



Technology & Data Payments: Staff Briefing Notice **233**

Withdrawal of Platform Tickets

Effective date:	Date 03 September 2023
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Background

TfL's strategy is to reduce the sale and acceptance of paper tickets, which will help with the reduction of mechanical wear and tear and maintenance call-outs, as well as contributing to the Mayor's vision of a greener city. To support this, Platform tickets are to be withdrawn and will no longer be available to buy from LU POMs. For parity, London Overground and Elizabeth line ticket offices will also stop issuing Platform tickets.

When will the tickets be withdrawn?

Platform tickets will no longer be available from Sunday 3 September 2023

Are there any exceptions?

Yes. To maintain the customer flow and passage between LU Southwark station and National Rail Waterloo East station customers will still be able to buy a Platform ticket at Southwark.

What if a customer needs assistance?

Customers will still be able to use "Turn up and go" and "Passenger Assist".

[Help from staff - Transport for London \(tfl.gov.uk\)](https://tfl.gov.uk)

Can I still allow customers access to platforms?

Yes, you can still allow customers (i.e. train enthusiasts; someone helping with luggage) access to station platforms. This is discretionary and by local arrangement.

If you have any questions or comments about this briefing, please email [REDACTED]