

Ticketing and travel guide



2 January 2012 until further notice

London Overground Ticketing and travel guide

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1. Introduction

1.1. London Overground is the trading name of Rail for London Limited, a subsidiary of Transport for London (TfL), and provides train services on the following routes:

- London Euston to Watford Junction (local services only)
- Richmond to Stratford via Willesden Junction
- Stratford/Willesden Junction to Clapham Junction
- Gospel Oak to Barking
- Highbury & Islington/Dalston Junction to New Cross / Crystal Palace / West Croydon.

London Overground is part of the National Rail network and the National Rail Conditions of Carriage apply for journeys made on it unless we say otherwise in this Ticketing and travel guide.

When you buy a ticket to travel on London Overground, you enter into an agreement with us. That agreement gives you the right to make the journey or journeys between the stations or within the zones shown on the ticket you have paid for. The National Rail Conditions of Carriage are part of that agreement and apply to all journeys by scheduled passenger trains of the Train Operating Companies on the National Rail network.

This guide sets out your rights and duties as a customer of London Overground and is in addition to those set out in the National Rail Conditions of Carriage. This guide only applies to services operated by London Overground. Nothing in this guide affects any rights and duties contained in the following documents in the specific circumstances to which they apply:

National Rail Conditions of Carriage

- These Conditions of Carriage set out your rights and duties as a customer - and any restrictions on them – on all National Rail trains and stations, including London Overground.
- You can download a copy from the National Rail website at nationalrail.co.uk/nrcoc

National Rail Oyster Conditions of Use

- These Conditions of use set out your rights and duties as a pay as you go customer - and any restrictions on them – on all National Rail trains and stations, excluding London Overground.
- You can download a copy at tfl.gov.uk or from the National Rail website at nationalrail.co.uk/nrcoc

Transport for London Railway Byelaws

- These control behaviour on London Overground trains and at London Overground stations, London Underground trains and at London Underground stations and Docklands Light Railways trains and at Docklands Light Railways stations.
- You can get a free copy at tfl.gov.uk or from the Customer Services Team.

Greater London Authority Act 1999

- This shows when, where and why we can charge Penalty fares on London Overground.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to tsoshop.co.uk or call 0870 600 5522.

London Transport Act 1982

- This shows how we look after lost property.
- You can see a copy at main public libraries in the London area.
- To buy a copy, go to tsoshop.co.uk or call 0870 600 5522.

London Overground Customer Charter

- You can get a copy of the Charter at any London Overground station ticket office or from the Customer Services Team.

Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.

1.2. This Ticketing and travel guide, which may be amended from time to time, replaces all previous versions published by Transport for London.

It comes into force from the date on the front cover and will remain in force, with any amendments that we may make from time to time, until we republish it. Go to tfl.gov.uk for the most up-to-date version and any amendments.

Our staff and agents have no authority to make individual exceptions to the National Rail Conditions of Carriage, the National Rail Oyster Conditions of Use or the Conditions in this Ticketing and travel guide.

1.3. Information about the tickets we sell for travel on TfL services and the fares we charge for these can be found on tfl.gov.uk and in publicity available at London Overground stations, London Underground stations, Oyster Ticket Stops and London Travel Information Centres.

2. Useful contacts

2.1. Addresses and telephone numbers of the offices mentioned in this book are shown below.

Customer Services Team, London Overground	London Overground 125 Finchley Road London NW3 6HY (overgroundinfo@tfl.gov.uk)	telephone: 0845 601 4867 textphone: 020 3031 9331
Oyster helpline Oyster Ticketing & Refunds Office	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0845 330 9876 fax: 0845 600 6245 textphone: 020 7027 8511
Customer Service Centre, London Underground	London Underground 55 Broadway London SW1H 0BD	telephone: 0845 330 9880
Transport for London, Customer Relations	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0845 300 7000 fax: 0845 600 6241
Penalty fare Appeals	Appeals/Payments IRCAS PO Box 212 Petersfield GU32 9BQ	Appeals in writing to this address or at ircas.co.uk Payments only to: telephone: 0845 434 8292
Travel Information Contact Centre	Transport for London	telephone: 0843 222 1234 textphone: 020 3054 3900
Lost Property Office	Transport for London 200 Baker Street London NW1 5RZ	telephone: 0845 330 9882 fax: 020 7918 1028
London TravelWatch	6 Middle Street London EC1A 7JA (enquiries@londontravelwatch.org.uk)	telephone: 020 7505 9000 fax: 020 7505 9003

2.2. We try to be fair and helpful in all dealings with our customers. We always welcome comments or suggestions.

2.3. If you have a problem with your journey and our staff cannot solve it on the spot, or if you have any comments about the day-to-day running of our services, you can contact the Customer Services Team.

2.4. If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog set up by Parliament.

3. Special meanings

In this guide:

- 'we' and 'us' mean London Overground, the trading name of Rail for London Limited, a subsidiary of Transport for London (including the Concessionaire operating London Overground services).
- 'you' means any customer holding a ticket or tickets, holding an Oyster card with a season ticket and/or pay as you go credit on it, or who is using our trains and stations.

We have tried to make the wording of these conditions as clear as possible, but we have given certain words and phrases the special meanings shown below.

Authorised	Permission given by one of our staff or by an official notice or sign.
Auto top-up	A facility available to customers who have an Oyster online account which enables them to automatically have pay as you go credit added to their Oyster card. Go to tfl.gov.uk for full information and the Terms and Conditions.
Available / availability	Where a ticket or Oyster card with pay as you go credit on it can be used.
Child-rate tickets	Tickets which can be used only by: <ul style="list-style-type: none">• anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed for child-rate Travelcard season tickets and pay as you go and are valid until the photocard expiry date; even where the holder has turned 16 years old. A National Rail photocard is needed for other season tickets• holders of 16+ Oyster photocards (applies to season tickets only)• holders of Jobcentre Plus Travel Discount Cards (applies to season tickets on Oyster, Oyster single fares and printed London Overground single and return tickets).
Compulsory ticket area	Any area at a London Overground station identified by a notice which indicates that you may not enter that area without a ticket or other authority or to travel in a train arriving at or departing from that area.
Concession	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion.
Concessionaire	The company appointed by Transport for London to manage and operate London Overground services on behalf of Rail for London Limited.
Concessionary fare	A cheaper fare that can be obtained by some customers, such as holders of National Railcards or Oyster photocards.
Deposit	A returnable sum that must be paid to obtain an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by organisations other than Transport for London or National Rail.

Discount concession scheme	A scheme operated by Transport for London under which certain categories of customers may, on application and according to the conditions of the scheme, be issued with a photocard or Oyster photocard that allows them to travel at a reduced rate.												
DLR	Abbreviation for Docklands Light Railway.												
London Overground	Trains and stations operated under the London Rail Concession.												
London Overground station ticket office	<p>Ticket offices at stations served by London Overground (except Watford Junction) and which includes the following stations that are operated by London Underground Limited. At these stations, the ticketing conditions in this guide apply and tickets are issued in accordance with the National Rail Conditions of Carriage:</p> <table border="0"> <tr> <td>Gunnersbury</td> <td>Kenton</td> <td>South Kenton</td> </tr> <tr> <td>Harlesden</td> <td>Kew Gardens</td> <td>Stonebridge Park</td> </tr> <tr> <td>Harrow & Wealdstone</td> <td>North Wembley</td> <td>Wembley Central</td> </tr> <tr> <td>Kensal Green</td> <td>Queen's Park</td> <td></td> </tr> </table>	Gunnersbury	Kenton	South Kenton	Harlesden	Kew Gardens	Stonebridge Park	Harrow & Wealdstone	North Wembley	Wembley Central	Kensal Green	Queen's Park	
Gunnersbury	Kenton	South Kenton											
Harlesden	Kew Gardens	Stonebridge Park											
Harrow & Wealdstone	North Wembley	Wembley Central											
Kensal Green	Queen's Park												
London Rail Concession	The part of the National Rail network operated on behalf of Rail for London Limited.												
London Underground	Trains and stations run by London Underground Limited.												
London Underground station ticket office	Ticket offices at stations operated by London Underground, excluding those specifically listed under London Overground station ticket office above, where National Rail's Conditions of Carriage apply.												
National Rail	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail. Unless specifically excluded, this includes trains and stations operated under the London Rail Concession.												
National Rail pay as you go area	<p>Pay as you go can be used on all National Rail services within Zones 1-9 and can also be used at Chafford Hundred, Grays, Ockendon, Purfleet and Watford Junction stations.</p> <p>It cannot be used on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.</p>												
Oyster online and telesales	Visit tfl.gov.uk/oyster or call 0845 330 9876 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, and pay as you go credit to your Oyster card and set up Auto top-up.												
Oyster card	<p>A smartcard on which up to three season tickets and/or pay as you go credit can be held.</p> <p>The term Oyster card also includes Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards except where we say that it does not. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions.</p>												

Oyster photocard	<p>A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. Only issued to customers who qualify for concessionary travel.</p> <p>The term Oyster card also refers to Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards, except where we say that it does not.</p>
Child Oyster photocard	See 5-10 or 11-15 Oyster photocard.
5-10 Oyster photocard	An Oyster photocard that includes a concession for unaccompanied free travel on London Overground services.
11-15 Oyster photocard	An Oyster photocard that includes a concession for free bus and London Tramlink travel (unless withdrawn) and allows you to buy and use child-rate season tickets and to pay as you go at child-rate. The term 11-15 Oyster photocard also includes Child and Under-14 Oyster photocards, except where we say that it does not.
Under-14 Oyster photocard	See 5-10 or 11-15 Oyster photocard.
16+ Oyster photocard	An Oyster photocard that may include a free bus and London Tramlink travel concession and allows you to buy and use child-rate season tickets and to pay Oyster single fares at adult-rate (half the adult-rate where advertised as available on tfl.gov.uk).
18+ Student Oyster photocard	An Oyster photocard that includes the 18+ Student discount concession in accordance with that concession scheme. Where the Oyster photocard no longer includes the 18+ Student discount concession, you can use it as an Oyster card.
Oyster route validator	See clause 6.9. for information.
Oyster single fare	The fare charged when you pay as you go on London Overground, London Bus Services, London Underground, London Tramlink and Docklands Light Railway. It is also the fare charged when you pay as you go on National Rail services within the National Rail pay as you go area.
Oyster Ticket Stops	Places that issue Oyster cards and at which you can add season tickets and pay as you go credit to your Oyster card.
Pay as you go	Credit held on an Oyster card, which you can use to pay an Oyster single fare at the time you travel. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services.
Penalty fare	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the Transport for London Act 2008.

Pink card reader	A device on an Oyster route validator that, when an Oyster card is touched on it, ensures that you pay the appropriate Oyster single fare for the route you are taking.
Point-to-point season ticket	A season ticket available between two named stations.
Printed ticket	A ticket that is not on an Oyster card.
Protected Oyster card	An Oyster card that has been protected online with Transport for London. See clause 6.2.2. for information.
Rail for London Limited	A subsidiary of Transport for London, whose trading name is London Overground.
Registered Oyster card	An Oyster card that has been registered with Transport for London. See clause 6.2.1. for information.
Season ticket	Any ticket valid for 7 days, one month or longer.
Smartcard	A card that is able to contain one or more electronic tickets and/or electronic funds.
Special services	Services run on a particular occasion or for a particular purpose that are advertised as 'special services'.
Staff	People who work for us or our contractors.
Student-rate season tickets	7 Day, one month and longer period season tickets that holders of 18+ Student Oyster photocard encoded with the 18+ Student discount concession can buy at a reduced rate.
Ticket	Any of the types of ticket listed in these conditions.
Ticket selling outlets	London Overground station ticket offices and self-service machines, London Underground station ticket offices and self-service machines, London Travel Information Centres and Oyster Ticket Stops that sell tickets available on TfL services.
Train Operating Company	Companies running train services and managing some stations on the National Rail network.
TfL	Abbreviation for Transport for London.
Unregistered /Unprotected Oyster card	An Oyster card that has not been registered/protected with Transport for London. See clause 6.3. for information.
Valid/validity	When a ticket (or photocard or Oyster photocard) can be used.

Validate	Touching an Oyster card on a yellow card reader at the start of a London Overground, bus, London Underground, London Tramlink, DLR or National Rail journey and, when using London Overground, London Underground, DLR, or National Rail services by touching out at the end of a journey. See clause 6.8. for information.
Yellow card reader	A device that, when an Oyster card is touched on it, checks the card to see what season tickets and/or pay as you go credit are on it and, where appropriate, charges the Oyster single fare for the journey being made. Other than on buses and on self-service ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online and telesales. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or via telesales. On a self-service ticket machine, it can be used to add a season ticket or pay as you go credit to your Oyster card.
Zones	The ticket zones shown on the Oyster rail services in London map.

4. Services and safety

4.1. We always try to run reliable services. Sometimes trains cannot be run at the times or frequencies or to destinations advertised for reasons beyond our control or that of our concessionaire. We reserve the right to change timetables and to stop trains from running to a particular station without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

4.2. You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making or if you have a permit to travel, free travel concession or other travel authority. You can also do so if you have sufficient pay as you go credit on your Oyster card and have validated your card.

Our services are often heavily used so neither we, nor our concessionaire, can guarantee to provide a seat or carry you on a particular train.

4.3. We want to make sure that all your journeys are safe. You must follow instructions given by our staff. We reserve the right to close stations (or parts of them) and to require you to leave a train or station at any time. This will usually be for your safety.

4.4. You must not do anything forbidden by our Byelaws.

4.5.1. For safety reasons, on our trains and in our stations you must not:

- smoke
- use bicycles, roller skates, roller blades, scooters, skateboards or similar equipment
- take flash photographs and/or use a tripod or other camera support equipment
- use emergency exits except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

4.5.2 Alcohol ban – On our trains and in our stations, you must not:

- consume alcohol
- be in possession of an open container of alcohol

You may be prosecuted for disobeying these requirements.

For your personal security, our trains have on-board CCTV cameras. Stations are also monitored by CCTV cameras.

CCTV images are monitored and recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.

5. Photocards and Oyster photocards

5.1. National Rail photocards remain the property of National Rail and are valid for use with printed tickets bought for use on London Overground.

5.2. All TfL photocards and Oyster photocards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. We and/or TfL may withdraw or cancel your photocard or Oyster photocard at any time. We will only do this for a good reason and if we do, we may give you a receipt. If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard with you. This also applies to Oyster photocards when used with a printed ticket.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else to use. If you have an Oyster card with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you.

5.3. General information about when you need an Adult photocard, Jobcentre Plus Travel Discount Card, Bus & Tram discount photocard, Veterans Concessionary Travel Oyster photocard or a 5-10, 11-15, 16+ or 18+ Student Oyster photocard, where you can obtain one and the concessions available with them are on tfl.gov.uk and in publicity available at ticket selling outlets.

You can use your 5-10, 11-15 or 16+ Oyster photocard (where eligible) to travel free on bus and London Tramlink services (and on London Overground, London Underground, DLR and some National Rail services if you hold a 5-10 Oyster photocard) as soon as you receive it, except where the travel concession has been given up or revoked.

5.4. 5-10 Oyster photocards can be used by anyone aged 5 and under 11 years old. Applications can be made online at tfl.gov.uk/tickets. Alternatively application forms are available at Post Office® branches in Greater London.

You can apply for a 5-10 Oyster photocard for your child up to one month before their 5th birthday. A fee is payable for each application.

For information about the travel concessions allowed with a 5-10 Oyster photocard, see clause 7.2.4.

5.5. 11-15 Oyster photocards can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year). Applications can be made online at tfl.gov.uk/tickets. Alternatively application forms are available at Post Office® branches in Greater London.

You can apply for an 11-15 Oyster photocard up to one month before your 11th birthday. A fee is payable for each application.

For information about the travel concessions allowed with an 11-15 Oyster photocard, see clause 7.2.5.

5.6. 16+ Oyster photocards can be used by anyone aged 16 or 17 years.

Different travel concessions apply to:

- anyone aged 16 or 17, or who was 17 or 18 on 31 August prior to the current academic year and who is a resident of London and in qualifying full-time education
- anyone aged 16 or 17 who is not a resident of London or not in qualifying full-time education.

Qualifying full-time education is defined as a minimum of 12 hours guided learning per week for a minimum of ten weeks, on further education courses at Level 3 or below in a school sixth form, sixth form college or Further Education college. The hours of guided learning must take place between 0900 and 1800 Monday-Friday. Examples of Level 3 courses are A levels (As/A2), vocational awards such as BTEC or City & Guilds qualifications at Level 3 and the International baccalaureate.

For information about the travel concessions allowed with the 16+ Oyster photocard, see clause 7.2.6.

Application forms are available at Post Office® branches in Greater London. A fee is payable for each application.

5.7. Behaviour Code compliance If you do not comply with the Behaviour Code (set out on page 12) when on London's public transport network or premises TfL may withdraw your free bus and tram travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and TfL withdraw your free bus travel concession, providing you hold an 11-15 Oyster photocard without the free travel concession loaded, you can use it to buy child-rate Travelcard season tickets, reduced rate Bus & Tram Pass season tickets and to pay as you go at half the adult rate.

If you are a 16+ Oyster photocard holder and TfL withdraw your entire 16+ travel concession, you will have to pay adult fares for all your future journeys.

Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders

If you are an 11-15 or 16+ Oyster photocard holder you are required to adhere to TfL's Behaviour Code and the Terms and Conditions of issue. **If you do not, your Oyster photocard and/or your travel concession may be withdrawn.**

This Behaviour Code is in place to ensure you travel safely and show respect for our passengers, staff and property. Expected behaviours include, but are not limited to the following:

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats

Look after your Oyster photocard:

- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away

Use your Oyster photocard correctly:

- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, London Overground, DLR and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any Penalty fare that has been issued to you

You must **not**:

- Smoke, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach the Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw

5.8. 18+ Student Oyster photocards can be used by students in accordance with the Terms and Conditions set out on tfl.gov.uk/tickets. Students at participating universities, colleges and schools can apply online at tfl.gov.uk/tickets

You will only remain eligible for the 18+ Student discount concession as long as you meet the criteria set out on tfl.gov.uk/tickets. If you cease to be eligible for the 18+ Student discount concession, the concession will no longer be valid and you must contact us.

If you continue to use your 18+ Student Oyster photocard to obtain Student-rate season tickets when you are no longer eligible to do so, TfL will stop the discount concession or stop your Oyster photocard without notice, and you may be prosecuted.

For information about the travel concessions available with the 18+ Student Oyster photocard, see clause 7.2.7.

5.9. Jobcentre Plus Travel Discount Cards are issued by the Employment Service and information about these is contained in a leaflet available from them.

Jobcentre Plus Travel Discount Cards are valid for a maximum period of 3 months from the date of issue.

For information about the travel concessions available with the Jobcentre Plus Travel Discount Card, see clause 7.2.8. An Oyster card with the discount concession loaded on it may be needed.

5.10. Veterans Concessionary Travel Oyster photocards are available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. War widows, war widowers and dependants in receipt of the same payments will also be eligible.

You can apply for a Veterans Concessionary Travel Oyster photocard by calling 0845 331 9872. You will be sent an application form with information about how to apply.

For information about the travel concessions available with the Veterans Concessionary Travel Oyster photocard, see clause 7.2.9.

5.11. National Railcards are issued under the National Rail Conditions of Carriage by London Overground and by other Train Operating Companies and authorised issuers. Information can be obtained at London Overground stations, at nationalrail.co.uk or from National Rail stations. For information about the travel concessions offered if you have a National Railcard and accompanying Oyster card with the discount loaded on it, see clause 7.2.10.

5.12. Changed appearance. The photograph on your photocard or Oyster photocard must be full-face and must be a true likeness of you. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard will not be valid and we may withdraw them and they may not be returned for further use. If we do this, we may do so without giving you a receipt.

If you hold a printed season ticket with an Adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance.

You can replace your Adult photocard at any London Overground station ticket office. You must also have your season ticket replaced at the same time, to show your new photocard number.

If you have a **5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard** and your appearance has changed significantly, you must go online and upload a new photograph. A fee is generally charged for each application.

You must also replace your 5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard if it becomes damaged or illegible. A fee is generally charged for each application.

If you have an **18+ Student Oyster photocard** and your appearance has changed significantly, you must go online and upload a new photograph. A fee is generally charged for each application.

If you have a **Jobcentre Plus Travel Discount Card** and your appearance has changed significantly you must contact your Jobcentre Plus Personal Advisor to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. If you have an Oyster card, you will then need to go to a London Overground station ticket office, London Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre where the details on your Oyster card can be updated.

6. Oyster card

6.1.1. At London Overground station ticket offices we will issue an Oyster card if you are buying a Travelcard season ticket or if you wish to load pay as you go credit on an Oyster card.

6.1.2. If you are using an Oyster card, it must have a valid season ticket (or tickets) on it that is available for the whole of the journey you are making or sufficient pay as you go credit for your full journey or that part of your journey not covered by your season ticket.

6.1.3. Unless it has a valid season ticket on it, you can lend or transfer your Oyster card to another person for them to pay as they go. If you have a season ticket on your Oyster card, you cannot lend or transfer it to anyone else to pay as they go. If the Oyster card is registered/protected in your name, it will remain in your name and we will only be able to deal with you about any enquiries about the Oyster card. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot lend or transfer it to anyone else. If you do, we may withdraw the Oyster photocard and you may forfeit the right to any refund on the unused value of your season ticket, pay as you go credit and/or the deposit. The person using your Oyster photocard or Oyster card may be subject to a Penalty fare and/or prosecution.

6.1.4. We reserve the right to prevent the use of or to withdraw your Oyster card and it may not be returned for further use, if it is misused or if it is used in a way that is not permitted in accordance with this Ticketing and travel guide and it may not be returned whether or not the misuse was by the registered holder of the card. All Oyster cards remain the property of TfL and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time. We will not do this without good reason and may give you a receipt should it be withdrawn. Where, for whatever reason, your Oyster card is cancelled without you being informed, and you find it no longer works, you will need to call the Oyster helpline to find out why TfL have done so.

If you no longer need your Oyster card, you must hand it in at any London Overground station or send it to the Oyster Ticketing and Refunds Office.

6.2. Registered and Protected Oyster cards

6.2.1. Registered Oyster cards. If you wish to register your Oyster card or must do so because you are buying a season ticket valid for one month or longer, you must complete an Oyster card registration form. This is not necessary if you order your Oyster card through Oyster online and telesales (where there are special arrangements). If you already have an unregistered/unprotected Oyster card (see clause 6.3.), you can register it at any time at a London Overground station ticket office, London Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre by handing in your completed Oyster card registration form together with your existing Oyster card for updating. Alternatively, you can protect your Oyster card online, see clause 6.2.2. You must also register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

If any of your personal details change after you register your Oyster card, you must go online or call the Oyster helpline to update your details.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

All Oyster photocards are registered. This is part of the application process (see Section 5).

6.2.2. Protected Oyster cards. You can protect your Oyster card online at tfl.gov.uk/oyster. If you subsequently need to register your Oyster card because you are buying a season ticket valid for one month or longer, see clause 6.2.1.

If any of your personal details change after you protect your Oyster card, you must go online to update your details.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

6.3. Unregistered/Unprotected Oyster cards. You do not need to register/protect your Oyster card if you only intend to use an adult-rate 7 Day season ticket and/or add pay as you go credit but you can do so if you wish. If you already have an unregistered/unprotected Oyster card, you can register or protect it at any time in accordance with clause 6.2.1 or clause 6.2.2. If you have an unregistered/unprotected Oyster card, we are unable to provide any information to you by telephone with regard to that Oyster card. All Oyster photocards are registered. This is part of the application process (see Section 5).

6.4. Card deposit. You have to pay a deposit to obtain an Oyster card. This deposit will be refunded if you return the original card to us or TfL when you no longer need it.

If your Oyster card has a negative pay as you go balance when you return it to us, you will be asked to clear it before we refund the deposit.

Transport for London will not charge a deposit if they issue an Oyster photocard or if your first season ticket and/or pay as you go credit is on a smartcard issued by another organisation.

6.5. Duty to show your Oyster card. You must be prepared to show your Oyster card (and photocard, if needed) on each journey, whether or not we have asked you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

6.6. Using a season ticket on your Oyster card

6.6.1. Travelcard season tickets on Oyster cards are available on the London Overground network within the zones paid for.

You can use the Travelcard season ticket on your Oyster card provided it is available and valid at the time you travel and any pay as you go balance on your Oyster card is not in debit. Should any pay as you go balance on your Oyster card be in debit, you must clear the debit before you use your Travelcard season ticket.

6.6.2. When you use London Overground services, you must touch your Oyster card on the yellow card reader (see clause 6.8.) at both the start and the end of your journey. If the ticket gates at stations are open you must still touch your Oyster card on the yellow card reader.

Provided that the season ticket on your Oyster card is available and valid at the time you travel, you can still use your Oyster card at stations where there is no yellow card reader or if it is not working. You may be asked instead to show your Oyster card (and photocard where needed).

6.6.3. If you have a valid season ticket on your Oyster card which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket providing pay as you go is available. You must have a valid season ticket and/or use pay as you go for the whole of the journey you are making.

6.6.4. If you are using National Rail services outside the National Rail pay as you go area and you do not have a valid season ticket for the whole of the journey you are making, you must buy a printed ticket for that part of your journey not covered by your season ticket.

6.6.5. If your Oyster card has more than one Travelcard season ticket on it and they are valid on the same date or dates, the zonal availability of any such season tickets must cover adjacent zones at all times.

6.6.6. If you buy an adult rate annual Travelcard season ticket, we will issue you with a Gold Record Card. You must show the Gold Record Card and your Oyster card when you wish to buy a concessionary fare ticket under the terms of the Gold Card scheme. It is not necessary to present the Gold Record card to have the Gold Card discount set on your Oyster card. The Gold Record Card is not valid for travel.

6.7. Paying as you go with your Oyster card

6.7.1. You can pay as you go throughout the London Overground network.

6.7.2. How to pay as you go. Only one person at a time can travel using the pay as you go credit on an Oyster card.

6.7.3. Paying as you go on London Overground, London Underground, DLR and National Rail services within the National Rail pay as you go area

To record the start of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8.) at the station as you enter the compulsory ticket area. A charge, as set by TfL, will be deducted from the balance on your Oyster card. You will not be allowed to start your journey unless you have sufficient pay as you go credit on your Oyster card.

To record the end of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8.) at the station as you exit the compulsory ticket area. The deduction made at the start of your journey will be adjusted so that you only pay the advertised Oyster single fare for the journey made.

If you do not touch in at the start and touch out at the end of your journey, you may be charged a maximum Oyster single fare and this journey will not be included in any daily price capping. You may also be liable to a Penalty fare or you may be prosecuted.

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 4 hours and 50 minutes for a longer distance journey on a Sunday or public holiday – go to tfl.gov.uk for full information. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit you will be charged more than the Oyster single fare for your journey. If this happens, we may in some instances correct this over-payment automatically. Otherwise you may need to call the Oyster helpline so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

You must touch in and out with your Oyster card in the same way for journeys to and/or from London Underground, DLR or National Rail stations within the National Rail pay as you go area. There is no need to touch your Oyster card on a yellow card reader again when transferring within the same station from London Overground to the London Underground, DLR, or to a National Rail service within the National Rail pay as you go area. If you are transferring from London Overground to a National Rail service on which pay as you go is not available you must touch out at the station where you transfer to complete your pay as you go journey.

If you enter and leave the same station without undertaking a journey, we may charge you a fare up to a maximum Oyster fare.

If you enter at one station and do not touch out at another, we may charge you a fare up to a maximum Oyster fare.

If you have on your Oyster card a valid season ticket which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket. See clauses 6.6.2. to 6.6.5

6.8. Yellow card readers

When you touch your Oyster card flat on the yellow card reader:



a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means that it has been accepted for travel. A red light, accompanied by two beeps, means your Oyster card has been rejected. You must not go further until either your Oyster card has been accepted for travel or you have paid separately for your journey.

If a yellow card reader displays a red light or no light at all, it is not working. If this is the case, at a London Overground station you must use another yellow card reader that is working. An amber light normally means that the yellow card reader is ready to check your Oyster card.

You cannot validate your Oyster card by touching in or touching out on a yellow card reader located on a self service ticket issuing machine.

6.9. Oyster route validator (pink card reader)

Oyster route validators, which can be identified by a pink card reader:



are located at a number of interchange stations. If you pass an Oyster route validator when changing from one train to another, and you are using your Oyster card to pay as you go for any part of your journey, but not starting or finishing your Oyster pay as you go journey at the station concerned, you must touch your card on the pink card reader to ensure you pay the appropriate Oyster single fare for the route you are taking (see tfl.gov.uk/tickets for details).

You must still touch in on a yellow card reader (see clause 6.8.) at the start of your journey and touch out at the end to ensure you pay the correct Oyster single fare and avoid paying a maximum Oyster fare.

6.10. Oyster daily price capping

Although you may have reached an Oyster daily price capping rate, you must continue to touch your Oyster card on a yellow card reader at the start (and end where appropriate) of every journey, see clause 6.7.3.

If you do not do so, you may pay too much, be liable to pay a Penalty fare or you may be prosecuted.

Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap.

6.11. Full information about Oyster is available at tfl.gov.uk and is also outlined in separate publicity available at Oyster issuing outlets.

6.12. Data Protection

If you have registered/protected your Oyster card, you agree to us holding information about you.

Our Privacy Notice states:

Transport for London (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 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 the Data Protection Act 1998.

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.

6.13. Retention of Oyster personal travel data

The Oyster ticketing system retains data of the journeys made using your Oyster card for eight weeks: after this time it is de-personalised. Go to tfl.gov.uk for information.

7. Using tickets and travel concessions

7.1. Printed tickets

7.1.1. If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a valid permit to travel, free travel concession or other authority to travel, valid and available for the journey you are making, you must have with you either (a) printed ticket(s) which is/are available for the whole of the journey you are making. Printed tickets issued for use on London Overground are issued in accordance with the National Rail Conditions of Carriage unless stated otherwise in this Ticketing and travel guide.

If you wish to travel to or from a place outside the availability of your printed ticket, or before or after the times that it is valid, you must pay the extra cash fare due before you travel.

7.2. Using travel concessions

7.2.1. General

If you are travelling free or at child-rate, our staff have the right to request proof of your age but will only do so where they have reasonable doubt about whether you are eligible for such travel.

7.2.2. Any season ticket you have must not expire later than the expiry date of the photocard which you are using it with or later than the expiry date of your Oyster photocard.

7.2.3. Under 5 years old. You can travel free at all times on London Overground when with a ticket holder or someone using Oyster to pay as you go.

7.2.4. Aged 5 and under 11 years old

For information about how to obtain a 5-10 Oyster photocard, see clause 5.4.

If accompanied by an adult, up to 4 children can travel free at all times. For this purpose, an adult can be any of the following:

- Persons aged 18 or over using any adult-rate ticket or when using Oyster to pay as you go at adult-rate
- Older person freedom pass holders (no additional ticket needed)
- Disabled person freedom pass holders aged 18 or over (no additional ticket needed)
- Veterans Concessionary Travel Oyster photocard holders aged 18 or over (no additional ticket needed)
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Bus & Tram discount photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- Jobcentre Plus Travel Discount Card holders when holding a valid travel ticket or when using Oyster to pay as you go.

Children aged 5 and under 11 years old travelling without an adult as defined above may travel free if holding a valid 5-10 Oyster photocard.

Under-14 or Child Oyster photocard holders may only travel free when accompanied by an adult as described above.

Children aged 5 and under 11 travelling on services operated by other Train Operating Companies must buy a ticket for their journey before travelling.

7.2.5. 11 to 15 year olds

For information about how to obtain an 11-15 Oyster photocard, see clause 5.5.

You may buy and use child-rate single, return and Day Travelcards without the need for an 11-15 Oyster photocard.

If you hold a valid 11-15 Oyster photocard and have bought the appropriate season ticket or you have added pay as you go credit to your photocard, you can travel at child-rate.

National Rail photocards are accepted for National Rail only season tickets. Any season ticket you have must not expire later than the photocard which you are using it with.

If you have an 11-15 Oyster photocard, it can be used until the expiry date shown on the photocard (even if you have turned 16 years old) to buy child-rate Travelcard season tickets and to pay as you go at child-rate.

7.2.6. 16 and 17 year olds

Discounts for 16 and 17 year olds are also available to some 18 and 19 year olds, see clause 5.6. For information about how to obtain a 16+ Oyster photocard, see clause 5.6.

You can put pay as you go credit on your 16+ Oyster photocard and pay Oyster single fares on our services at half the adult-rate and can buy and use child-rate Travelcard season tickets. For information go to tfl.gov.uk and see publicity available at ticket selling outlets.

7.2.7. 18+ Students

For information about how to obtain an 18+ Student Oyster photocard, see clause 5.8.

If you hold a valid 18+ Student Oyster photocard you can buy and use Student-rate Travelcard season tickets. For information go to tfl.gov.uk and see publicity available at ticket selling outlets.

Any Student-rate season ticket that you have must not expire later than the date your 18+ Student discount concession expires.

7.2.8. Jobcentre Plus Travel Discount Cards

For information about how to obtain a Jobcentre Plus Travel Discount card, see clause 5.9.

If you hold a Jobcentre Plus Travel Discount Card you can buy and use child-rate London Overground cash single and return tickets and point-to-point season tickets. If you also hold an Oyster card with the Jobcentre Plus Travel Discount Card concession on it, you can buy and use child-rate Travelcard season tickets and can pay as you go at half the adult-rate. You cannot buy Day Travelcards or Group Day tickets at a special rate.

7.2.9. Veterans Concessionary Travel Oyster photocards

For information about how to obtain a Veterans Concessionary Travel Oyster photocard, see clause 5.10.

If you hold a Veterans Concessionary Travel Oyster photocard you can travel free on our services at all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the National Rail services shown in Note A2). – See page 28.

7.2.10. National Railcard or Gold Card discounts

For information about how to obtain a National Railcard, see clause 5.11.

If you hold

- (a) a 16-25, Senior, Disabled persons or HM Forces Railcard and an Oyster card with the National Rail discount loaded on it
 - (b) an Oyster card which both holds an adult-rate annual Travelcard and has the associated Gold Card discount loaded on it; or
 - (c) an Oyster card on which a Gold Card discount has been loaded in association with a printed adult-rate annual Travelcard or National Rail point-to-point season ticket
- your off-peak Oyster daily price cap will be 34% lower than the equivalent adult-rate daily price cap. Individual off-peak Oyster single fares for journeys involving travel by Tube, DLR, London Overground or National Rail will also be 34% lower than the equivalent adult rate for the journey. These discounts are only available to the cardholder. You must carry your National Railcard with you at all times.

If you hold a Railcard or adult rate Annual Travelcard and are travelling with other people who are eligible for a discount on any printed tickets bought in association with your Railcard or adult rate Annual Travelcard, the entire group, including you, must buy and use printed tickets.

If you hold a Disabled persons Railcard, also hold an Oyster card with the National Railcard discount and pay as you go credit loaded on it and are travelling with a Companion who is eligible for a discount on any printed tickets bought in association with your Railcard, you, as the Railcard holder, do not need to buy a printed ticket.

If you hold an Annual season ticket (Gold Card) valid in Zones 1-6, either on an Oyster card or in the form of a printed ticket, and you wish to travel with a Companion holding an Off-peak Day Travelcard bought at a discount in association with your Gold Card you, as the Gold Card holder, do not need to buy a separate ticket. However if your Gold Card is not valid throughout Zones 1-6, you will need to buy a separate Zones 1-6 Off-peak Day Travelcard for yourself.

7.3. Paying for tickets and adding credit to your Oyster card. Information about how you can pay for tickets and put pay as you go credit on your Oyster card can be found at tfl.gov.uk/tickets and in publicity available at ticket selling outlets.

If you buy a season ticket or add credit to your Oyster card with a cheque or debit/credit card that is not honoured, the season ticket or pay as you go facility will be invalid from the time it was issued or credit was put on your Oyster card. In such a case, we can charge you the appropriate full cash single fare for all journeys you make using the invalid ticket or Oyster card and we can stop the card.

7.4. If the London Overground station ticket office is closed. If you do not have with you a valid ticket or sufficient pay as you go credit on your Oyster card, you must use a ticket machine to add credit to your Oyster card or to buy at least a single ticket, Ticket Extension or other permit to travel.

If you have a problem using the ticket machines, ask for help from the first available member of our staff.

7.5. Checking tickets and change. When you buy a ticket, please check at once that it is the one you want and that you have been given the right change.

7.6. Our ticket types and conditions. Pages 23 to 27 give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, 18+ Student, Jobcentre Plus Travel Discount Card tickets and National Railcard discounts, see Section 5 or go to tfl.gov.uk/tickets.

It is your responsibility to ensure you have the correct ticket or have validated your Oyster card correctly for the journey you are making.

As well as the ticket types shown in this guide, we sell or issue some other types of tickets on behalf of other operators that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict with the ones shown in this guide, the special conditions apply instead.

In addition to any special conditions mentioned, all tickets issued for travel on London Overground are subject to the National Rail Conditions of Carriage, copies of which are available from London Overground station ticket offices.

If we introduce new tickets, photocards, products or ticketing facilities while this version of the guide is in operation, we will publish information about them separately until we re-issue the guide.

Our ticket types and conditions

Ticket type	Tickets, which only show a fare value or zone(s), bought at London Underground/DLR stations for a single or return journey which includes travel on London Overground	Tickets, which show the destination station name, valid for a single or return journey on London Overground and other National Rail services, including via London Underground and DLR
Validity	<p>On any train on the date of validity and any journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	<p>On any train on the date(s) on which the ticket is valid.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>
Availability on London Overground (see Note C)	<p>A single journey from the London Underground/DLR station where it is bought to any London Overground station stop within the fare value shown on the ticket. Return tickets are available for a journey in reverse to any London Underground/DLR station where the fare value is the same or less. The journey must be made without leaving the London Overground, London Underground (or other operator's system) at intermediate stations unless this is specifically permitted.</p>	<p>A single London Overground journey between the stations shown on the ticket via the route specified. The journey must be made without leaving the London Underground/DLR/National Rail at intermediate stations unless this is specifically permitted.</p>
Can it be used on other services?	<p>Yes – on London Underground, Docklands Light Railway and London Tramlink services, and on other National Rail services shown in Note A1.</p>	<p>Yes – on other National Rail services and London Underground and Docklands Light Railway subject to the route specified.</p>
Extra conditions	<p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p>	<p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff. For full information, please refer to the National Rail Conditions of Carriage.</p>

Our ticket types and conditions

Ticket type	Day Travelcard	3 Day Travelcard Not available to buy at ticket selling outlets
Validity	<p>Anytime tickets - From 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p>	<p>Anytime tickets - From 0001 on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p>
Availability (see Note C)	<p>Unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.</p>	<p>Unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.</p>
Can it be used on other services?	<p>Yes – on London Underground, Docklands Light Railway and on the other National Rail services within the zones shown on the ticket. Unlimited journeys across the London bus network irrespective of the zone(s) shown on the ticket (excludes special bus services) and on the bus services as shown in Note A3. Unlimited journeys on London Tramlink where the Travelcard includes Zone 3, 4, 5 or 6. Also entitles the holder to 1/3rd off the cost of travel on most River boat services.</p>	<p>Yes – on London Underground, Docklands Light Railway and on the other National Rail services within the zones shown on the ticket. Unlimited journeys across the London bus network irrespective of the zone(s) shown on the ticket (excludes special bus services) and on the bus services as shown in Note A3. Unlimited journeys on London Tramlink where the Travelcard includes Zone 3, 4, 5 or 6. Also entitles the holder to 1/3rd off the cost of travel on most River boat services.</p>
Extra Conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>	<p>Cannot be transferred from one person to another.</p>

Our ticket types and conditions

Ticket type	National Rail or London Overground Point-to-point season ticket	Travelcard season ticket
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.
Availability (see Note C)	Unlimited journeys between the stations shown on the ticket, including any stations in between.	Unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between. Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.
Can it be used on other services?	Yes - on other National Rail services as shown on the ticket.	Yes - on London Underground, Docklands Light Railway and on other National Rail services within the zones shown on the ticket. Unlimited journeys across the London bus network irrespective of the zone(s) shown on the ticket (excludes special bus services) and on the bus services as shown in Note A3. Unlimited journeys on London Tramlink where the Travelcard includes Zone 3, 4, 5 or 6. Also entitles the holder to 1/3 rd off the cost of travel on most River boat services.
Adult photocard needed? (see Note B)	Yes.	7 Day, monthly and longer period on an Oyster card – No. Printed 7 Day ticket available within Zones 1-9 - No. Printed 7 Day ticket available to a National Rail destination outside Zones 1-9 – Yes. Printed monthly and longer period ticket – Yes
Extra conditions	Cannot be transferred from one person to another. Can be used to travel by any reasonably direct route to the destination (or, in the case of a National Rail ticket, any route permitted by the National Rail Conditions of Carriage), unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff. Can be bought up to 7 days before the start date. Point-to-point season tickets are available as printed tickets only - they are not available on Oyster.	Cannot be transferred from one person to another. Where on an Oyster card, can be bought up to 30 days before the start date at London Overground stations. Where more than one Travelcard season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times. Printed tickets can be bought up to 7 days before the start date.

Our ticket types and conditions

Ticket type	Pay as you go	Free travel on London Overground for children aged under 11 years old
Validity	At all times.	At all times.
Availability (see Note C)	<p>On all London Overground services.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area. Go to tfl.gov.uk for information.</p>	<p>On all London Overground services.</p> <p>This is subject to the normal rules on availability of the ticket, freedom pass or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Can it be used on other services?	<p>Yes - on all services operated by London Underground, London Buses (except special services), Docklands Light Railway and London Tramlink. Also on National Rail services within the National Rail pay as you go area.</p> <p>Not available on Southeastern high speed trains, Heathrow Express and on Heathrow Connect services between Hayes & Harlington and Heathrow.</p> <p>To buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services.</p>	<p>Yes - on London Underground and Docklands Light Railway services, and on the National Rail services shown in Note A1.</p> <p>This is subject to the normal rules on availability of the ticket, freedom pass or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Extra conditions	Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap (see clause 6.10).	Available for up to four children aged under 11 years old when travelling with an adult and to children aged 5 and under 11 years old who hold a 5-10 Oyster photocard (excludes Under-14 and Child Oyster photocards).

Our ticket types and conditions

Ticket type	Freedom pass	Veterans Concessionary Travel Scheme Oyster photocard
Validity	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the National Rail services shown in Note A2).	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the National Rail services shown in Note A2).
Availability (see Note C)	On all London Overground services (but cannot be used on London Midland or Southern services between Watford Junction and Harrow & Wealdstone).	On all London Overground services (but cannot be used on London Midland or Southern services between Watford Junction and Harrow & Wealdstone). Can also be used on some special bus services. Please check with the operator or go to tfl.gov.uk/tickets
Can it be used on other services?	Yes – see freedom pass publicity for full information.	Yes - at all times on the bus services as shown in Note A2.
Extra conditions	<p>Cannot be transferred from one person to another. It can only be used by the person whose name appears on the pass.</p> <p>Ticket checking staff may withdraw any freedom pass which appears to be invalid or is being used incorrectly and it may not be returned for further use.</p> <p>If you move from Greater London, your freedom pass must be surrendered to: FREEPOST FREEDOM PASS RETURNS.</p>	Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.

Notes

A1 London Overground cash single and return tickets can also be used on the National Rail services shown below:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- Watford Junction to Clapham Junction (Southern services)
- Watford Junction to Euston (London Midland services)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip.

A2 Freedom passes and Veterans Concessionary Travel Oyster photocard can also be used between 0430 and 0930 on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)*
- Harrow & Wealdstone to Euston
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking
- New Cross Gate to West Croydon / Crystal Palace (London Overground service only)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip.

* On Southern services between Clapham Junction and Harrow & Wealdstone, holders of Disabled person freedom passes can travel free at any time; holders of Older persons freedom passes and Veterans Concessionary Travel Oyster photocard can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

A map showing where freedom passes and Veterans Concessionary Travel Oyster photocard can be used on National Rail between 0430 and 0930 can be found at tfl.gov.uk

A3 The other local bus operators services within Greater London are limited to the following:

- | | | |
|-----|-----------------------|--------------------------------------|
| 84 | New Barnet Station | – Potters Bar Cranborne Road |
| 402 | Bromley North Station | – Knockholt Pound, Three Horseshoes* |
| 477 | Orpington Station | – Crockenhill Road, Crouch Farm* |

* Freedom passes and English National Concessionary Bus Passes are not valid on routes 402 and 477 before 0930 on Mondays to Fridays.

This information may be changed at any time.

B For child-rate, Student and Jobcentre Plus Travel Discount Card tickets, see Section 5.

C The Oyster rail services in London map showing zones for rail travel can be seen at every London Overground station, together with a list of London Overground local fares from that station. A map showing the zones also appears at tfl.gov.uk

8. Replacement and duplicate tickets and Oyster cards

8.1. Replacement printed tickets. If your printed ticket is damaged or can no longer be read easily, or if it no longer works our ticket gates, we will replace it in accordance with the provisions of the National Rail Conditions of Carriage. If you bought your printed ticket from an Oyster Ticket Stop you must take it to a London Underground station ticket office where it will be replaced in accordance with the provisions of the Transport for London Conditions of Carriage.

8.2. Replacement Oyster cards. If your Oyster card is damaged or will not work on our yellow or pink card readers we may replace it free of charge. You can ask to do this at any London Overground or London Underground station ticket office, by going to tfl.gov.uk or by calling the Oyster helpline.

If your replacement Oyster card with a season ticket on it is issued by the Oyster helpline or at a London Underground station, London Travel Information Centre or Oyster Ticket Stop and the original season ticket was issued under National Rail's Conditions of Carriage, then TfL's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If your replacement Oyster card with a season ticket on it is issued at a London Overground station ticket office and the original season ticket was issued under TfL's Conditions of Carriage, then National Rail's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

At London Overground station ticket offices we will ask you to complete a Failed Oyster card form. In order to be able to issue your replacement card at once, we will ask you to provide details on this form about the season ticket(s) and/or pay as you go credit on the card. This information will be passed to TfL. You will also need to provide proof of your name and address and a telephone number in case we or TfL need to contact you. This applies even if your Oyster card is registered/protected. Completion of the Failed Oyster card form does not mean that your replacement Oyster card is registered/protected, this being dependent on whether your original Oyster card was registered/protected.

If TfL later finds that there are errors in the information you have given, action may be taken to correct the season ticket(s) and/or pay as you go credit on the replacement card as follows:

- If you have overestimated the remaining pay as you go credit on your replacement Oyster card you must pay any balance due to TfL. If you subsequently realise that you have underestimated the remaining pay as you go credit on your replacement Oyster card, you will need to call the Oyster helpline. TfL will then refund the additional amount to you. However, where the value of the over or under estimation is less than £1, TfL will not require this payment or pay this refund.
- If you have overstated the availability and validity of the season ticket on your replacement Oyster card, you must pay any balance due to TfL to cover the additional availability and validity.
- If you subsequently realise that you have understated the availability and validity of the season ticket on your replacement Oyster card, you will need to call the Oyster helpline. TfL will then take the following action:

- If you have understated the period of validity by 7 days or less, a refund will be made, which will be assessed pro-rata to the cost of the original season ticket, for each lost day
- If you have understated the availability and/or period of validity by more than 7 days, TfL will contact you to arrange for the season ticket to be exchanged.

If TfL has reason to suspect that the information you have provided is deliberately false, they may stop you from using the replacement card and you may be prosecuted.

If your Oyster card fails twice in any 12 month period, TfL may write to you requesting details of the circumstances in which the Oyster card failed in order to help them to discover why this is happening.

If you ask to exchange your Oyster card by going to tfl.gov.uk or by calling the helpline, you will have to give back your defective Oyster card once you have received your replacement card. TfL will let you know how to do this at the time you apply for your replacement Oyster card.

If your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession no longer works or is damaged, you can find information about what to do by going to tfl.gov.uk or by calling the Oyster helpline.

8.3. Duplicate printed season tickets will be reissued in accordance with the National Rail Conditions of Carriage.

Additionally, if you bought the ticket at a London Overground station ticket office, you can apply for a duplicate ticket at any London Overground station ticket office. You will need to buy printed tickets to travel whilst waiting for your duplicate ticket to be issued. We will not make a refund for the period before you reported the loss of your printed ticket or for the first five days after you did so, or if we do not agree to issue a duplicate. If it takes longer than five days to issue a duplicate season ticket after you have reported it lost or stolen and we have verified your details, we will make a refund, assessed pro-rata to the original cost of the missing season ticket, for each additional day over the five days. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers.

- Monthly and longer period printed tickets (but not annuals):
We will issue only one duplicate of any one original printed ticket. We will not normally issue more than two duplicates of separate printed tickets to the same customer within any period of twelve consecutive months.
- Annual printed tickets:
We will only issue one duplicate of an original printed ticket.

However, we will consider issuing a further duplicate printed ticket if:

- a) the original printed ticket was returned to us within one month of you reporting the loss to us; or
- b) the printed ticket was stolen or destroyed by fire, and the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter or an email from the fire service or a letter from an independent third party confirming that the ticket was stolen or destroyed by fire.

8.4. Duplicate season tickets and/or pay as you go on an Oyster card.

If you lose a registered/protected Oyster card or it is stolen, you can apply for a new Oyster card with a duplicate season ticket and/or pay as you go on it by going to tfl.gov.uk or by calling the Oyster helpline. TfL's Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

9. Ticketless travel and Penalty fares

A Penalty fare of £80 applies on London Overground services. This is reduced to £40 if paid within 21 days of the date following issue of the Penalty fare notice.

If you are issued with a Penalty fare, the Appeals process is outlined on the Penalty fares notice issued at the time (see Section 2 for the London Overground Appeals office address).

If you are travelling within the compulsory ticket area on London Overground services without:

- a ticket that is valid and available for the journey you are making
- an Oyster card containing a valid season ticket
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey

you may be issued with a Penalty fare or you may be prosecuted.

10. Refunds on tickets and compensation

10.1. General policy. Our policy on paying refunds for journeys on London Overground is set out in the London Overground Passenger Charter. Refunds on tickets sold for use elsewhere on the National Rail network are made in accordance with the National Rail Conditions of Carriage.

10.2. Pay as you go. If you have a pay as you go credit on your Oyster card but no longer need it, you can claim a refund of the balance on your Oyster card. To do so, call at any London Overground station ticket office where the balance on your Oyster card will be cancelled. You may be asked to complete a refund application form.

If you have used Oyster to pay as you go but have paid more than the advertised Oyster single fare, TfL will refund the amount overpaid subject to you having correctly touched in and touched out where pay as you go is available when making the journey. You will need to call the Oyster helpline after 48 hours but within 28 days of making the journey. Claims cannot be made after this time.

11. Carriage of bicycles

You can bring a folding cycle with you at anytime. Only one cycle is allowed per customer and this must be folded and within a limit of one cycle per vestibule area. You can also bring an unfolded cycle with you, but subject to the following restrictions:

Route	Monday to Friday	Saturdays, Sundays and Public Holidays
To/From London Euston	Not permitted on trains timed to arrive at London Euston between 0700 and 1000 or to depart from London Euston between 1600 and 1900.	No restriction.
Between Willesden Junction High Level and Gospel Oak	Not permitted between Willesden Junction High Level and Gospel Oak on trains that depart in either direction between 0700 and 1000 and between 1600 and 1900.	No restriction.
Between Gospel Oak and Blackhorse Road	Not permitted between Gospel Oak and Blackhorse Road on trains that depart in either direction between 0700 and 1000 and between 1600 and 1900.	No restriction.
Between Highbury & Islington and West Croydon	Not permitted between Highbury & Islington and West Croydon on trains that depart in either direction between 0700 and 1000 and between 1600 and 1900.	No restriction.

Tandems and three-wheeled vehicles cannot be accommodated on any London Overground service. Cycles are not carried on buses that replace trains due to engineering work.

12. Luggage, animals and possessions

12.1. We accept luggage, animals and possessions in accordance with the National Rail Conditions of Carriage. We also offer additional help for customers with assistance dogs, which is detailed below.

12.2. You can bring an assistance dog with you without charge. You can also take with you without charge any other dog or inoffensive animal, unless there is a good reason for us to refuse it (such as if the animal seems dangerous). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

12.3. If you bring an animal with you, for safety reasons you must carry it on through automatic ticket gates or on moving escalators, unless it is an assistance dog which has been trained to walk on moving escalators. If you have an assistance dog, you must ask a member of staff to open the manual gate to allow you to enter or leave a station with automatic gates. At some London Overground stations there are special wide automatic gates, which can be used instead of the manual gate. If there is a moving escalator and no staircase or lift and your assistance dog has not been trained to walk on moving escalators, a member of our staff will stop the escalator to allow your dog to travel on it when it is safe to do so (generally outside the rush hours and when the station is not busy).

13. Access and carriage of passengers in wheelchairs, buggies and pushchairs

13.1. We want to make travel on London Overground services easier for everyone, including disabled customers and those with young children or buggies and pushchairs.

13.2. For information about travelling with assistance dogs on our services see Section 12.

13.3. Information about the help that can be given to customers is contained in the Transport for London booklet 'Getting around London – your guide to accessibility'. This provides a guide to the current level of accessibility at London Overground stations and who to contact for further assistance.

13.4. Also available is a London Overground leaflet entitled 'Disabled Persons Protection Policy'. This sets out in detail a station by station guide to the range of assistance available to London Overground customers. Copies of this booklet are available from the London Overground Customer Services Team, who can also provide this in other formats (such as large print).

14. Lost property

14.1. How we handle lost property is laid down in the London Transport Act 1982.

14.2. If you find any lost property on our trains or stations, please tell a member of staff immediately.

14.3. If you lose something on London Overground, you can go to tfl.gov.uk/lpo and complete an enquiry form, telephone 0845 330 9882 or visit the Lost Property Office at 200 Baker Street, London NW1 5RZ. The opening hours are 08:30 to 16:00 Monday to Friday (except public holidays).

14.4. Property can take a minimum of three working days before reaching the Lost Property Office. Further information about the Lost Property Office can be found on tfl.gov.uk

14.5. A charge is made for the return of lost property.

15. Car parks and cycle parking facilities

15.1. Car parks. Some stations have car parks. You can telephone our Customer Services Team or the Travel Information Contact Centre for further information. If you are using one of these car parks, you and your vehicle are subject to the conditions displayed there.

15.2. Cycle parking facilities. Some stations have facilities for cycle and motorcycle storage. You can telephone our Customer Services Team or the Travel Information Contact Centre for further information. If you are leaving a cycle or motorcycle at one of these stations you and your cycle/motorcycle are subject to the conditions which may be displayed there.