Euston Square	Euston	Manor Park	Woodgrange Park
Euston Square	Warren Street	Mansion House	Cannon St NR
Finchley Road	Finchley Road & Frognal	Marylebone	Marylebone
Forest Gate	Wanstead Park	Marylebone	Paddington
Greenwich Pier	Greenwich Pier	Monument	Fenchurch Street
Hammersmith (D&P)	Hammersmith (H&C)	New Cross	New Cross Gate
Hanger Lane	Park Royal	North Greenwich Pier	North Greenwich Pier
Harringay	Harringay Green Lanes	Paddington	Paddington
Hackney Downs	Hackney Central	St Pancras International	Kings Cross
Ickenham	West Ruislip	St Pancras International (platforms 1-4)	St Pancras International (Platforms A-B)
Kings Cross	Kings Cross	Penge East	Penge West
Kings Cross	St Pancras International	Putney	East Putney
Kentish Town	Kentish Town West	Seven Sisters	South Tottenham
Kenton	Northwick Park	Shadwell	Shadwell
Kilburn	Brondesbury	Shepherd's Bush	Shepherds Bush
Lancaster Gate	Paddington	Southwark	Waterloo East
Lewisham	Lewisham	Southwark	Blackfriars
Leytonstone	Leytonstone H Rd	Sudbury Hill	Sudbury Hill Harrow
Limehouse	Limehouse	St George Wharf Pier	St George Wharf Pier
Liverpool Street	Liverpool Street		

Out of station Interchanges

Tottenham Hale	Tottenham Hale
Tower Gateway	Fenchurch Street
Tower Gateway	Aldgate
Tower Hill	Tower Gateway
Tower Hill	Fenchurch Street
Tower Pier	Tower Pier
Vauxhall	Vauxhall
Victoria	Victoria
Upper Warlingham	Whyteleafe
Walthamstow Central	Walthamstow Central

Walthamstow Central	Walthamstow Queen's Road
Waterloo	Waterloo
Waterloo	Waterloo East
Waterloo East	Waterloo
West Hampstead	West Hampstead
West Hampstead	West Hampstead Thameslink
West Hampstead	West Hampstead Thameslink
Westminster Pier	Westminster Pier
Wood Lane	White City

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 the following link:

<https://tfl.gov.uk/corporate/publications-and-reports/out-of-station-interchanges>

Gate and validator error codes

On bus, Tube, tram, DLR, London Overground, TfL Rail 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:

- Apple Pay (using an iPhone or Apple watch);
- Fitbit Pay
- Garmin Pay
- Google Pay
- 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.

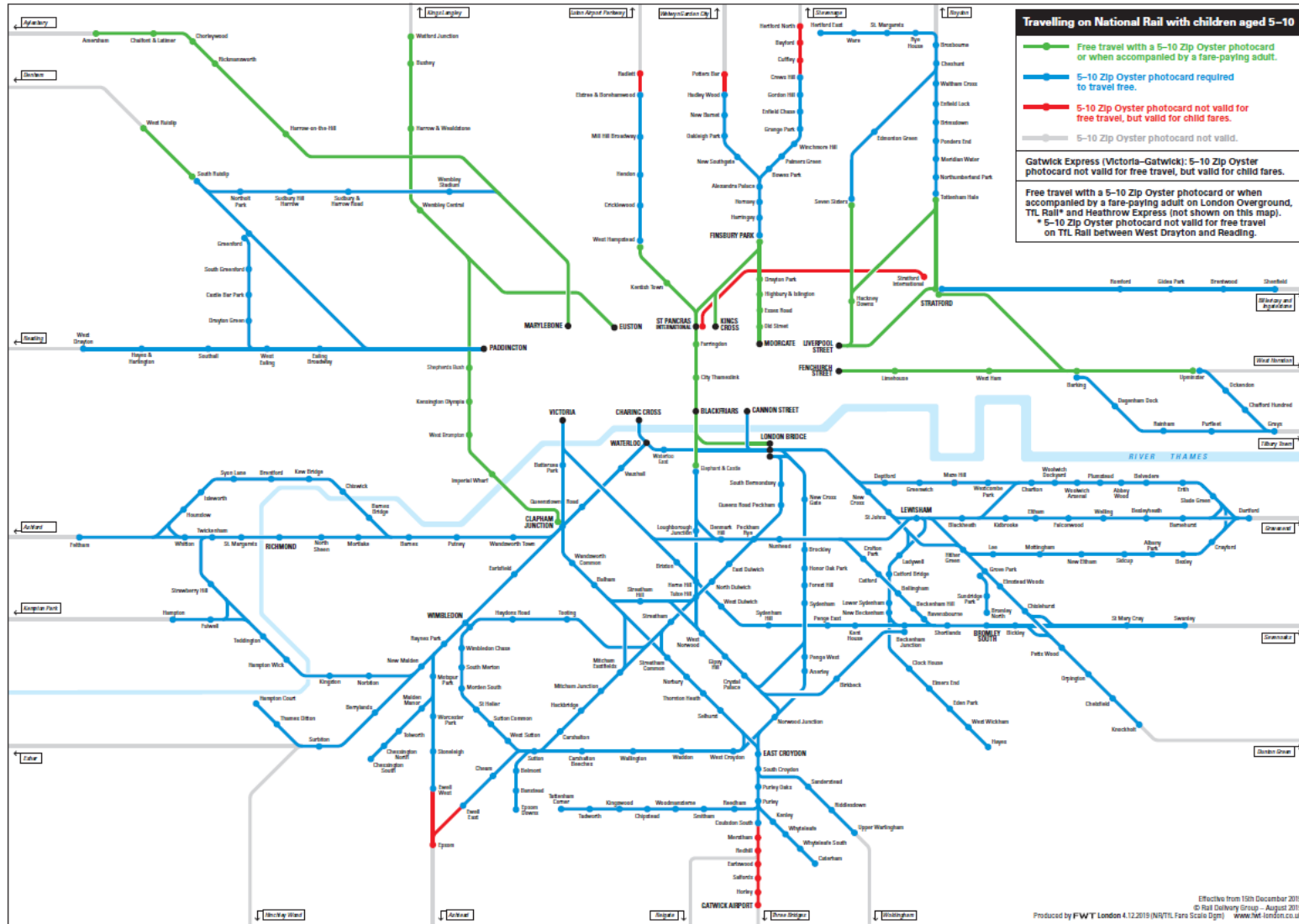
RID: A Revenue Inspection Device (RID) is carried by Revenue Inspectors to check that contactless payment and Oyster cards being used for travel are valid.

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

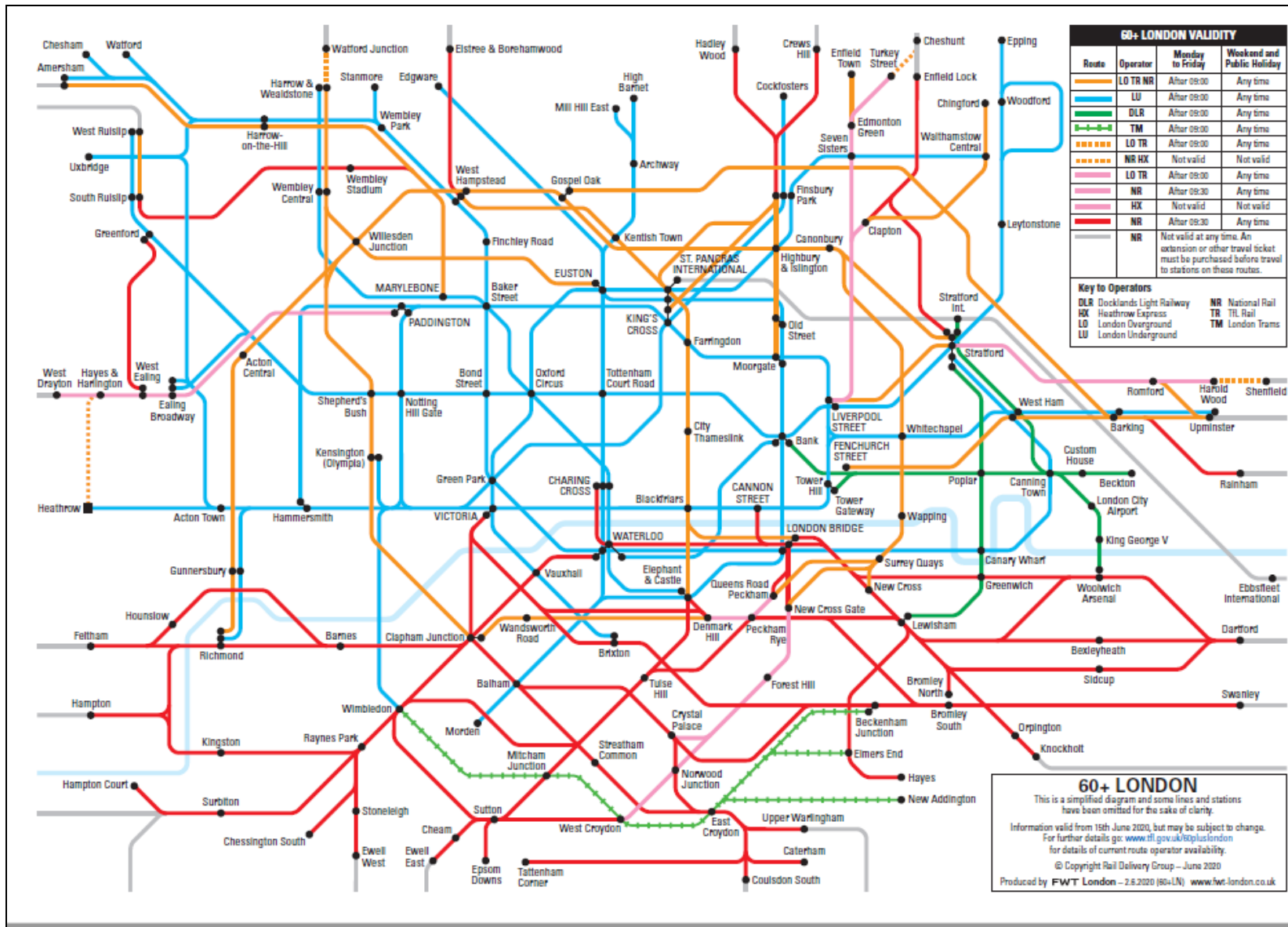
Although similar, there are some important differences to note between Contactless Payment cards and Oyster cards:

Contactless payment cards	Oyster
TICKET TYPES	
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 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
USING	
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
ONLINE ACCOUNTS	
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
REVENUE INSPECTION	
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

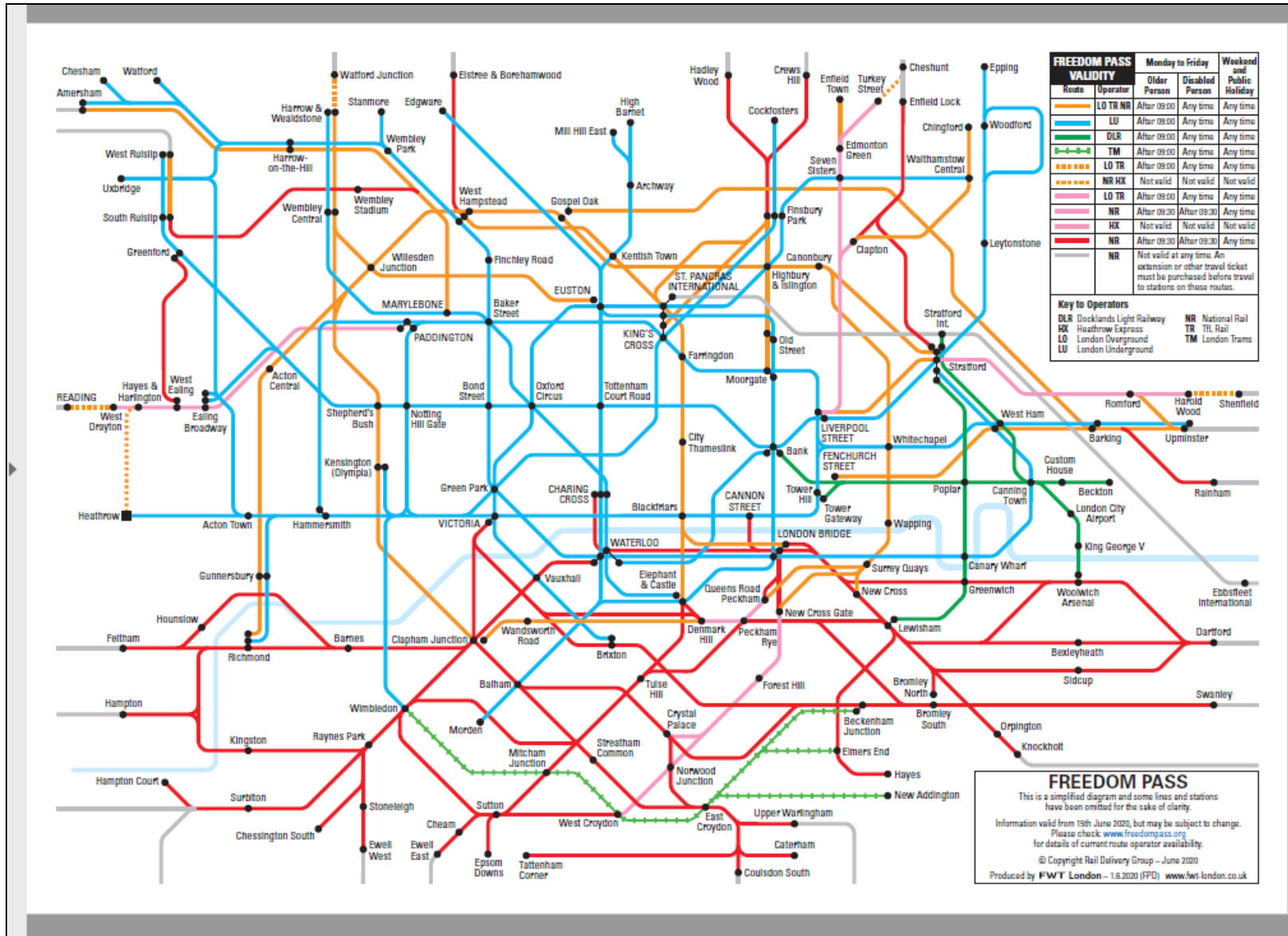
Travelling on National Rail with children aged 5 -10



60+ London Oyster photocard use from 15 June 2020



Freedom Passes use from 15 June 2020



Veterans Oyster photocard on National Rail

