



Your Bus Operator Oyster card– Conditions of Use

1. This Bus Operator Oyster card is issued to the person whose name and photo appears on the accompanying Bus Operator Photocard, which must show the same pass serial number as the Bus Operator Oyster card.
2. Your Bus Operator Oyster card is only valid for use when accompanied by your Bus Operator Photocard. 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 eligible to travel free and will have to pay the full fare; these fares will not be refunded.

3. You may use your Bus Operator Oyster card on the following services :-
4. **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.

It is not valid on any National Rail service

Note that all travel services are subject to change at any time.

5. Your Bus Operator Oyster card is a discretionary benefit and does not form part of your contract of employment. The Bus Operator Oyster card remains the property of Transport for London (TfL) and may be cancelled, suspended or withdrawn at any time TfL thinks fit.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.

We will carry out at least two audits per year to check you are still eligible. If you do not comply with the checks or if you are no longer eligible all travel facilities provided by TfL will be withdrawn.

6. Your Bus Operator Oyster card and accompanying Photocard are not valid if they are altered or defaced in any way. If your Bus Operator 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**. This must be completed so that a replacement Bus Operator Oyster card and/or photocard can be issued in exchange.
7. If your Bus Operator Oyster card is lost, stolen or withdrawn, you must report it immediately to your local HR administrator or staff office and Staff Travel using the **Lost/Stolen/Withdrawn Pass application form**. If you don't report the loss within four weeks, the travel benefit may be withdrawn. You may be charged a fee if you lose your Bus Operator Oyster card and/or Photocard. This travel benefit may be withdrawn if you repeatedly lose your Bus Operator Oyster card and/or Photocard.
8. Staff Travel will issue replacements as soon as possible. Note that any tickets that you bought whilst waiting for your replacement Bus Operator Oyster card and/or photocard during this period will not be refunded.
9. Any improper use of the Bus Operator Oyster card/Photocard or any misconduct whilst travelling may result in your travel benefits being withdrawn and those involved may be prosecuted. 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 can be obtained from those operators.

Please keep these Conditions of Use for future reference