



For staff use only

Staff Guide to Fares and Ticketing From 20 April 2020



Book I Fares and tickets

Fares and tickets

Fares and tickets

The Staff Guide to Fares and Ticketing consists of three separate booklets plus appendices:

Book 1: Fares and tickets.

This booklet:

- summarises the range of ticket types and ticket media that are accepted on TfL and National Rail services in London
- details fares and ticket prices for all services for main passenger types
- includes a general guide only to single fares on TfL's rail services in zones 1 - 9. Use single fare finder to check the fare between any two named stations

Book 2: Types of tickets and ways to pay

Book 3: Discounts schemes and photocards

Appendices: includes maps, tables showing where to buy tickets, a list of Out of Station Interchanges (OSIs) and passenger oriented display (POD) codes

Which fares changed in January 2020?

Fares and charges not set by TfL changed:

- pay as you go and cash single fares: NR only and TfL/NR through fares
- pay as you go fares for various journeys on former Greater Anglia London Overground routes and on TfL Rail
- cash single fares on former Greater Anglia London Overground routes
- most cash single fares on TfL Rail
- pay as you go and cash single fares between Shadwell and New Cross/ Crystal Palace/ West Croydon

Fares and tickets

- pay as you go fares on Thames Clipper River Bus services
- pay as you go daily and weekly caps (except child rate daily off-peak caps within Zones 1 - 9, which are frozen)
- pay as you go entry and exit charges
- Day Travelcards (including Group Day Travelcards)
- Travelcard season tickets

Fares and Tickets - contents

Ticket types	1
Using bus and tram services only	1
Using Tube, DLR, London Overground and National Rail	1
Which zone?	1
Services beyond the London fare zones	2
Pay as you go	2
Peak and off peak pay as you go fares	2
Off-peak fares in the evening peak	3
Pay as you go with capping	3
Bus & Tram Passes	4
Travelcards	5
Group Day Travelcard	6
Paper (cash) single tickets	6
Adult fares	8
Bus Hopper fare	8
Single fares	9
One Day tickets and daily capping	12
7 Day Travelcards and weekly capping	14
Monthly and longer period season tickets	18
Child fares (under 16)	19
Single fares	21
Day tickets and daily capping	22
Season tickets	23
Fares for 16 – 17 year olds	24
Single fares	25
One Day tickets and daily capping	26
Season tickets	28

Fares and tickets

Fares for 18+ Student and Apprentice Oyster photocard holders	30
Single fares and Day tickets	30
Season tickets	31
Fares for Jobcentre Plus Travel Discount Card holders	33
Single fares	33
One Day tickets and daily capping	35
Season tickets	36
Fares for Bus & Tram Discount photocard holders	37
Single fares and daily capping	37
Season tickets	37
Tube, DLR, London Overground, TfL Rail and National Rail services	37
Fares for National Railcard holders	38
Single Fares	38
Day Travelcards and daily capping	39
Group Ticket fares	42
Group Day Travelcard	42
Group tickets on DLR	42
Privilege (PTAC) rate fares	43
Single fares	44
Day tickets and daily capping	44
Entry and Exit charges	45
Entry and Exit thresholds and code 36	46
Emirates Airline	63
River services	66
Appendix – single fares in Zones 1 - 9	68

Ticket types

Ticket types

TfL offers a range of ticketing options and ways to pay:

- Pay as you go (contactless or Oyster) with capping
- Bus & Tram Pass
- Travelcard
- Single or return (paper ticket only)

Using bus and tram services only

The following are valid on bus and tram services:

- Pay as you go
- Bus Saver (buses only)
- Bus & Tram Passes
- Travelcards

Using Tube, DLR, London Overground, TfL Rail and National Rail

The following are valid on Tube, DLR, London Overground, TfL Rail and most National Rail services in London:

- Paper single tickets
- Pay as you go
- Travelcards

Which zone?

Most Tube, DLR, London Overground, TfL Rail and National Rail services within Greater London are divided into six fare zones.

Outside Greater London, services to the following are in Zones 7-9:

Zone 7: Carpenders Park, Croxley, Chorleywood, Rickmansworth, Theobalds Grove, Waltham Cross and Watford

Zone 8: Bushey, Chalfont & Latimer, Cheshunt, Dartford, Swanley and Watford High Street

Zone 9: Amersham, Brentwood Chesham

Tickets must be valid for all the zones customers travel through.

- DLR services only operate within Zones 1, 2, 3 and 4
- Travelcards which include Zones 3, 4, 5 or 6 are valid on trams

Ticket types

Services beyond the London fare zones

London Overground, TfL Rail and National Rail operate services beyond the London fare zones:

- Watford Junction (London Overground and National Rail)
- Shenfield (TfL Rail and National Rail)
- Epsom, Ockendon, Chafford Hundred, Purfleet, Grays, Cuffley, Bayford, Hertford North, Broxbourne, Rye House, St Margarets, Ware, Hertford East, Potters Bar, Brookmans Park, Welham Green, Hatfield, Welwyn Garden City, Radlett, St Albans City, Harpenden, Luton Airport Parkway, Merstham, Earlswood, Redhill, Salfords, Horley and Gatwick Airport (National Rail)
- Heathrow via TfL Rail and Heathrow Express
- Reading via TfL Rail and National Rail (Iver, Langley, Slough, Burnham, Taplow, Maidenhead, Twyford, Reading)

Pay as you go

Customers can put money on an Oyster card and then use it to pay for journeys on Bus, Tube, Tram, DLR, London Overground, Emirates Air Line, Thames Clipper River Buses and most TfL Rail and National Rail services within London. Adults can also use contactless cards, mobile phones or other devices for pay as you go travel; single fares are the same; daily caps for journeys to/from Radlett and Potters Bar may differ, depending on whether Oyster or contactless is used. Some routes accept contactless pay as you go only (and not Oyster). See Staff Guide Book 2 page 17 for full details.

Pay as you go credit on an Oyster card never expires - it stays there until it is used. Once the credit is used up, customers should top up the card to use it again.

Peak and off-peak pay as you go fares

Different pay as you go fares are charged at busy times on rail services:

- **peak** fares apply from 06:30 to 09:29 and from 16:00 to 18:59 Monday to Friday (excluding public holidays)
- **off-peak** fares apply at all other times

Customers are charged according to when they touch their card on

Ticket types

Pay as you go

the yellow reader at the start of their journey.

Off-peak fares during the evening peak

Off-peak fares are charged for customers travelling into Zone 1 between 16:00 and 18:59 on Mondays to Fridays.

If they touch in between 16:00 and 18:59 at the start of their journey outside Zone 1 and touch out in Zone 1 at the end of their journey, they will be charged an off-peak fare.

On the Reading extension, off-peak fares apply in the evening peak for all journeys heading towards London and not just those ending in Zone 1

Evening off-peak fares do not apply on journeys heading towards London on Southeastern high speed services, Gatwick Express or Heathrow Express.

[Single fare finder](#) shows the times when peak/off-peak fares apply for individual journeys.

Pay as you go with capping

Capping is a feature of pay as you go. It allows customers to travel as much as they like but limits the amount they pay. Caps are applied:

- Daily (contactless and Oyster) or
- Weekly for up to 7 days travel ending on a Sunday (contactless and Oyster for bus and tram; contactless only for all modes)

For a cap to apply, customers must touch in and out correctly on all journeys.

Ticket types

Bus & Tram Passes

Bus & Tram Passes offer unlimited travel on buses and trams for:

- One Day (Oyster or paper ticket)
- 7 Days (Oyster only)
- One Month (Oyster only)
- One Year (Oyster only)



They are valid on:

- The entire London bus network, including sections outside Greater London, but not on certain special bus services and excursions
- All trams

Paper versions of 7 Day, monthly and annual Bus & Tram Passes are also issued for bulk customers from Oyster Sales Service.

Ticket types

Travelcards

Travelcards offer unlimited travel for:

- One Day (paper ticket only)
- 7 Days (Oyster only)
- One month (Oyster only)
- Odd period (Oyster only)
- One year (Oyster only)

Paper versions of 7 Day, monthly and longer period Travelcards are issued at National Rail stations, from overseas agents and for bulk customers from Oyster Sales Service.

They are valid on:

- Tube, DLR, London Overground and TfL Rail services
- The entire London bus network including sections outside Greater London, on buses that display this sign



This applies to all Travelcards irrespective of the zone(s) they cover. They are not valid on certain special bus services and excursions

- Trams, where the Travelcard includes Zone 3, 4, 5 or 6
- National Rail services in London except:
 - Heathrow Express
- Some National Rail services outside London

For all rail journeys, Travelcards must be valid for all the zones travelled in:

- Example 1 : if a Tube journey starts at Kennington (Zone 2) and ends at Euston (Zone 1), then a Zones 1 - 2 Travelcard is needed
- Example 2: if a Tube journey starts at Kennington (Zone 2) and ends at Turnpike Lane (Zone 3) then a Zones 1 - 3 Travelcard is needed, because the journey involves travel through Zone 1

Ticket types

Group Day Travelcard

A Day Travelcard for groups of 10 or more people travelling together at all times:

- in a single day
- for travel after 09:30 until 04:29 the following day
- valid anytime on Saturday, Sunday and public holidays
- adult-rate and child-rate (for under 16s) available

Paper (cash) single tickets

Paper single tickets are valid for travel on the day of issue only.

Paper single tickets are not available for bus or tram journeys

A more detailed description of each ticket type is given in **Book 2**.

Fares tables

The fares tables are organised into the following categories:

- Adult
- Child (under-16)
- 16 – 17 year olds
- 18+ Student and Apprentice Oyster photocards
- Jobcentre Plus Travel Discount Card
- Bus & Tram Discount photocard
- National Railcards
- Group fares
- Privilege (PTAC) rates

Tables are then further subdivided:

- Single fares (bus and tram only)
- Day tickets and daily capping
- 7 Day tickets and Monday to Sunday capping (adults only)
- Season tickets

The tables have headings which are colour coded according to mode:

- Bus and Tram are **red**
- Tube, DLR and London Overground are **dark blue**
- DLR only are **teal**
- London Overground (Euston to Watford Junction) only are **orange**
- TfL Rail/ London Overground to and from Liverpool Street are **mauve**
- National Rail fares are **black**
- Emirates Air Line (cable car) are **maroon**
- Travelcards are **purple**

Fares tables

Adult fares

Adults can use any of the following (where accepted) to travel:

• Contactless/mobile device	
• Oyster card	
• Cash (except buses and trams)	

Single fares on Buses and Trams

Cash is not accepted on buses or trams

Customers can use contactless or Oyster for pay as you go travel:

Pay as you go single fare

£1.50

Hopper fare

Customers using pay as you go can make unlimited journeys for £1.50, within 60 minutes of first touching in on a bus or a tram.

The Hopper fare works from:

- any bus to any bus
- any bus to any tram
- any tram to any tram
- any tram to any bus

A Hopper fare will also apply if:

- Customers make a rail or river journey between the first and second bus or tram journey, as long as both tram or bus touches are within the 60 minutes

Fares tables

A Hopper fare will **not** apply if:

- A customer's Oyster card has a negative balance after their first journey. If they clear their negative balance within 60 minutes, they can make a second journey for free
- A customer's contactless card has been added to the 'Not authorised for travel' list after their first journey. If their card is removed from the 'Not authorised for travel' list within 60 minutes, they can make a second journey for free

Single fares on rail: Tube, DLR, London Overground, TfL Rail and National Rail services

Customers can use contactless or Oyster for pay as you go travel. This is generally cheaper than buying a paper (cash) ticket for single journeys.

- Cash fares are the same price, irrespective of when customers travel
- Pay as you go fares for journeys wholly in Zone 1 are the same price, irrespective of when customers travel
- Some journeys are defined as requiring travel via Zone 1 and are charged accordingly, irrespective of the route taken.
- Single cash fares for Zones 1 - 9 plus Watford Junction include travel across London to/from Zone 6 (e.g. Watford Junction to Upminster).

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this book

For other single fares, use [single fare finder](#), which shows:

- Fares between any two rail stations where pay as you go is accepted
- Paper single tickets (cash fares) for journeys wholly on TfL services

Adult fares

Single fares on London Overground between Euston and Watford Junction

- Special pay as you go fares apply for local journeys on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

Peak pay as you go fares apply at the following times:

- **Travelling south** from Watford Junction towards Euston, Monday to Friday from 06:30 to 09:29 (excluding public holidays) and
- **Travelling north** from Euston to Watford Junction, Monday to Friday from 16:00 to 18:59 (excluding public holidays).

Off-peak pay as you go fares apply at all other times.

Single fares on London Overground and TfL Rail services to and from Liverpool Street

Special pay as you go fares apply for local journeys on London Overground and TfL Rail services to and from Liverpool Street (National Rail) on the following routes:

London Overground services

- To and from Cheshunt via Theobalds Grove
- To and from Enfield Town
- To and from Chingford
- Between Romford and Upminster via Emerson Park

TfL Rail services:

- To and from Shenfield (local services only)

Single fares on National Rail

Pay as you go is available on most National Rail services across London and is generally cheaper than buying paper single tickets.

See [page 2](#) for when peak and off-peak pay as you go fares are charged

Adult fares

Single fares on National Rail

Pay as you go is NOT valid on the following National Rail services:

- Any journey starting or finishing outside Zones 1 - 9 or beyond Epsom, Gatwick Airport, Grays, Hertford East, Hertford North, Reading, Shenfield, Watford Junction, Welwyn Garden City or Luton Airport Parkway.

Customers pay **TfL pay as you go fares** when they travel entirely on any of the following National Rail lines:

- **Chiltern Railways:** Amersham to Marylebone, West Ruislip to Marylebone
- **Thameslink Great Northern:** Finsbury Park to King's Cross/Moorgate, West Hampstead to Moorgate/Elephant & Castle/London Bridge
- **C2C:** Grays to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- **Southern:** Watford Junction to Clapham Junction, New Cross Gate to West Croydon/ Crystal Palace
- **London Midland:** Watford Junction to Euston
- **Great Western Railway:** Greenford to Paddington and Reading to Paddington

Customers pay **special London Overground and TfL Rail pay as you go fares** when they travel entirely on the following National Rail lines:

- **Abellio Greater Anglia:** Shenfield to Liverpool Street, Cheshunt to Liverpool Street via Tottenham Hale

For customers without a contactless or Oyster card, paper single tickets are available. Information on these fares is available on the National Rail website www.nationalrail.co.uk.

Adult fares

Single fares on National Rail: through fares

National Rail through fares cover journeys that include travel:

- between the Tube, DLR, TfL Rail or London Overground and National Rail
- from National Rail to National Rail via the Tube, DLR, London Overground and/or TfL Rail.

They are the most the customer will pay for a single journey in the London zonal area.

One Day tickets and daily capping

Customers can travel as much as they like in one day using a

- Day Travelcard (on all rail modes, buses and trams)
- One Day Bus & Tram Pass (buses and trams only)
- Group Day Travelcard (on all rail modes, buses and trams)

For more information on Group Day Travelcards see [page 42](#)

Customers using pay as you go with contactless or Oyster can also benefit from daily capping, with some exceptions. See page 17 in Book 2 for details.

One Day tickets and daily capping on Buses and Trams

Customers who only travel on buses and trams can

- have their pay as they go fares capped
- buy a One Day Bus & Tram Pass

Daily capping

Customers can travel as much as they like on buses and trams using pay as they go during a 24 hour period, from 04:30 and for any journey that starts before 04:30 the following day. The total cost of their journeys is limited. This is known as a daily cap

Note: The same card/device must be used throughout the day – it is the card/device that is capped, not the customer. Customers must continue to touch in at the start of every journey, even if they have already reached a cap. If they don't they could be liable for a penalty fare or prosecution.

Adult fares

One Day tickets and daily capping on Buses and Trams

One Day Bus & Tram Pass

Customers who do not have a contactless or Oyster card can buy a One Day Bus & Tram Pass to travel as much as they like on buses and trams on the day of validity and for any journey that starts before 04:30 the following day.

One Day Bus & Tram Pass	Bus & Tram Daily Cap
£5.00	£4.50

One Day tickets and daily capping on Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail

Daily capping

Customers can travel as much as they like using pay as you go on all modes with contactless* or Oyster during a 24 hour period, from 04:30 and for any journey that starts before 04:30 the following day. The total cost of their journeys is capped. *Applies to contactless only journeys for some stations. See **Book 2** page 17 for details. **For travel in Zones 1-9** (and journeys beyond, as far as Epsom, Hertford East, Gatwick Airport*, Grays, Hertford North, Welwyn Garden City, Luton Airport Parkway, Shenfield, Watford Junction and Reading), peak and off-peak caps apply. Contactless only for some stations. See **Book 2** page 17 for details

* Southern and Thameslink services only

For travel In Zones 1-6 separate peak and off-peak caps apply for under 16s and those with a National Railcard discount set on their Oyster card. [See pages 38-41 for more information](#)).

- A **peak cap** is charged if a day's travel includes journeys made between 04:30 and 09:29 Monday to Friday (except public holidays)
- An **off-peak cap** covers all other times, including public holidays

An Anytime Day Travelcard is needed if a day's travel includes journeys made between 04:30 and 09:29 Monday to Friday (except public holidays).

Fares tables

Adult fares

An off-peak Day Travelcard covers all other times, including public holidays.

Day Travelcards and daily capping

Journeys in:	Daily Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Oyster & contactless				
Zones 1 - 2	£7.20		£13.50	
Zones 1 - 3	£8.50		£13.50	
Zones 1 - 4	£10.40		£13.50	
Zones 1 - 5	£12.30		£19.10	£13.50
Zones 1 - 6	£13.20		£19.10	£13.50
Zones 1 - 7	£14.40	£13.30	£24.20	£14.30
Zones 1 - 8	£17.00	£13.30	£24.20	£14.30
Zones 1 - 9	£18.80	£13.30	£24.20	£14.30
Zones 1 - 9 + Watford Junction	£25.30	£18.90		
Zones 1 - 9 + Shenfield	£31.40	£21.10		
Contactless only				
Zones 1 - 9 + Iver	£21.00	£14.00		
Zones 1 - 9 + Langley (Berks)	£23.50	£14.90		
Zones 1 - 9 + Slough	£24.30	£15.50		
Zones 1 - 9 + Burnham (Bucks)	£26.80	£16.20		
Zones 1 - 9 + Taplow	£29.40	£17.30		
Zones 1 - 9 + Maidenhead	£30.70	£17.90		
Zones 1 - 9 + Twyford	£36.10	£21.40		
Zones 1 - 9 + Reading	£55.90	£26.00		

Journeys on the Heathrow Express do not count towards caps.

Nor do journeys on Southeastern High Speed services between St Pancras International and Stratford International.

Adult fares

Day Travelcards are not valid on Southeastern High Speed services between St Pancras International and Stratford International unless bought outside Zones 1 -9 with “[high speed route](#)” printed on the ticket.

7 Day tickets and weekly (Monday to Sunday) capping

Customers can travel as much as they like in one week using:

- Pay as you go with weekly capping with contactless
- Pay as you go with weekly capping on Oyster – bus & tram only
- 7 Day Travelcards or Bus & Tram Passes on Oyster

7 Day tickets and weekly capping

Weekly capping with contactless is available for all services within zones 1 -9 plus to and from Epsom, Broxbourne, Rye House, St Margarets, Ware, Hertford East, Gatwick Airport (excluding Gatwick Express), Grays, Cuffley, Bayford, Hertford North, Potters Bar, Brookmans Park, Welham Green, Hatfield, Welwyn Garden City, Radlett, St Albans City, Harpenden Luton Airport Parkway, Shenfield, Watford Junction and all stations on the Reading extension.

Weekly capping on Oyster - bus & tram journeys only

Customers making multiple journeys in a single week finishing on Sunday using the same contactless payment card or device, or Oyster card for bus & tram journeys may have their fares capped.

Weekly capping is always calculated for all journeys made over 7 days ending on a Sunday. Customers who travel for a single week starting from (for example) on Wednesday to the following Tuesday would be capped (if appropriate) to the Sunday night. The cap is reset on Monday morning.

Weekly capping is calculated at the end of each traffic day by aggregating all the journeys made and applying daily caps if appropriate. As the week progresses, the cumulative daily totals are analysed and a weekly cap is applied where appropriate.

Fares tables

Adult fares

If a weekly cap is reached before the following Sunday, any further journeys made with that contactless payment card or device or Oyster card on bus and tram services are free until the end of the capping period, provided customers continue to touch in and out. Caps are applied to individual contactless payment cards/devices, so journeys made on one contactless card or device cannot be transferred to another card/device (e.g. if a card expires mid-week). Customers who have more than one contactless payment card/device should use the same card/device for all travel to get a weekly cap.

7 Day Bus & Tram Pass

Customers can use a 7 Day Bus & Tram Pass to travel as much as they like on buses and trams over a 7 day period. The ticket can start on any day of the week.

7 Day Bus & Tram Pass (Oyster only)	Weekly cap (Contactless & Oyster)
£21.20	£21.20

7 Day Travelcards

Customers can use a 7 Day Travelcard to travel as much as they like on buses, trams and rail services over a consecutive 7 day period. A Travelcard can start on any day of the week.

Rates including travel in Zone 1	Weekly cap (Contactless only)	7 Day Travelcard
Zones 1 - 2	£36.10	£36.10
Zones 1 - 3	£42.40	£42.40
Zones 1 - 4	£51.90	£51.90
Zones 1 - 5	£61.70	£61.70
Zones 1 - 6	£66.00	£66.00
Zones 1 - 7	£71.80	£71.80
Zones 1 - 8	£84.80	£84.80
Zones 1 - 9	£94.10	£94.10

Fares tables

Adult fares

Rates including travel in Zone 1	Weekly cap (Contactless only)	7 Day Travelcard
Zones 1 - 9 plus Watford Junction	£94.60	£94.60
Zones 1 – 9 plus Shenfield	£112.20	£112.20
Zones 1 - 9 plus Iver	£74.10	
Zones 1 - 9 plus Langley (Berks)	£79.30	
Zones 1 - 9 plus Slough	£91 .80	
Zones 1 - 9 plus Burnham (Bucks)	£96.40	
Zones 1 - 9 plus Taplow	£101.10	
Zones 1 - 9 plus Maidenhead	£104.20	
Zones 1 - 9 plus Twyford	£118.40	
Zones 1 - 9 plus Reading	£143.80	
Rates not including travel in Zone 1	Weekly cap (Contactless only)	7 Day Travelcard
Zones 2 - 3, 3 - 4, 4 - 5, or 5 - 6	£27.00	£27.00
Zones 2 - 4, 3 - 5 or 4 - 6	£29.90	£29.90
Zones 2 - 5 or 3 - 6	£35.90	£35.90
Zones 2 - 6	£45.10	£45.10
Zones 2 - 7	£46.90	£46.90
Zones 2 - 9 plus Watford Junction	£63.70	£63.70
Zones 2 – 9 plus Shenfield	£85.10	£85.10
Zones 4 - 7	£33.90	£33.90
Zones 4 - 9 plus Watford Junction	£57.10	£57.10

Monthly and longer period Bus & Tram Pass

Monthly	Annual
£81.50	£848

Adult fares

Monthly and longer period Travelcards

Rates including travel in Zone 1	Monthly	Annual
Zones 1 - 2	£138.70	£1,444
Zones 1 - 3	£162.90	£1,696
Zones 1 - 4	£199.30	£2,076
Zones 1 - 5	£237.00	£2,468
Zones 1 - 6	£253.50	£2,640
Zones 1 - 7	£275.80	£2,872
Zones 1 - 8	£325.70	£3,392
Zones 1 - 9	£361.40	£3,764
Zones 1 - 9 plus Watford Junction	£363.30	£3,784
Zones 1 - 9 plus Shenfield	£430.90	£4,488
Rates not including travel in Zone 1		
Zones 2 - 3, 3 - 4, 4 - 5, or 5 - 6	£103.70	£1,080
Zones 2 - 4, 3 - 5 or 4 - 6	£114.90	£1,196
Zones 2 - 5 or 3 - 6	£137.90	£1,436
Zones 2 - 6	£173.20	£1,804
Zones 2 - 7	£180.10	£1,876
Zones 2 - 9 plus Watford Junction	£244.70	£2,548
Zones 2 - 9 Plus Shenfield	£326.80	£3,404
Zones 4 - 7	£130.20	£1,356
Zones 4 - 9 plus Watford Junction	£219.30	£2,284

Child fares (Under 16s)

Under 16s can use any of the following to travel (where accepted):

<ul style="list-style-type: none">• 5 - 10 Oyster photocard• For more information see Book 3	
<ul style="list-style-type: none">• 11 - 15 Oyster photocard• For more information see Book 3	
<ul style="list-style-type: none">• Cash (except buses & trams)	
<ul style="list-style-type: none">• Young Visitor discount on Oyster• For more information see Book 3	

Zip Oyster photocards allow under 16s to travel free or at a discounted rate

11-15 year olds who do not have an 11-15 Oyster photocard

- Londoners should be encouraged to apply for an 11-15 Oyster photocard
- 11 - 15 year olds visiting London can get a standard Oyster card or a Visitor Oyster Card and have the Young Visitor discount set on the card for up to 14 days. The discount gives pay as you go travel, including capping, at half adult rate. See **book 3** for full details.
- Overseas and non-London UK residents can also apply online for an 11 - 15 Oyster photocard. See **Book 3** for full details.
- They can also use a child-rate Day Travelcard on buses and trams or an adult-rate One Day Bus & Tram Pass

Fares tables

Child fares (Under 16s)

Buses and Trams

Under 16s can travel free on buses and trams with an 11-15 Oyster photocard

Under 11s do not need an Oyster photocard unless they look older than 10

Some 11-15 year olds have been issued with a non-concessionary Oyster photocard which allows them to travel at half adult rate on buses and trams.

Single fares on Buses and Trams

Pay as you go

£0.75

Under 16 year olds who use pay as you go on buses and trams also benefit from the Hopper fare (see pages 6-7)

Tube, DLR, London Overground and TfL Rail

Under 11s can travel free on Tube, DLR, London Overground and TfL Rail if:

- They are accompanied by a person over 16 who has a valid ticket (excluding Group Day Travelcards), is using pay as you go, a 60+ London Oyster photocard, a Freedom Pass or a Veterans Oyster photocard
- They have a 5-10 Oyster photocard

11-15 year olds need an Oyster photocard if they want to travel at child-rate. Visitors who do not have an Oyster photocard can get a standard Oyster card or a Visitor Oyster Card and have the Young Visitor discount set on the card, to travel at half adult-rate.

National Rail

Under 11s can travel free on most National Rail services where pay as you go is accepted if they have a 5-10 Oyster photocard.

They can also travel free on some National Rail services if:

- They are accompanied by an adult who has a valid ticket (excluding Group Day Travelcards), is using pay as you go, a 60+ London Oyster photocard, a Freedom Pass or a Veterans Oyster photocard (up to four children per adult).

Fares tables

Child fares (Under 16s)

- See **Book 3** to see a list of National Rail routes where accompanied children can travel free or see the map in the **appendices**

11-15 year olds travel at child rate on most National Rail services in London.

- They need an 11 - 15 Oyster photocard to use pay as you go or to buy Travelcard season tickets.
- They do not need proof of age to buy cash single tickets or a Day Travelcard, unless they look older than 16.

Single fares on rail services

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this booklet

For details of single fares, please use [single fare finder](#), which shows:

- Fares between any two rail stations where pay as you go is accepted
- The cost of paper single tickets for journeys wholly on TfL services

Select either 5 - 10 or 11 - 15 in the 'passenger type' option

[See page 10](#) for information on pay as you go fares on London

Overground between Euston (National Rail) and Watford Junction and intermediate stations.

[See page 10](#) for information on pay as you go fares for local journeys on London Overground and TfL Rail services to and from Liverpool Street (National Rail)

Daily capping on Buses and Trams

Capping does not apply to the majority of 11 - 15 Oyster photocard holders as their bus and tram travel is free. If a holder of a non-concessionary 11 - 15 Oyster photocard or Young Visitor discount only uses buses and trams, the Bus & Tram daily caps below apply

Bus & Tram Daily Cap

Peak	Off-Peak (11 - 15 Oyster photocard only)
£2.25	£1.50

Fares tables

Child fares (Under 16s)

One Day tickets and daily capping on Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail

Customers will be charged an **off-peak daily cap** if they travel:

- Monday to Friday from 09:30 and any journey that starts before 04:30 the following day
- Saturday, Sunday and public holidays from 04:30 and any journey that starts before 04:30 the following day

One Day tickets and daily capping on Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail

If travel includes a journey starting between 04:30 and 09:29

Mondays to Fridays (excluding public holidays), children could be charged a **peak daily cap** for each day of travel, if using a Zip card

Journeys in:	Daily Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Zones 1 - 2	£3.60	£1.50	£6.70	£6.70
Zones 1 - 3	£4.25	£1.50	£6.70	£6.70
Zones 1 - 4	£5.20	£1.50	£6.70	£6.70
Zones 1 - 5	£6.15	£1.50	£9.50	£6.70
Zones 1 - 6	£6.60	£1.50	£9.50	£6.70
Zones 1 - 7	£7.20	£1.50	£12.10	£7.10
Zones 1 - 8	£8.50	£1.50	£12.10	£7.10
Zones 1 - 9	£9.40	£1.50	£12.10	£7.10
Zones 1 - 9 + Watford Junction	£12.65	£9.45		
Zones 1 - 9 + Shenfield	£15.70	£10.55		

Season tickets: Bus & Tram Passes

Most 11 - 15 Oyster photocard holders do not need a Bus & Tram Pass as they have free bus and tram travel. Holders of a non-concessionary 11 - 15 Oyster photocard can buy a Bus & Tram Pass at the following rates:

7 Day	Monthly	Annual
£10.60	£40.80	£424

Fares tables

Child fares (Under 16s)

Season tickets: Travelcards

Under 16s can buy Travelcard season tickets, valid for 7 days, one month or any longer period up to a year. Travelcard season tickets cannot be issued beyond the expiry date of the Oyster photocard.

	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1 - 2	£18.10	£69.60	£724
Zones 1 - 3	£21.20	£81.50	£848
Zones 1 - 4	£26.00	£99.90	£1,040
Zones 1 - 5	£30.90	£118.70	£1,236
Zones 1 - 6	£33.00	£126.80	£1,320
Zones 1 - 7	£35.90	£137.90	£1,436
Zones 1 - 8	£42.40	£162.90	£1,696
Zones 1 - 9	£47.10	£180.90	£1,884
Zones 1 - 9 plus Watford Junction	£47.30	£181.70	£1,892
Zones 1 - 9 plus Shenfield	£56.10	£215.50	£2,244
Rates not including travel in Zone 1			
	7 Day	Monthly	Annual
Zones 2-3, 3 - 4, 4 - 5 or 5 - 6	£13.50	£51.90	£540
Zones 2 - 4, 3 - 5 or 4 - 6	£15.00	£57.60	£600
Zones 2 - 5 or 3 - 6	£18.00	£69.20	£720
Zones 2 - 6	£22.60	£86.80	£904
Zones 2 - 7	£23.50	£90.30	£940
Zones 2 - 9 plus Watford Junction	£31.90	£122.50	£1,276
Zones 2 - 9 Plus Shenfield	£42.50	£163.20	£1,700
Zones 4 - 7	£17.00	£65.30	£680
Zones 4 - 9 plus Watford Junction	£28.60	£109.90	£1,144

Fares tables

Fares for 16-17 year olds

16 - 17 year olds can use the following to travel (where accepted):

<ul style="list-style-type: none">• 16+ Oyster photocard• For more information see Book 3	
<ul style="list-style-type: none">• Cash (except buses and trams)	

Bus and Tram

16 - 17 year olds who live in a London borough can travel free on buses and trams with a 16+ Oyster photocard. Some 18 and 19 year olds who live in London and are in qualifying full-time education can also apply for a 16+ Oyster photocard to travel free on buses and trams. See **Book 3** for full details.

16 - 17 year olds who do not live in London can apply for a 16+ Oyster photocard to travel at half adult rate on buses and trams. See **book 3** for full details.

16 - 17 year olds who do not have a 16+ Oyster photocard are not entitled to travel at the child rate. They should use an Oyster card or a contactless payment card and will pay adult fares.

Tube, DLR, London Overground, TfL Rail and National Rail services

16 - 17 year olds (and 18- 19 year olds who are eligible for a 16+ Oyster photocard) can travel at half adult rate on Tube, DLR, London Overground, TfL Rail and National Rail services with a 16+ Oyster photocard. If they do not have a 16+ Oyster photocard, they should use an Oyster card or contactless to pay adult fares.

Single fares on Buses and Trams

Pay as you go

£0.75

16 - 17 year olds who use pay as you go on buses and trams benefit from the Hopper fare ([see page 8](#))

Fares for 16-17 year olds

Single fares on rail services

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this book

For details of single fares, use [single fare finder](#), which shows:

- Fares between any two rail stations where pay as you go is accepted
- The cost of paper single tickets for journeys wholly on TfL services

Select 16+ in the 'passenger type' option

[See page 10](#) for information on pay as you go fares on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

[See page 10](#) for information on pay as you go fares for local journeys on London Overground and TfL Rail services to and from Liverpool Street (National Rail).

One Day tickets and daily capping

Daily capping on Buses and Trams

For unlimited travel on buses and trams only, a one day discount-rate daily cap is available for 16-17 year olds who do not live in London and travel at half adult-rate with a 16+ Oyster photocard.

Bus & Tram Daily Cap

£2.25

Fares tables

Fares for 16-17 year olds

Daily capping on Bus, Tube, Tram, DLR, London Overground, TfL Rail and National Rail services

For unlimited travel on Bus, Tube, Tram, DLR, London Overground, TfL Rail and most National Rail services, the daily cap is applied at half adult rate. All holders of 16+ Oyster photocards are capped at half adult rate for journeys on TfL and most National Rail services. Day Travelcards are available at adult rate only.

Fares for 16 -17 year olds with a 16+ Zip Oyster photocard

Daily capping and Day Travelcards on rail services

Journeys in:	Daily Cap		Day Travelcard	
	Peak	Off-Peak	Anytime	Off-Peak
Zones 1 - 2		£3.60	£13.50	£13.50
Zones 1 - 3		£4.25	£13.50	£13.50
Zones 1 - 4		£5.20	£13.50	£13.50
Zones 1 - 5		£6.15	£19.10	£13.50
Zones 1 - 6		£6.60	£19.10	£13.50
Zones 1 - 7	£7.20	£6.65	£24.20	£14.30
Zones 1 - 8	£8.50	£6.65	£24.20	£14.30
Zones 1 - 9	£9.40	£6.65		
Zones 1 - 9 + Watford Junction	£12.65	£9.45		
Zones 1 - 9 + Shenfield	£15.70	£10.55		

Bus & Tram Pass Season tickets

For 16 - 17 year olds who do not qualify for free bus and tram travel, (see Book 3 for details) the following are available:

7 Day	Monthly	Annual
£10.60	£40.80	£424

Fares tables

Fares for 16-17 year olds

Travelcard season tickets

These are available at half adult rate

	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1 - 2	£18.10	£69.60	£724
Zones 1 - 3	£21.20	£81.50	£848
Zones 1 - 4	£26.00	£99.90	£1,040
Zones 1 - 5	£30.90	£118.70	£1,236
Zones 1 - 6	£33.30	£126.80	£1,320
Zones 1 - 7	£35.90	£137.90	£1,436
Zones 1 - 8	£42.40	£162.90	£1,696
Zones 1 - 9	£47.10	£180.90	£1,884
Zones 1 - 9 + Watford Junction	£47.30	£181.70	£1,892
Zones 1 - 9 + Shenfield	£56.10	£215.50	£2,244
Rates not including travel in Zone 1			
Zones 2 - 3, 3 - 4, 4 - 5 or 5 - 6	£13.50	£51.90	£540
Zones 2 - 4, 3 - 5 or 4 - 6	£15.00	£57.60	£600
Zones 2 - 5 or 3 - 6	£18.00	£69.20	£720
Zones 2 - 6	£22.60	£86.80	£904
Zones 2 - 7	£23.50	£90.30	£940
Zones 2 - 9 + Watford Junction	£31.90	£122.50	£1,276
Zones 2 - 9 + Shenfield	£42.50	£163.20	£1,700
Zones 4 - 7	£17.00	£65.30	£680
Zones 4 - 9 + Watford Junction	£28.60	£109.90	£1,144

Fares for 18+ Student and Apprentice Oyster photocard holders

18+ students and apprentices can use the following to travel (where accepted):

<ul style="list-style-type: none">• 18+ Student Oyster photocard• For more information see Book 3	
<ul style="list-style-type: none">• Apprentice Oyster photocard• For more information see Book 3	
<ul style="list-style-type: none">• Cash (except buses & trams)	

Students and apprentices who live in London can buy discounted season tickets with an Oyster photocard. They can also use a standard Oyster card or contactless payment card to pay as they go at adult rate.

Single fares and Day tickets

There is no discount for 18+ Student and Apprentice Oyster photocard holders when using pay as you go, cash single fares or Day Travelcards. Students and apprentices, who do not need a season ticket, can use a standard Oyster card or contactless to pay as they go at **adult** rate.

18+ Student and Apprentice Oyster photocard holders, who also have a 16 - 25 National Railcard, can have the discount entitlement set on their Oyster photocard ([see pages 35-38](#)). This will give them a 1/3 discount on off-peak pay as you go fares for travel on Tube, DLR, London Overground, TfL Rail and National Rail journeys in London. They can also get a 1/3 discount on off-peak daily caps.

Fares tables

Fares for 18+ Student and Apprentice Oyster photocard holders

18+ Student and Apprentice Oyster photocard holders can buy season tickets for seven days, 1 month and any period up to a year at 30% discount on adult fares. Season tickets cannot be issued beyond the expiry date of the photocard.

Bus & Tram Pass Season tickets

7 Day	Monthly	Annual
£14.80	£56.90	£592

Travelcard season tickets

	7 Day	Monthly	Annual
Rates including travel in Zone 1			
Zones 1 - 2	£25.20	£96.80	£1008
Zones 1 - 3	£29.60	£113.70	£1184
Zones 1 - 4	£36.30	£139.40	£1,452
Zones 1 - 5	£43.10	£165.60	£1,724
Zones 1 - 6	£46.10	£177.10	£1,844
Zones 1 - 7	£50.20	£192.80	£2,008
Zones 1 - 8	£59.30	£227.80	£2,372
Zones 1 - 9	£65.80	£252.70	£2,632
Zones 1 - 9 plus Watford Junction	£66.20	£254.30	£2,648
Zones 1 - 9 plus Shenfield	£78.50	£301.50	£3,140

Rates not including travel in Zone 1

	7 Day	Monthly	Annual
Zones 2 - 3, 3 - 4, 4 - 5 or 5 - 6	£18.80	£72.20	£752
Zones 2 - 4, 3 - 5 or 4 - 6	£20.90	£80.30	£836
Zones 2 - 5 or 3 - 6	£25.10	£96.40	£1004
Zones 2 - 6	£31.50	£121.00	£1,260
Zones 2 - 7	£32.80	£126.00	£1,312
Zones 2 - 9 plus Watford Junction	£44.50	£170.90	£1,780
Zones 2 - 9 plus Shenfield	£59.50	£228.50	£2,380
Zones 4 - 7	£23.70	£91.10	£948
Zones 4 - 9 plus Watford Junction	£39.90	£153.30	£1,596

Fares for Jobcentre Plus Travel Discount Card holders

Holders of a Jobcentre Plus Travel Discount Card can set the discount on an Oyster card to get discounted fares.

<ul style="list-style-type: none">• Jobcentre Plus Travel Discount Card• For more information see Book 3	
<ul style="list-style-type: none">• Oyster card	
<ul style="list-style-type: none">• Cash (except buses & trams)	

A Jobcentre Plus Travel Discount Card is valid for a maximum of 3 months. Staff should check that the discount is not set for longer.

With the discount set on an Oyster card they can:

- pay as they go at half the adult rate
- Buy child rate 7 Day, Monthly and longer period Travelcards and Bus & Tram Passes (maximum 3 months)

A Jobcentre Plus Travel Discount Card cannot be used to get discounted cash fares or a Day Travelcard within the London zonal area. However, discounted cash fares are available from National Rail stations.

Customers must travel with their Jobcentre Plus Travel Discount Card and accompanying Oyster card at all times.

Single fares on Buses and Trams

The single fares on most bus routes and trams in London are shown below.

Pay as you go

£0.75

Jobcentre Plus Travel Discount Card holders who use pay as you go on buses and trams benefit from the Hopper fare ([see page 8](#))

Fares tables

Fares for Jobcentre Plus Travel Discount Card holders

Single fares on rail services

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this book

For details of single fares, use [single fare finder](#), which shows:

- Fares between any two rail stations where pay as you go is accepted
- The cost of paper single tickets for journeys wholly on TfL services

Select Jobcentre Plus in the 'passenger type' option

[See page 10](#) for information on pay as you go fares on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

[See page 10](#) for information on pay as you go fares for local journeys on London Overground and TfL Rail services to and from Liverpool Street (National Rail)

Daily capping on Buses and Trams

Bus & Tram Daily Cap

£2.25

Fares tables

Fares for Jobcentre Plus Travel Discount Card holders

One Day tickets* and daily capping on all services

(*One Day tickets for travel beyond Zones 1 to 9 cannot be bought within Zones 1 - 9)

Journeys in:	Daily Cap	
	Peak	Off-Peak
Zones 1 - 2		£3.60
Zones 1 - 3		£4.25
Zones 1 - 4		£5.20
Zones 1 - 5		£6.15
Zones 1 - 6		£6.60
Zones 1 - 7	£7.20	£6.65
Zones 1 - 8	£8.50	£6.65
Zones 1 - 9	£9.40	£6.65
Zones 1 - 9 plus Watford Junction	£12.65	£9.45
Zones 1 - 9 plus Shenfield	£15.70	£10.55

Jobcentre Plus Travel Discount Card holders pay adult rate for Day Travelcards for travel wholly within Zones 1 – 9.

Season tickets on Buses and Trams

Jobcentre Plus Travel Discount Card holders can buy 7 Day, monthly and longer period season tickets up to a maximum 3 months validity. Season tickets cannot be issued beyond the expiry date of the Jobcentre Plus Travel Discount Card.

7 Day	Monthly
£10.60	£40.80

Fares for Jobcentre Plus Travel Discount Card holders

Travelcard Season tickets

	7 Day	Monthly
Rates including travel in Zone 1		
Zones 1 - 2	£18.10	£69.60
Zones 1 - 3	£21.20	£81.50
Zones 1 - 4	£26.00	£99.90
Zones 1 - 5	£30.90	£118.70
Zones 1 - 6	£33.00	£126.80
Zones 1 - 7	£35.90	£137.90
Zones 1 - 8	£42.40	£162.90
Zones 1 - 9	£47.10	£180.90
Zones 1 - 9 plus Watford Junction	£47.30	£181.70
Zones 1 - 9 plus Shenfield	£56.10	£215.50
Rates not including travel in Zone 1		
Zones 2 - 3, 3 - 4, 4 - 5 or 5 - 6	£13.50	£51.90
Zones 2 - 4, 3 - 5 or 4 - 6	£15.00	£57.60
Zones 2 - 5 or 3 - 6	£18.00	£69.20
Zones 2 - 6	£22.60	£86.80
Zones 2 - 7	£23.50	£90.30
Zones 2 - 9 + Watford Junction	£31.90	£122.50
Zones 2 - 9 + Shenfield	£42.50	£163.20
Zones 4 - 7	£17.00	£65.30
Zones 4 - 9 plus Watford Junction	£28.60	£109.90

Fares tables

Fares for Bus & Tram Discount photocard holders

Holders of a Bus & Tram Discount photocard can set the discount on an Oyster card to get discounted fares on buses and trams

<ul style="list-style-type: none">• Bus & Tram Discount photocard• For more information see Book 3	
<ul style="list-style-type: none">• Oyster card	
<ul style="list-style-type: none">• Cash (except buses & trams)	

A Bus & Tram Discount photocard is valid for a maximum of 6 months. Staff should check that the discount is not set for longer. With the discount set on an Oyster card they can travel at half adult-rate on buses and trams:

- using pay as you go, or
- 7 day, monthly or longer period Bus & Tram Passes (maximum 6 months).

Single fares and daily capping on Buses and Trams

Pay as you go	Bus & Tram Daily Cap
£0.75	£2.25

Bus & Tram Discount photocard holders who use pay as you go on buses and trams benefit from the Hopper fare ([see page 8 & 9](#))

Season tickets on Buses and Trams

Bus & Tram Discount photocard holders can buy 7 Day, monthly and longer period Bus & Tram Pass season tickets up to maximum 6 months validity.

7 Day	Monthly
£10.60	£40.80

Tube, DLR, London Overground, TfL Rail and National Rail

Bus & Tram Discount photocard holders pay adult fares on Tube, DLR, London Overground, TfL Rail and National Rail services.

Fares for National Railcard holders

Holders of selected National Railcards and Gold Cards can have the discount set on an Oyster card to get discounted fares on Tube, DLR, London Overground, TfL Rail and National Rail services in London

<ul style="list-style-type: none">National Railcards and Gold CardsFor more information see Book 3	
<ul style="list-style-type: none">Oyster card	
<ul style="list-style-type: none">Cash (except buses & trams)	

Customers with an **Annual Gold Card, HM Forces, Senior, 16 - 25 or 26 - 30 Digital National Railcard** can get an Oyster card and have their Railcard discount set on it. This gives a 1/3 discount on **off-peak** pay as you go fares and daily caps for journeys on rail services.

Customers with a **Disabled Persons National Railcard** can get an Oyster card and have their discount set on it. This gives a 1/3 discount on **peak and off-peak** pay as you go fares and daily caps for journeys on rail services.

National Railcards do not give any discount on bus or tram services

Single fares on rail services

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this book

For details of single fares, use [single fare finder](#), which shows:

- Fares between any two rail stations where pay as you go is accepted

Fares for National Railcard holders

- The cost of paper single tickets for journeys wholly on TfL services

Select National Railcard or Disabled Persons Railcard in the 'passenger type' option.

[See page 10](#)for information on pay as you go fares on London Overground between Euston (National Rail) and Watford Junction and intermediate stations.

[See page 10](#)for information on pay as you go fares for local journeys on London Overground and TfL Rail services to and from Liverpool Street (National Rail)

Day Travelcards and daily capping on rail services

Discounted off-peak Day Travelcards are available to holders of **Annual Gold Cards, Family and Friends, HM Forces, Network, Senior, Disabled Persons, 16 - 25 and Two Together Railcards.**

Customers who have the **Annual Gold Card, HM Forces, Senior or 16 - 25 National Railcard** Railcard discount set on an Oyster card also get a 1/3 discount on off-peak caps.

Additionally, **Disabled Persons** Railcard holders get a 1/3 discount on peak and off-peak caps

Fares tables

Fares for National Railcard holders

National Railcard	Daily Cap			Day Travelcard	
Journeys in:	Peak disabled only	Peak	Off-Peak	Anytime	Off-Peak
Zones 1 - 2	£4.75	£7.20	£4.75	£13.50	£8.90
Zones 1 - 3	£5.60	£8.50	£5.60	£13.50	£8.90
Zones 1 - 4	£6.85	£10.40	£6.85	£13.50	£8.90
Zones 1 - 5	£8.10	£12.30	£8.10	£19.10	£8.90
Zones 1 - 6	£8.70	£13.20	£8.70	£19.10	£8.90
Zones 1 - 7	£9.50	£14.40	£8.80	£24.20	£9.40
Zones 1 - 8	£11.20	£17.00	£8.80	£24.20	£9.40
Zones 1 - 9	£12.40	£18.80	£8.80	£24.20	£9.40
Zones 1 - 9 plus Watford Junction	£16.70	£25.30	£12.50		
Zones 1 - 9 plus Shenfield	£20.75	£31.40	£13.95		

Discounted off-peak Day Travelcards

Annual Gold Card and Network Railcard holders can buy off-peak Day Travelcards for friends and family at reduced prices, as shown in the table on the next page for:

- Up to three other adults aged 16 or over
- Up to four children aged between 5 and 15
- Up to two children under 5 travel free

Off-peak Day Travelcards

Holders of **Family and Friends** and **HM Forces Railcards** can also buy child-rate off-peak Day Travelcards at a reduced price for children travelling with them. Children must be under 16 and fares are shown in the table on the next page. The Railcard/Gold Card holder must travel with the group at all times.

The reduced price tickets cannot be used before 09:30 on Mondays to Fridays but can be used at any time at weekends and on public holidays.

Fares tables

Fares for National Railcard holders

Day Travelcard journeys in:	Accompanying adult	Accompanying child (5-15)
Zones 1 - 6	£8.90	£2.60
Zones 1 - 9	£9.40	£2.70

The accompanying adult must show their Railcard/Gold Card and must have a valid ticket to travel when buying the tickets.

Tickets are available from London Overground, TfL Rail and National Rail station ticket offices and Visitor Centres. They can also be bought from Tube station ticket machines after 09:30 (Monday to Friday).

Group ticket fares

Group Day Travelcard

Group Day Travelcards are available for groups of 10 or more people travelling together

- in a single day
- for travel after 09:30 until 04:29 the following day
- valid anytime on Saturday, Sunday and public holidays
- adult-rate and child-rate (for under 16s) available

They can be bought from

- Tube station ticket machines
- London Overground ticket offices
- TfL Rail ticket offices
- National Rail station ticket offices
- Visitor Centres (except at Gatwick Airport)

Bus, Tube, Tram, DLR, London Overground and National Rail

	Adult	Child
Zones 1 - 6	£8.80	£4.40
Zones 1 - 9	£9.40	£4.70

- valid after 09:30 Monday to Friday
- valid anytime on Saturday, Sunday and public holidays
- photocards are not needed.

Group Travel tickets on DLR only

Group tickets for travel on DLR only

- These are no longer available to buy

The DLR Customer Experience team does issue group tickets for DLR-only travel as part of its Community Ambassador familiarisation trips programme. London Underground staff should allow passengers with one of these tickets to enter or exit at a London Underground/DLR interchange station. See page 26 in **Book 2** for details.

Privilege rate fares

A Privilege Ticket Authority Card (PTAC) allows holders to travel at priv rate, which is a 75% discount on equivalent adult or child-rate fares on rail services.

<ul style="list-style-type: none">• PTAC• For more information see Book 3	
<ul style="list-style-type: none">• Oyster card	

PTACs are issued to eligible current and retired TfL and National Rail staff. The variants allow discounted travel on:

Priv All Rail:

- Tube, DLR, London Overground, TfL Rail and National Rail services.

Priv TfL rail:

- Tube, DLR, London Overground, and TfL Rail services

Priv NR only

- London Overground, TfL Rail and National Rail services only

PTAC holders can have the discount set on their Oyster card or Oyster photocard for pay as you go travel at Priv rate.

Some PTAC holders can buy Priv rate season tickets for travel on National Rail services; see **Book 3** for more details

As 5 - 10 Zip Oyster photocard holders travel free on most National Rail services in London, they do not need to set the priv discount

A valid Privilege Ticket Authority Card (PTAC) is needed for all journeys. An accompanying Oyster card with a privilege discount set is needed when using pay as you go.

More information about privilege travel is on the Staff Travel pages on Source: [tfl/PeopleAndDevelopment/RecognitionAndBenefits](https://tfl/peopleanddevelopment/recognitionandbenefits)

Privilege (PTAC) rate fares

Single Fares

Customers can only use pay as you go at Priv rate on the Tube and DLR – they cannot buy paper single tickets. Pay as you go fares using Oyster with priv discount are generally cheaper than buying a paper (cash) ticket for single journeys on London Overground, TfL Rail and National Rail services.

Single fares are not published in this booklet; however, a general guide to single fares in Zones 1 - 9 is available at the back of this book

For details of single fares, use [single fare finder](#), which shows pay as you go fares between any two rail stations

For adult, 18+ or 16+, the equivalent priv fare will be 25% of the adult fare.

For 11 - 15 year olds, the equivalent priv fare will be 25% of the 11 - 15 fare

- i.e. if the fare displayed is £1 .00 the priv fare is £0.25

Day tickets and daily capping

- Privilege rate Day tickets are not available
- Privilege rate daily caps are charged at the standard adult rate
- Adults and 18+ Student Oyster photocard holders can have a 16-25 National Railcard discount set on their Oyster card/photocard in addition to the priv discount, to get a 1/3 discount on daily caps. The system applies the better value of the discounts at each stage.
- Privilege rate daily caps for children aged under 16 are charged at the standard child rate for peak and off-peak.

Entry and Exit Charges

An entry charge is deducted from a customer's contactless card or device or from the pay as you go credit on their Oyster card when they touch in at the start of a journey on Tube, DLR, TfL Rail, London Overground, National Rail or River Bus services. The amount charged depends on what time the customer touches in and whether there are any valid discounts or a season ticket on an Oyster card. The deduction of an 'entry charge' is to help protect revenue.

When a customer touches out at the end of a journey, the system adjusts the entry charge to ensure the correct cost of the fare for the journey completed is charged. This means:

- A credit adjustment is made if the cost of the journey is less than the entry charge
- No change is made if the cost of the journey is the same as the entry charge
- An additional deduction is made if the cost of the journey is more than the entry charge
- If the customer does not touch out at the end of the journey, the entry charge remains and is not included in capping and the customer will have an incomplete journey

If a customer does not touch in at the start of a journey but touches out at the end of the journey an exit charge is deducted from the customer's contactless card or device or from the pay as you go credit on their Oyster card. Again, the customer will have an incomplete journey.

If an Oyster card with a season ticket is touched in or out at a station outside its zonal validity, a lower 'mixed journey entry/exit charge' is deducted, reflecting that part of the journey is likely to be covered by the season ticket.

For zones 1 - 6, the adult entry/exit charge is £8.40 peak and £5.70 off peak.

Entry and Exit charges

Separate entry/exit charges apply at:

- Radlett, St Albans City, Harpenden, Luton Airport Parkway, Potters Bar, Brookmans Park, Welham Green, Hatfield, Welwyn Garden City, Cuffley, Bayford, Hertford North, Broxbourne, Rye House, St Margarets, Ware, Hertford East
- Epsom
- Chafford Hundred, Grays, Ockendon and Purfleet
- Denmark Hill, Peckham Rye and Queens Road Peckham
- Gatwick Airport, Merstham, Earlswood/Redhill, Merstham, Horley/Salfords
- Gatwick Express platforms 13/14 at London Victoria
- Paddington station for Heathrow Express
- All stations on the Reading extension
- St Pancras International and Stratford International for journeys on Southeastern high speed services – HSI
- St Pancras International for East Midlands services
- Shenfield
- Watford Junction
- Swanley and Dartford

See page 45 onwards for full entry and exit charge rates.

Entry and Exit thresholds and code 36

Customers using Oyster pay as you go need the minimum fare available from their departure station on their Oyster card for the gates to open at the start of a journey. This is known as the 'entry threshold'.

If a customer has not touched in at the start of a journey, they need the minimum fare to their destination on their Oyster card, for the gates to open at the end of their journey. This is known as the 'exit threshold'.

Entry and Exit charges

If a customer using Oyster pay as you go does not have the required entry/exit threshold, on their Oyster card, error code 36 (insufficient pay as you go) is displayed and the gates will not open.

If a customer tries to touch in and their pay as you go balance is below the entry threshold they should be advised to add money to their Oyster card.

If a customer tries to touch out and their pay as you go threshold is below the exit threshold, their card will be rejected and the gate will not open. Customers need to ask staff to let them out and then need to add credit to their Oyster card before it can be used again.

Exit thresholds used to be the same as entry thresholds. A station reader upgrade in early 2019 means that different entry and exit thresholds can be set. The exit threshold at all London Underground stations is now set at -£2.00.

This means that, as long as an Oyster card does not have a PAYG balance of less than -£2.00, the customer is able to exit at their destination, even if they failed to touch-in correctly. Rather than their card being rejected with reject code “36”, the gate will now open to let the customer out.

The appropriate exit charge will still be deducted, as well as potentially a maximum fare, resulting in a negative pay as you go balance. This prevents further use until the card has been topped up.

This was extended to all gated London Overground and TfL Rail stations in January 2020. Customers can resolve the maximum fare if applicable, via their online account or by calling Customer Services.

Entry and Exit charges

Entry and Exit charges are applied as follows:

**TfL and National Rail stations where TfL fares apply
(excluding Denmark Hill, Peckham Rye and Queens Road
Peckham)**

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
All stations in Zones 1-9				
Adult, 18+ Student and Apprentice	£8.40	£8.40	£5.70	£5.70
Child: 5 - 10	£0.00	£0.00	£0.00	£0.00
Child: 11 - 15	£0.85	£0.85	£0.75	£0.75
16+, Young Visitor & Jobcentre Plus	£4.20	£4.20	£2.85	£2.85
Adult with National Railcard Discount	£8.30	£8.40	£3.75	£3.75
Adult with Disabled Railcard Discount	£5.55	£5.55	£3.75	£3.75
Adult Priv; 16+ Priv (All Rail)	£2.10	£2.10	£1.45	£1.45
Child Priv (All Rail)	£0.25	£0.25	£0.20	£0.20
Adult Priv; 16+ Priv (TfL only)	£2.10	£2.10	£1.45	£1.45
Child Priv (TfL only)	£0.25	£0.25	£0.20	£0.20
Adult Priv (NR only)	£8.40	£8.40	£5.70	£5.70
Child Priv (NR only)	£0.85	£0.85	£0.75	£0.75

Entry and Exit charges

Denmark Hill, Peckham Rye and Queens Road Peckham

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£8.40	£8.40	£5.70	£5.70
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£3.40	£3.40	£0.75	£0.75
16+, Young Visitor Discount & Jobcentre Plus	£4.20	£4.20	£2.85	£2.85
Adult with National Railcard Discount	£8.30	£8.40	£3.75	£3.75
Adult with Disabled Railcard Discount	£5.55	£5.55	£3.75	£3.75
Adult Priv; 16+ Priv (All Rail)	£2.10	£2.10	£1.45	£1.45
Child Priv (All Rail)	£0.85	£0.85	£0.20	£0.20
Adult Priv; 16+ Priv (TfL only)	£2.10	£2.10	£1.45	£1.45
Child Priv (TfL only)	£0.85	£0.85	£0.20	£0.20
Adult Priv (NR only)	£2.10	£2.10	£1.45	£1.45
Child Priv (NR only)	£0.85	£0.85	£0.20	£0.20

For most National Rail stations In Zones 1-9

Adult and 18+ Student & Apprentice	£8.40	£8.40	£5.70	£5.70
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£3.40	£3.40	£0.75	£0.75
16+, Young Visitor Discount & Jobcentre Plus	£4.20	£4.20	£2.85	£2.85
Adult with National Railcard Discount	£8.30	£8.40	£3.75	£3.75
Adult with Disabled Railcard Discount	£5.55	£5.55	£3.75	£3.75
Adult Priv; 16+ Priv (All Rail)	£2.10	£2.10	£1.45	£1.45
Child Priv (All Rail)	£0.85	£0.85	£0.20	£0.20
Adult Priv; 16+ Priv (TfL only)	£8.40	£8.40	£5.70	£5.70
Child Priv (TfL only)	£3.40	£3.40	£0.75	£0.75
Adult Priv (NR only)	£2.10	£2.10	£1.45	£1.45
Child Priv (NR only)	£0.85	£0.85	£0.20	£0.20

Entry and Exit charges

Broxbourne, St. Margarets, Ware, Rye House, Hertford East

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£8.80	£8.80	£6.50	£6.50
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£4.40	£4.40	£3.25	£3.25
16+, Young Visitor Discount & Jobcentre Plus	£4.40	£4.40	£3.25	£3.25
Adult with National Railcard Discount	£8.70	£8.80	£4.30	£4.30
Adult with Disabled Railcard Discount	£5.80	£5.80	£4.30	£4.30
Adult Priv; 16+ Priv (All Rail)	£2.20	£2.20	£1.65	£1.65
Child Priv (All Rail)	£1.10	£1.10	£0.85	£0.85
Adult Priv; 16+ Priv (TfL only)	£8.80	£8.80	£6.50	£6.50
Child Priv (TfL only)	£4.40	£4.40	£3.25	£3.25
Adult Priv (NR only)	£2.20	£2.20	£1.65	£1.65
Child Priv (NR only)	£1.10	£1.10	£0.85	£0.85

Chafford Hundred, Grays, Ockendon and Purfleet

Adult, 18+ Student & Apprentice	£8.60	£8.60	£7.60	£7.60
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£4.05	£4.05	£3.45	£3.45
16+, Young Visitor Discount & Jobcentre Plus	£4.30	£4.30	£3.80	£3.80
Adult with National Railcard Discount	£8.50	£8.60	£5.00	£5.00
Adult with Disabled Railcard Discount	£5.70	£5.70	£5.00	£5.00
Adult Priv; 16+ Priv (All Rail)	£2.15	£2.15	£1.90	£1.90
Child Priv (All Rail)	£1.05	£1.05	£0.90	£0.90
Adult Priv; 16+ Priv (TfL only)	£8.60	£8.60	£7.60	£7.60
Child Priv (TfL only)	£4.05	£4.05	£3.45	£3.45
Adult Priv (NR only)	£2.15	£2.15	£1.90	£1.90
Child Priv (NR only)	£1.05	£1.05	£0.90	£0.90

Entry and Exit charges

Dartford and Swanley

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£8.40	£8.40	£5.70	£5.70
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£3.40	£3.40	£1.15	£1.15
16+, Young Visitor Discount & Jobcentre Plus	£4.20	£4.20	£2.85	£2.85
Adult with National Railcard Discount	£8.30	£8.40	£3.75	£3.75
Adult with Disabled Railcard Discount	£5.55	£5.55	£3.75	£3.75
Adult Priv; 16+ Priv (All Rail)	£2.10	£2.10	£1.45	£1.45
Child Priv (All Rail)	£0.85	£0.85	£0.30	£0.30
Adult Priv; 16+ Priv (TfL only)	£8.40	£8.40	£5.70	£5.70
Child Priv (TfL only)	£3.40	£3.40	£1.15	£1.15
Adult Priv (NR only)	£2.10	£2.10	£1.45	£1.45
Child Priv (NR only)	£0.85	£0.85	£0.30	£0.30

St Pancras International and Stratford International

For journeys on Southeastern high speed services HSI

Adult, 18+ Student & Apprentice	£5.90	£5.90	£4.10	£4.10
5 - 10, 11 - 15, 16+ , Young Visitor Discount and Jobcentre Plus	£2.95	£2.95	£2.05	£2.05
Adult with National Railcard Discount	£5.90	£5.90	£2.70	£2.70
Adult with Disabled Railcard Discount	£3.90	£3.90	£2.70	£2.70
Adult Priv; 16+ Priv (All Rail)	£1.50	£1.50	£1.05	£1.05
Child Priv (All Rail)	£0.75	£0.75	£0.55	£0.55
Adult Priv; 16+ Priv (TfL only)	£5.90	£5.90	£4.10	£4.10
Child Priv (TfL only)	£2.95	£2.95	£2.05	£2.05
Adult Priv (NR only)	£1.50	£1.50	£1.05	£1.05
Child Priv (NR only)	£0.75	£0.75	£0.55	£0.55

Entry and Exit charges

Shenfield

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£9.90	£9.90	£7.40	£7.40
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£4.95	£4.95	£3.70	£3.70
16+, Young Visitor Discount & Jobcentre Plus	£4.95	£4.95	£3.70	£3.70
Adult with National Railcard Discount	£9.80	£9.90	£4.90	£4.90
Adult with Disabled Railcard Discount	£6.55	£6.55	£4.90	£4.90
Adult Priv; 16+ Priv (All Rail)	£2.50	£2.50	£1.85	£1.85
Child Priv (All Rail)	£1.25	£1.25	£0.95	£0.95
Adult Priv; 16+ Priv (TfL only)	£9.70	£9.90	£7.30	£7.40
Child Priv (TfL only)	£4.85	£4.95	£3.60	£3.70
Adult Priv (NR only)	£2.50	£2.50	£1.85	£1.85
Child Priv (NR only)	£1.25	£1.25	£0.95	£0.95

Watford Junction

Adult and 18+ Student & Apprentice	£9.80	£9.80	£6.60	£6.60
5 - 10	£0.00	£0.00	£0.00	£0.00
11 - 15	£4.90	£4.90	£3.30	£3.30
16+, Young Visitor Discount & Jobcentre Plus	£4.90	£4.90	£3.30	£3.30
Adult with National Railcard Discount	£9.70	£9.80	£4.35	£4.35
Adult with Disabled Railcard Discount	£6.45	£6.45	£4.35	£4.35
Adult Priv; 16+ Priv (All Rail)	£2.45	£2.45	£1.65	£1.65
Child Priv (All Rail)	£1.25	£1.25	£0.85	£0.85
Adult Priv; 16+ Priv (TfL only)	£2.45	£2.45	£1.65	£1.65
Child Priv (TfL only)	£1.25	£1.25	£0.85	£0.85
Adult Priv (NR only)	£2.45	£2.45	£1.65	£1.65
Child Priv (NR only)	£1.25	£1.25	£0.85	£0.85

Entry and Exit charges

Merstham

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£12.40	£12.40	£8.50	£8.50
5 - 10	£6.20	£6.20	£1.80	£1.80
11 - 15	£6.20	£6.20	£1.80	£1.80
16+, Young Visitor Discount & Jobcentre Plus	£6.20	£6.20	£4.25	£4.25
Adult with National Railcard Discount	£12.30	£12.40	£5.60	£5.60
Adult with Disabled Railcard Discount	£8.20	£8.20	£5.60	£5.60
Adult Priv; 16+ Priv (All Rail)	£3.10	£3.10	£2.15	£2.15
Child Priv (All Rail)	£1.55	£1.55	£0.45	£0.45
Adult Priv; 16+ Priv (TfL only)	£12.40	£12.40	£8.50	£8.50
Child Priv (TfL only)	£6.20	£6.20	£1.80	£1.80
Adult Priv (NR only)	£12.40	£12.40	£8.50	£8.50
Child Priv (NR only)	£6.20	£6.20	£1.80	£1.80
Earlswood/Redhill				
Adult and 18+ Student & Apprentice	£13.70	£13.70	£8.90	£8.90
5 - 10, 11 - 15	£6.85	£6.85	£2.05	£2.05
16+, Young Visitor Discount & Jobcentre Plus	£6.85	£6.85	£4.45	£4.45
Adult with National Railcard Discount	£13.60	£13.70	£5.90	£5.90
Adult with Disabled Railcard Discount	£9.05	£9.05	£5.90	£5.90
Adult Priv; 16+ Priv (All Rail)	£3.45	£3.45	£2.25	£2.25
Child Priv (All Rail)	£1.75	£1.75	£0.55	£0.55
Adult Priv; 16+ Priv (TfL only)	£13.70	£13.70	£8.90	£8.90
Child Priv (TfL only)	£6.85	£6.85	£2.05	£2.05
Adult Priv (NR only)	£13.70	£13.70	£8.90	£8.90
Child Priv (NR only)	£6.85	£6.85	£2.05	£2.05

Entry and Exit charges

Horley/Salfords				
	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£13.90	£13.90	£8.90	£8.90
5 - 10, 11 - 15	£6.95	£6.95	£2.40	£2.40
16+, Young Visitor Discount & Jobcentre Plus	£6.95	£6.95	£4.45	£4.45
Adult with National Railcard Discount	£13.80	£13.90	£5.90	£5.90
Adult with Disabled Railcard Discount	£9.20	£9.20	£5.90	£5.90
Adult Priv; 16+ Priv (All Rail)	£3.50	£3.50	£2.25	£2.25
Child Priv (All Rail)	£1.75	£1.75	£0.60	£0.60
Adult Priv; 16+ Priv (TfL only)	£13.90	£13.90	£8.90	£8.90
Child Priv (TfL only)	£6.95	£6.95	£2.40	£2.40
Adult Priv (NR only)	£13.90	£13.90	£8.90	£8.90
Child Priv (NR only)	£6.95	£6.95	£2.40	£2.40

Entry and Exit charges

Gatwick Airport

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£17.90	£17.90	£10.90	£10.90
5 - 10, 11 - 15	£8.95	£8.95	£2.40	£2.40
16+, Young Visitor Discount & Jobcentre Plus	£8.95	£8.95	£5.45	£5.45
Adult with National Railcard Discount	£17.80	£17.90	£7.20	£7.20
Adult with Disabled Railcard Discount	£11.80	£11.80	£7.20	£7.20
Adult Priv; 16+ Priv (All Rail)	£4.50	£4.50	£2.75	£2.75
Child Priv (All Rail)	£2.25	£2.25	£0.60	£0.60
Adult Priv; 16+ Priv (TfL only)	£17.90	£17.90	£10.90	£10.90
Child Priv (TfL only)	£8.95	£8.95	£2.40	£2.40
Adult Priv (NR only)	£17.90	£17.90	£10.90	£10.90
Child Priv (NR only)	£8.95	£8.95	£2.40	£2.40

The entry threshold for an adult Oyster card is £15.50 for a peak entry and £8.50 for an off-peak entry. This is the minimum pay as you go balance needed on an Oyster card when entering the system at Gatwick Airport.

Customers who travel from Gatwick Airport to stations before a London Terminal, such as East Croydon, may need more credit on their Oyster card than the actual fare for their journey.

Entry and Exit charges

London Victoria platforms 13/14 (Gatwick Express)				
	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£19.80	£19.80	£19.80	£19.80
5 - 10, 11 - 15, 16+, Young Visitor Discount & Jobcentre Plus	£9.90	£9.90	£9.90	£9.90
Adult with National Railcard Discount	£19.70	£9.80	£13.05	£13.05
Adult with Disabled Railcard Discount	£13.05	£13.05	£13.05	£13.05
Adult Priv; 16+ Priv (All Rail)	£4.95	£4.95	£4.95	£4.95
Child Priv (All Rail)	£2.50	£2.50	£2.50	£2.50
Adult Priv; 16+ Priv (TfL only)	£19.80	£19.80	£19.80	£19.80
Child Priv (TfL only)	£9.90	£9.90	£9.90	£9.90
Adult Priv (NR only)	£4.95	£4.95	£4.95	£4.95
Child Priv (NR only)	£2.50	£2.50	£2.50	£2.50

At Victoria Platforms 13/14 (for Gatwick Express), the entry threshold is the same as the entry charge. This means that an Adult Oyster card must have a balance of least £19.80 to travel. If a non-Gatwick Express train departs from Platforms 13/14, customers should be allowed to access these platforms via adjacent gate lines.

Entry and Exit charges

London Paddington for Heathrow Express trains

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£25.00	£25.00	£22.00	£22.00
5 - 10, 11 - 15,	£0.00	£0.00	£0.00	£0.00
Adult with National Railcard Discount	£24.90	£25.00	£14.50	£14.50
16+ & Jobcentre Plus	£25.00	£25.00	£22.00	£22.00
Adult with Disabled Railcard Discount	£16.50	£16.50	£14.50	£14.50
Adult Priv; 16+ Priv (All Rail)	£6.25	£6.25	£5.50	£5.50
Child Priv (All Rail)	£0.00	£0.00	£0.00	£0.00
Adult Priv; 16+ Priv (TfL only)	£25.00	£25.00	£22.00	£22.00
Child Priv (TfL only)	£0.00	£0.00	£0.00	£0.00
Adult Priv (NR only)	£6.25	£6.25	£5.50	£5.50
Child Priv (NR only)	£0.00	£0.00	£0.00	£0.00
Young Visitor Discount	£24.80	£25.00	£21.90	£22.00

At Paddington, the entry threshold for Heathrow Express services is the same as the entry charge. This means that an Adult Oyster card holder must have a balance of least £25.00 (Peak) or £22.00 (Off-Peak) to travel.

If a non-Heathrow Express train departs from the Heathrow Express platform, customers should be allowed to enter via adjacent gate lines.

Entry and Exit charges

Potters Bar

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£10.10	£10.10	£7.40	£7.40
5-10, 11-15 & Young Visitor	£5.05	£5.05	£3.70	£3.70
16+ & Job Centre Plus	£5.05	£5.05	£3.70	£3.70
Adult with National Railcard Discount	£10.00	£10.10	£4.90	£4.90
Adult with Disabled Railcard Discount	£6.65	£6.65	£4.90	£4.90
Adult Priv; 16+ Priv (All Rail)	£2.55	£2.55	£1.85	£1.85
Child Priv (All Rail)	£1.30	£0.95	£1.30	£0.95
Adult Priv; 16+ Priv (TfL only)	£10.10	£10.10	£7.40	£7.40
Child Priv (TfL only)	£5.05	£5.05	£3.70	£3.70
Adult Priv (NR only)	£2.55	£2.55	£1.85	£1.85
Child Priv (NR only)	£1.30	£1.30	£0.95	£0.95

Radlett

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult, 18+ Student & Apprentice	£11.00	£11.00	£7.40	£7.40
5-10, 11-15 & Young Visitor	£5.50	£5.50	£3.70	£3.70
16+ & Job Centre Plus	£5.50	£5.50	£3.70	£3.70
Adult with National Railcard Discount	£10.90	£11.00	£4.90	£4.90
Adult with Disabled Railcard Discount	£7.25	£7.25	£4.90	£4.90
Adult Priv; 16+ Priv (All Rail)	£2.75	£2.75	£1.85	£1.85
Child Priv (All Rail)	£1.40	£1.40	£0.95	£0.95
Adult Priv; 16+ Priv (TfL only)	£11.00	£11.00	£7.40	£7.40
Child Priv (TfL only)	£5.50	£5.50	£3.70	£3.70
Adult Priv (NR only)	£2.75	£2.75	£1.85	£1.85
Child Priv (NR only)	£1.40	£1.40	£0.95	£0.95

Entry and Exit charges

Cuffley

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£10.00	£10.00	£7.60	£7.60
5 - 10, 11 - 15	£5.00	£5.00	£1.50	£1.50
16+, Young Visitor Discount & Jobcentre Plus	£5.00	£5.00	£3.80	£3.80
Adult with National Railcard Discount	£9.90	£10.00	£5.00	£5.00
Adult with Disabled Railcard Discount	£6.60	£6.60	£5.00	£5.00
Adult Priv; 16+ Priv (All Rail)	£2.50	£2.50	£1.90	£1.90
Child Priv (All Rail)	£1.25	£1.25	£0.40	£0.40
Adult Priv; 16+ Priv (TfL only)	£1.00	£1.00	£7.60	£7.60
Child Priv (TfL only)	£5.00	£5.00	£1.50	£1.50
Adult Priv (NR only)	£2.50	£2.50	£1.90	£1.90
Child Priv (NR only)	£1.25	£1.25	£0.40	£0.40

Bayford /Hertford North

Adult and 18+ Student & Apprentice	£10.90	£1.90	£8.50	£8.50
5 - 10, 11 - 15	£5.45	£5.45	£4.25	£4.25
16+, Young Visitor Discount & Jobcentre Plus	£5.45	£5.45	£4.25	£4.25
Adult with National Railcard Discount	£10.80	£10.90	£5.60	£5.60
Adult with Disabled Railcard Discount	£7.20	£7.20	£5.60	£5.60
Adult Priv; 16+ Priv (All Rail)	£2.75	£2.75	£2.15	£2.15
Child Priv (All Rail)	£1.40	£1.40	£1.10	£1.10
Adult Priv; 16+ Priv (TfL only)	£10.90	£10.90	£8.50	£8.50
Child Priv (TfL only)	£5.45	£5.45	£4.25	£4.25
Adult Priv (NR only)	£2.75	£2.75	£2.15	£2.15
Child Priv (NR only)	£1.40	£1.40	£1.10	£1.10

Entry and Exit charges

Epsom				
	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£9.10	£9.10	£6.70	£6.70
5 -10	£1.10	£1.10	£1.05	£1.05
11 -15	£4.50	£4.50	£1.50	£1.50
16+, Young Visitor Discount & Jobcentre Plus	£4.55	£4.55	£3.35	£3.35
Adult with National Railcard Discount	£9.00	£9.10	£4.45	£4.45
Adult with Disabled Railcard Discount	£6.00	£6.00	£4.45	£4.45
Adult Priv; 16+ Priv (All Rail)	£2.30	£2.30	£1.70	£1.70
Child Priv (All Rail)	£1.15	£1.15	£0.40	£0.40
Adult Priv; 16+ Priv (TfL only)	£9.10	£9.10	£6.70	£6.70
Child Priv (TfL only)	£4.50	£4.50	£1.50	£1.50
Adult Priv (NR only)	£2.30	£2.30	£1.70	£1.70
Child Priv (NR only)	£1.15	£1.15	£0.40	£0.40

Entry and Exit charges

Pay as you go - contactless only

Adult	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Brookmans Park	£10.10	£10.10	£7.40	£7.40
Welham Green	£10.10	£10.10	£7.40	£7.40
Hatfield	£11.30	£11.30	£9.10	£9.10
Welwyn Garden City	£11.80	£11.80	£9.10	£9.10
St Albans City	£13.30	£13.30	£10.50	£10.50
Harpden	£15.60	£15.60	£12.00	£12.00
Luton Airport Parkway	£15.90	£15.90	£12.30	£12.30
St Pancras (East Midlands platforms)	£13.50	£13.50	£9.90	£9.90
Iver	£10.40	£10.40	£7.00	£7.00
Langley (Berks)	£11.60	£11.60	£7.40	£7.40
Slough	£12.00	£12.00	£7.70	£7.70
Burnham (Bucks)	£13.40	£13.40	£8.10	£8.10
Taplow	£14.60	£14.60	£8.60	£8.60
Maidenhead	£15.20	£15.20	£8.90	£8.90
Twyford	£18.00	£18.00	£10.70	£10.70
Reading	£27.70	£27.70	£13.00	£13.00

Emirates Air Line (cable car)

	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£3.50	£3.50	£3.50	£3.50
5 - 10, 11 - 15, & Young Visitor Discount	£1.70	£1.70	£1.70	£1.70
16+ & Jobcentre Plus	£3.50	£3.50	£3.50	£3.50
Adult with National Railcard or Disabled Railcard Discount	£3.50	£3.50	£3.50	£3.50

Entry and Exit charges

River Bus services				
	Peak		Off-Peak	
	Entry	Exit	Entry	Exit
Adult and 18+ Student & Apprentice	£12.00	£12.00	£12.00	£12.00
5 - 10, 11 - 15 & Young Visitor Discount	£6.00	£6.00	£6.00	£6.00
16+ & Jobcentre Plus	£12.00	£12.00	£12.00	£12.00
Adult with National Railcard or Disabled Railcard Discount	£12.00	£12.00	£12.00	£12.00
Adult Travelcard	£8.70	£8.70	£8.70	£8.70
Child Travelcard	£4.35	£4.35	£4.35	£4.35

Entry and Exit charges

Emirates Air Line (cable car)

The Emirates Air Line has its own ticketing structure; customers can buy Boarding Passes or use an Oyster or contactless payment card to pay as they go.

<ul style="list-style-type: none">Oyster card	
<ul style="list-style-type: none">Contactless payment card	
<ul style="list-style-type: none">Cash	

Boarding Passes

Boarding Passes are paper tickets issued at ticket offices and machines at the Emirates Greenwich Peninsula and Emirates Royal Docks terminals.

Customers can use cash to buy a Boarding Pass.

Cash fares

Rate	Single	Return	Discovery Experience
Adult	£4.50	£9.00	£10.70
Child	£2.30	£4.60	£6.20
Discounted fares			
Adult	£3.50	£7.00	£8.40
Child	£1.70	£3.40	£5.00

- Discounted Boarding Pass fares are available to customers who show an Oyster card or paper Travelcard.
- Child fares are available to children between the ages of five to 15.
- The Discovery Experience includes a return trip, in-flight discovery film, souvenir guide and entry to Emirates Aviation Experience. Tickets can be bought at EAL stations or booked from [the O2 website](#)

Emirates Air Line

Private cabin hire

Private cabins can be hired for £90

Multi-journey Boarding Pass

A Multi-journey Boarding Pass can be bought from Emirates Air Line ticket offices. Multi-journey Boarding Passes can be used for 10 single journeys and are valid for 12 months from the date issued.

Multi-journey Boarding Pass	£17.00
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Pay as you go

Customers can use their Oyster card or contactless payment card to pay as they go on the Emirates Air Line.

Rate	Single fares
Adult	£3.50
Child	£1.70

- Only single pay as you go fares are available.
- Child-rate pay as you go fares are available to Young Visitor Discount and holders of 5 - 10 and 11 - 15 Oyster photocards.
- Pay as you go journeys made on the Emirates Air Line **do not count towards a daily cap**.

5+ Reward

Customers using pay as you go on Oyster who make five journeys or more in a week (Monday to Sunday) can apply for the 5+ Reward. The 5+ Reward is 50 per cent off the total price paid for 5 or more pay as you go journeys. Journeys made using contactless are not eligible.

The 5+ Reward can be loaded onto Oyster as pay as you go credit, stored as a web credit or paid into the customer's bank account.

The 5+ Reward will be available to collect from the next calendar week for up to 6 weeks; after this it will expire.

Entry and Exit charges

Travelcards and Bus & Tram Passes

Travelcards and Bus & Tram Passes cannot be used to travel on the Emirates Air Line.

Emirates Air Line

Combined river trip

Emirates Air Line and Thames Clippers offer combined deals which include a return flight on the Emirates Air Line and trips on the river. Tickets can be bought at EAL stations or booked online on the [Thames Clippers website](#).

	Adult	Child	Family
Discovery Experience and River Roamer	£24.10	£12.90	£51.00
Discovery Experience single	£15.70	£8.65	
Discovery Experience return	£23.00	£12.30	

Travelling with children

Children aged 5 or under travel free on the Emirates Air Line with a fare paying adult.

Emirates Air Line staff may request that a group of fare paying children are accompanied by a fare paying adult.

River Bus services

River tickets are available online and from piers, depending on the service. [Full fares information](#)

Travelcards

Customers with a Travelcard (either paper or on Oyster) get a third off most standard advertised adult and child fares. They should show their Oyster card or Travelcard at the pier kiosk or on the boat. Some restrictions apply.

Pay as you go

Customers can use their contactless or Oyster card to pay as they go on six Thames Clippers River Bus services:

- RBI : Battersea Power Station to North Greenwich limited onward service to Woolwich Royal Arsenal)
- RBI X: Embankment to Tower (limited onward service to North Greenwich)
- RB2: Battersea Power Station to London Bridge City
- RB4: Doubletree Docklands to Canary Wharf
- RB5: North Greenwich to Woolwich Royal Arsenal (limited shuttle service)
- RB6: Putney to Blackfriars (limited onward service to Canary Wharf)

Each pier has a validator and customers should touch in as they board and out again at the end of their journey to ensure that they pay the correct fare.

River Bus services operate in three river zones:

- West
- Central
- East

For a map showing the zones see the **appendices**.

Pay as you go fares depend on which zones the journey covers and are shown in the following table.

River services

River Bus services

Pay as you go credit can also be used to buy paper tickets at Circular Cruise Westminster and Thames River Services ticket offices.

Pay as you go fares on Thames Clippers River Bus services

Zones	Adult, 18+ Student, Apprentice & 16+	Adult, 18+ Student, Apprentice & 16+ with a Travelcard	5-10, 11-15 and Young Visitor	5-10, 11-15 with Travelcard
Central	£7.20	£6.00	£3.60	£3.00
East	£4.50	£3.30	£2.25	£1.65
West	£4.50	£3.30	£2.25	£1.65
Central & East	£7.70	£7.00	£3.85	£3.50
West & Central	£8.20	£7.00	£4.10	£3.50
West & East	£12.00	£8.70	£6.00	£4.35

- Pay as you go fares for journeys on Thames Clipper River Bus services do not count towards a daily cap
- Children under 5 Travel Free

Customers can use pay as you go credit to pay for river trips, or they can buy paper tickets at Circular Cruise Westminster and Thames River Services ticket offices.

Paper ticket fares will generally be higher than pay as you go fares.

Appendix – Tube and DLR single fares in Zones 1-9

The following tables are a general guide to Tube and DLR single fares in Zones 1 - 9.

Adult			
Zones	pay as you go single		Cash
	Peak	Off-peak	
Zone 1 only	£2.40	£2.40	£4.90
Zones 1 - 2	£2.90	£2.40	£4.90
Zones 1 - 3	£3.30	£2.80	£4.90
Zones 1 - 4	£3.90	£2.80	£5.90
Zones 1 - 5	£4.70	£3.10	£5.90
Zones 1 - 6	£5.10	£3.10	£6.00
Zones 1 - 7	£5.60	£4.00	£7.40
Zones 1 - 8	£6.90	£4.00	£8.50
Zones 1 - 9	£7.00	£4.10	£8.50

5-10 years			
Zones	pay as you go single		Cash
	Peak	Off-peak	
Zone 1 only	Free	Free	£2.40
Zones 1 - 2	Free	Free	£2.40
Zones 1 - 3	Free	Free	£2.40
Zones 1 - 4	Free	Free	£2.90
Zones 1 - 5	Free	Free	£2.90
Zones 1 - 6	Free	Free	£3.00
Zones 1 - 7	Free	Free	£3.70
Zones 1 - 8	Free	Free	£4.20
Zones 1 - 9	Free	Free	£4.20

Appendix – Tube and DLR single fares in Zones 1-9

11-15 years			
	pay as you go single		Cash
Zones	Peak	Off-peak	
Zone 1 only	£0.85	£0.75	£2.40
Zones 1 - 2	£0.85	£0.75	£2.40
Zones 1 - 3	£0.85	£0.75	£2.40
Zones 1 - 4	£0.85	£0.75	£2.90
Zones 1 - 5	£0.85	£0.75	£2.90
Zones 1 - 6	£0.85	£0.75	£3.00
Zones 1 - 7	£1.15	£1.15	£3.70
Zones 1 - 8	£1.70	£1.15	£4.20
Zones 1 - 9	£1.70	£1.15	£4.20

16+/JobCentre Plus			
	pay as you go single		Cash
Zones	Peak	Off-peak	
Zone 1 only	£1.20	£1.20	£4.90
Zones 1 - 2	£1.45	£1.20	£4.90
Zones 1 - 3	£1.65	£1.40	£4.90
Zones 1 - 4	£1.95	£1.40	£5.90
Zones 1 - 5	£2.35	£1.55	£5.90
Zones 1 - 6	£2.55	£1.55	£6.00
Zones 1 - 7	£2.80	£2.00	£7.40
Zones 1 - 8	£3.45	£2.00	£8.50
Zones 1 - 9	£3.50	£2.05	£8.50

Appendix – Tube and DLR single fares in Zones 1-9

National Railcard			
Zones	pay as you go single		Cash
	Peak	Off-peak	
Zone 1 only	£2.40	£1.60	£4.90
Zones 1 - 2	£2.90	£1.60	£4.90
Zones 1 - 3	£3.30	£1.85	£4.90
Zones 1 - 4	£3.90	£1.85	£5.90
Zones 1 - 5	£4.70	£2.05	£5.90
Zones 1 - 6	£5.10	£2.05	£6.00
Zones 1 - 7	£5.60	£2.65	£7.40
Zones 1 - 8	£6.90	£2.65	£8.50
Zones 1 - 9	£7.00	£2.70	£8.50

Disabled Railcard			
Zones	pay as you go single		Cash
	Peak	Off-peak	
Zone 1 only	£1.60	£1.60	£4.90
Zones 1 - 2	£1.90	£1.60	£4.90
Zones 1 - 3	£2.20	£1.85	£4.90
Zones 1 - 4	£2.60	£1.85	£5.90
Zones 1 - 5	£3.10	£2.05	£5.90
Zones 1 - 6	£3.35	£2.05	£6.00
Zones 1 - 7	£3.70	£2.65	£7.40
Zones 1 - 8	£4.55	£2.65	£8.50
Zones 1 - 9	£4.60	£2.70	£8.50

Appendix – Tube and DLR single fares in Zones 1-9

Adult Priv		
	pay as you go single	
Zones	Peak	Off-peak
Zone 1 only	£0.60	£0.60
Zones 1 - 2	£0.75	£0.60
Zones 1 - 3	£0.85	£0.70
Zones 1 - 4	£1.00	£0.70
Zones 1 - 5	£1.20	£0.80
Zones 1 - 6	£1.30	£0.80
Zones 1 - 7	£1.40	£1.00
Zones 1 - 8	£1.75	£1.00
Zones 1 - 9	£1.75	£1.05

Child Priv		
	pay as you go single	
Zones	Peak	Off-peak
Zone 1 only	£0.25	£0.20
Zones 1 - 2	£0.25	£0.20
Zones 1 - 3	£0.25	£0.20
Zones 1 - 4	£0.25	£0.20
Zones 1 - 5	£0.25	£0.20
Zones 1 - 6	£0.25	£0.20
Zones 1 - 7	£0.30	£0.30
Zones 1 - 8	£0.45	£0.30
Zones 1 - 9	£0.45	£0.30