



Bus & Tram Discount photocard application

Terms and Conditions of the Bus & Tram Discount scheme

- Your Bus & Tram Discount photocard is provided to you free of charge by Transport for London (TfL).
- All photocards and tickets are the property of TfL and are issued in accordance with TfL's Conditions of Carriage. Visit tfl.gov.uk/fares or call **0843 222 1234*** for a copy.
- TfL monitors the Bus & Tram Discount scheme to detect and prevent fraud. If there is any breach of these Terms and Conditions or TfL's Conditions of Carriage, TfL reserves the right to stop your concession and/or your associated Oyster card loaded with the Bus & Tram Discount without notice.
- The expiry date of your photocard is printed on the front of the card and it must not be used after this date.
- You must be in receipt of the appropriate qualifying benefit when you apply for a Bus & Tram Discount photocard. Once issued, you can continue to use the photocard and accompanying Oyster card to travel at discount rate until the photocard expires, even if you cease to be eligible for the benefit.
- Your photocard bears your photograph and it and the accompanying Oyster card loaded with the Bus & Tram Discount is for use by the named individual only. If you allow anyone else to use your concession then you may have your concession withdrawn, and the person using it may be subject to a penalty fare and/or prosecution.
- Your photocard should only be valid for six months. If your photocard has been issued for longer, TfL reserves the right to stop your concession and/or your Oyster card loaded with the Bus & Tram Discount without notice.
- To qualify for the discount you must live in a London borough. If you do not, TfL reserves the right to stop your concession and/or your Oyster card loaded with the Bus & Tram Discount without notice.
- TfL will not be held liable for any delays in issuing your photocard and no refunds will be made in respect of tickets bought prior to you receiving your photocard.
- To benefit from the Bus & Tram discount, you must carry both a valid Bus & Tram Discount photocard and an accompanying Oyster card with a valid Bus & Tram discount loaded on it.
- You must not be in possession of more than one valid Bus & Tram Discount photocard or more than one valid Oyster card loaded with the Bus & Tram Discount at any one time. TfL reserves the right to stop additional Oyster cards loaded with the Bus & Tram Discount without notice.
- Oyster cards can only be loaded with the Bus & Tram discount at Oyster Ticket Stops and Tube station ticket offices.
- The application form and photograph cannot be returned to you.
- TfL reserves the right to refuse to issue a photocard.
- TfL reserves the right to terminate or revise the scheme at any time.
- TfL reserves the right to amend the Terms and Conditions of the scheme at any time.

For more information about the Bus & Tram Discount scheme, visit tfl.gov.uk/discountcard or call the Oyster helpline (open 0800 to 2000 daily) on **0845 330 9876**.

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

