

## Reference

**R2990 A3**

## Staff Oyster card conditions of use

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## 1 Purpose

The purpose of this document is to provide information on how and when to use staff Oyster cards.

## 2 Scope

This document applies to all permanent and fixed term contract employees who are given a staff Oyster card which gives free travel on TfL services to and from work and for leisure.

## 3 Information

### 3.1 Staff Oyster cards conditions of use

1. The staff Oyster card is issued to the person whose name and photo appears on the accompanying staff photocard or Privilege Ticket Authority Card (PTAC), which must show the same pass number as your staff Oyster card.
2. Your staff Oyster card is only valid for use when accompanied by your staff photocard or PTAC. You must show both cards whenever asked to do so by authorised TfL staff.

If you do not have both cards you will not be authorised to travel and will have to buy a ticket or use pay as you go instead. These fares will not be refunded.

3. You must return your staff Oyster card when it expires, has been cancelled or if you are no longer eligible.
4. You can use your staff Oyster card on the following:
  - All TfL rail services operated by London Underground, Docklands Light Railway, London Overground, Elizabeth line and Tramlink (except for any special services e.g., steam specials or rail tours)
  - London's bus services displaying the red or white roundel on the front and any other bus service where TfL fares apply (except for any special services)
  - National Rail services (standard class only) between the following stations:

Amersham - Marylebone	Stratford - Liverpool Street
Finsbury Park - Moorgate (via Drayton Park only)	Kentish Town - Elephant & Castle or London Bridge
Fenchurch Street - Upminster	Euston - Watford Junction

It is not valid on any other National Rail service.

**Note:** All travel services are subject to change at any time.

5. Your staff Oyster card is a discretionary benefit and does not form part of your contract of employment. Your staff Oyster card and photocard/PTAC remain the property of TfL and may be cancelled, suspended or withdrawn at any time TfL thinks fit. You must surrender it when it expires, is cancelled or if you are no longer eligible under any applicable terms of issue.
6. Your staff Oyster card and accompanying photocard/PTAC are not valid if they are altered or defaced in any way.
7. If your staff Oyster card does not work on the card readers or is damaged, you should report this immediately to your local HR Administrator or Staff Office and Staff Travel using the damaged pass application form.
8. If your staff Oyster card and/or photocard/PTAC is lost, stolen or withdrawn, you must report it immediately to your local HR Administrator or Staff Office and Staff Travel using the lost/stolen/withdrawn pass application form. If you don't report the loss within two weeks, the travel benefit may be withdrawn, and disciplinary action may be taken. You may be charged a fee if you lose your staff Oyster card and/or photocard/PTAC. This travel benefit may be withdrawn if you repeatedly lose your staff Oyster card and/or photocard or PTAC. Staff Travel will issue replacement cards as soon as possible. A fee is generally payable. Note that any tickets you bought whilst waiting for your replacement staff Oyster card and/or photocard or PTAC will not be refunded.
9. Any improper use of your staff Oyster card/photocard/PTAC or any misconduct whilst travelling may result in your travel benefits being withdrawn and those involved may be prosecuted. Disciplinary action may be taken which could result in dismissal. In addition, you are subject to all rules, regulations and conditions of carriage made applicable by the operators of the services listed in condition 3. Further information is on the [TfL website](#).
10. You cannot use your staff Oyster card if you are taking part in TfL industrial action. TfL may monitor your journey history to check that it hasn't been used during a period when you were on strike.

### 3.2 Privacy notice

TfL, its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. If you use your Oyster card or PTAC in connection with National Rail products or services, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) so that they can use it for the same purposes. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.

In certain circumstances, TfL and relevant TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

We will not use your data for marketing purposes.



#### 4 Help and advice

Staff Travel information is available on [Platform](#).

For further guidance contact [1729HelpdeskBSF@tfl.gov.uk](mailto:1729HelpdeskBSF@tfl.gov.uk).

#### 5 Person accountable for this document

Name	Job title
Martin Boots	Head of Employee Relations

#### 6 Abbreviations

Abbreviation	Meaning
PTAC	Privilege Ticket Authority Card
TOC	Train Operating Company

#### 7 Document history

Issue no.	Date	Changes	Author
A1	September 2017	Document converted from guidance and supersedes G2161 with minor updates to content. Change No. 05904.	Grizelda Hafter
A2	May 2021	Document reviewed; minor updates to contact details and links to referenced TMS content as per CR-14747.	Tracy Robson
A3	May 2022	Update TfL Rail to Elizabeth line as per CR-16059.	Tracy Robson