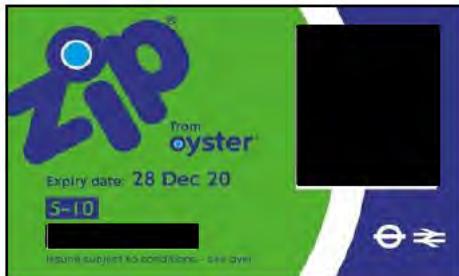




For staff use only

## Staff Guide to Fares and Ticketing

From 20 April 2020



## Book 3 Discount schemes and photocards



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

**Book 1: Fares and tickets**

**Book 2: Types of tickets and ways to pay**

**Book 3: Discount schemes and photocards**

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

### **Discount schemes and photocards**

This guide gives information about the different discount schemes available, what discounts are offered, who is eligible and how to apply.

This guide gives details for each of the following:

#### **Adults:**

- 18 + Student Oyster photocard
- Apprentice Oyster photocard
- Older people
  - 60+ London Oyster photocard
  - Freedom Pass
  - English National Concessionary Travel Scheme
- Disabled people
  - Freedom Pass
- Veterans
- Unemployed persons and those on Income Support
  - Jobcentre Plus participants
  - Bus & Tram Discount

#### **Under 18s**

- 16+ Zip Oyster photocard
- 11 - 15 Zip Oyster photocard
- 5 - 10 Zip Oyster photocard
- Under 5s
- School Party Travel Scheme

## Discount schemes and photocards

### Other discount schemes and photocards:

- Athletes Oyster photocard
- Staff Passes
- Privilege Ticket Authority cards (PTAC)
- Engineers passes
- Contractor Oyster card
- Police Oyster card
- Armed Forces
- Council Attendants
- Puppy walkers

A photocard or Oyster photocard is needed to buy some of our discounted tickets or to get free travel.

Customers with a discount set on their Oyster card must have their supporting photocard with them at all times.

Oyster photocards allow the holder to travel free or to buy tickets at reduced rates. They are not transferable.

For further details about Oyster photocards, advise customers to visit [tfl.gov.uk/fares](http://tfl.gov.uk/fares) or call Customer Services on 0343 222 1234

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## Discount schemes and photocards

### Discount schemes and photocards

The range of photocard and discount schemes available is:

Photocards	How to apply:
<b>Adult discounts and concessions</b>	
18+ Student & Apprentice Oyster photocards	online at <a href="http://tfLgov.uk/photocard">tfLgov.uk/photocard</a>
60+ London Oyster photocard	online at <a href="http://tfLgov.uk/photocard">tfLgov.uk/photocard</a>
Freedom Pass	online at <a href="http://londoncouncils.gov.uk/services/freedom-pass">londoncouncils.gov.uk/services/freedom-pass</a> or contact their London borough
Veterans Oyster photocard	Application forms must be requested by phone on 0343 222 1234
National Railcards	National Rail station ticket offices, National Rail licensed travel agents or online at <a href="http://railcard.co.uk">railcard.co.uk</a>
Gold Cards	Issued with Annual Travelcards
Jobcentre Plus	Jobcentre Plus office
Bus & Tram Discount photocard	Application forms are available at: <ul style="list-style-type: none"><li>Post Offices in Greater London</li><li>download at <a href="http://Bus &amp; Tram Discount photocard - Transport for London">Bus &amp; Tram Discount photocard - Transport for London</a></li><li>Jobcentre Plus Office</li></ul>
<b>Under 18s</b>	
16+, 11 - 15 and 5 - 10 Zip Oyster photocards	Apply online at <a href="http://tfLgov.uk/photocard">tfLgov.uk/photocard</a>
<b>Other photocard schemes</b>	
Athletes Oyster photocard	British Olympics Association
Staff Oyster cards	Staff Travel
Privilege Ticket Authority card	Staff Travel
Contractor Oyster	Staff Travel

## 18+ Student Oyster photocards

### 18+ Student Oyster photocards

An 18+ Student Oyster photocard offers 30% off adult-rate Travelcard and Bus & Tram Pass season tickets to eligible students.

There is no discount on

- pay as you go
- Day Travelcards
- One Day Bus & Tram Passes
- Cash single and return tickets

### Who is eligible?

#### Full and Part time students

Students can apply for an 18+ photocard if they:

- Are aged 18 or over and
- Live in a London borough during term time and
- Are enrolled with an education establishment registered on the TfL scheme and
- Are one of the following:
  - Enrolled on a full-time course with at least 15 tuition-led or structured learning hours a week. Classes must be Monday to Friday only (not including evening classes) and span a minimum of 14 weeks on the same course (shorter courses repeated over 14 or more weeks are not eligible)
  - Receiving NHS bursary money as a full-time student
  - A full time postgraduate student
  - A sabbatical officer
  - Enrolled on a part time course lasting at least 14 weeks; and either
    - receiving NHS bursary money;
    - or
    - A postgraduate student receiving financial help from their education establishment's hardship fund.

If an applicant's education establishment is outside London, students may still apply for an 18+ Student Oyster photocard if

### **18+ Student Oyster photocards**

they live in a London borough and travel regularly to their school/college and meet the rest of the eligibility criteria. They are not eligible if they live outside London during term times.

#### **Work placement students**

Students at a college or university that is not registered on the scheme, who are coming to London on a mandatory work placement, may be able to get an 18+ photocard.

To be eligible, they must be:

- At least 18 years old
- On a placement which is an essential part of their course
- On a placement in London for at least 14 weeks
- Enrolled on a full-time course of at least 15 or more tuition-led and/or structured-learning hours a week over a period of at least 14 weeks.

Classes must be Monday to Friday only (not including evening classes) and span a minimum of 14 weeks on the same course (shorter courses repeated over 14 weeks or more do not qualify)

#### **Who isn't eligible for an 18+ Student Oyster photocard?**

- Students undertaking on the job training with an employer who pays their wages
- Those who already have an Oyster photocard, a disabled person's Freedom Pass or a Bus & Tram Discount photocard

Those on an Apprenticeship may be able to apply for the Apprentice Oyster photocard scheme. [See page 7](#)

#### **Applying for an 18+ photocard**

Applications for 18+ Student Oyster photocards can be made between 1 September and 31 July

The student needs to check whether their university, college or school is participating in the scheme; if so they can give the student full details on how to apply.

## **Adult Discounts and concessions**

### **18+ Student Oyster photocards**

#### **Full and Part time students**

Students must apply for their 18+ photocard online at [18+ Student Oyster photocard - Transport for London](#)

To apply online, students will need:

- A digital colour photo. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- An active, valid email address
- A valid credit or debit card to pay the £20.00 administration fee
- A current London address
- Their enrolment ID from their school, college or university

Students should allow two weeks for their application to be processed.

#### **Work placement students**

Apply online at [tfl.gov.uk/photocard](#) and provide:

- A digital colour photo. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- An active, valid email address
- A valid credit or debit card to pay the £20.00 administration fee
- Their enrolment ID from their school, college or university
- A letter from their educational establishment confirming their work placement

#### **Online accounts**

An online web account is created as part of the application process and customers can use it to:

- track the status of their application
- order a replacement if their card is lost, stolen or damaged
- check their pay as you go balance and top up
- buy discounted Travelcards and Bus & Tram Pass season tickets
- view their journey history and order journey statements

### 18+ Student Oyster photocards

#### Lost, stolen or damaged 18+ photocards

An 18+ photocard can be replaced for £10.00 if it is lost, stolen or damaged. Customers will need their application reference or 12 digit Oyster photocard number. To apply, the card holder should sign in to their 18+ web account at [18+ Student Oyster photocard - Transport for London](#) or call Customer Services on 0343 222 1234.

Any pay as you go credit or season ticket on the lost, stolen or damaged 18+ photocard will be transferred to the replacement card. If this is not possible, any remaining pay as you go credit and/or unused value on any ticket on the photocard will be refunded.

If a card is faulty and is no longer working, customers should call Customer Services on 0343 222 1234

#### Expiry

The Student-rate travel discount is issued for up to a maximum of three academic years and expires on the cardholder's course end date. If their course is longer than three years, we'll send them a new photocard at the start of the fourth academic year.

A Student-rate Oyster photocard can be used as a standard adult Oyster card once the student discount has expired.

If a student is reported as no longer eligible by their education establishment, their 18+ photocard will be stopped.

#### Valid 18+ photocards

Current design



### 18+ Student Oyster photocards

#### Previous Designs



These cards no longer have an active 18+ discount but can be used to travel at adult rate.

#### Other discounts available to 18+ students

- 18+ Student Oyster photocard holders receive 1/3 off Thames Clippers season tickets only. Many other river services also offer student NUS discount [www.thamesclippers.com](http://www.thamesclippers.com)
- 18+ Student Oyster photocard holders can get a 16-25 National Railcard ([see page 27](#)) and set the discount entitlement on their 18+ photocard.
- This gives 1/3 off:
  - off-peak pay as you go fares on Tube, DLR, London Overground, TfL Rail and National Rail services in London.
  - daily caps for travel after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidaysJourneys on Heathrow and Gatwick Express and Southeastern high speed services do not count towards caps
- 75% discount on adult-rate rail pay as you go fares, if they have a PTAC ([see page 63](#)) and the appropriate Priv discount set on their 18+ photocard

18+ photocards are not transferable; they can only be used by the holder even if they only have credit to pay as they go on the card. Further details on 18+ photocards are available at: [tfl.gov.uk/18plus](http://tfl.gov.uk/18plus)

### Apprentice Oyster photocards

An Apprentice Oyster photocard offers 30% off adult-rate Travelcard and Bus & Tram Pass season tickets to eligible apprentices.

There is **no** discount on

- pay as you go
- Day Travelcards
- One Day Bus & Tram Passes
- Cash single and return tickets

#### Who is eligible?

Apprentices can apply for an Apprentice Oyster photocard if they:

- Are 18 or over
- Live in a London Borough
- Are enrolled on a Specification for Apprenticeship Standards in England (SASE)-compliant apprenticeship with a further education college or training organisation (approved or funded by the Education and Skills Funding Agency) for a minimum of 12 months
- In the first 12 months of their apprenticeship

Apprentices are **not** eligible if they:

- Live outside London, even if their apprenticeship is in London
- Already have an Oyster photocard, Freedom Pass or a Bus & Tram Discount photocard
- Are on a planned break from their apprenticeship learning
- Are on a pre-apprenticeship access programme

#### Applying for an Apprentice Oyster photocard

Apprentices must apply for their Apprentice Oyster photocard online at [Apprentice Oyster photocard - Transport for London](#)

Applications can only be made once the applicant is fully enrolled on an apprenticeship.

To apply online, apprentices will need:

- Their Unique Learner Number
- A UK Provider Reference Number

### Apprentice Oyster photocards

- A digital colour photo. This must be a true likeness and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- An active, valid email address
- A valid debit or credit card to pay the £20.00 administration fee

The Unique Learner Number and UK Provider Reference Number will be supplied by the apprenticeship training provider.

They should allow two weeks for their application to be processed.

### Online accounts

An online web account is created as part of the application process and customers can use it to:

- track the status of their application
- order a replacement if their card is lost, stolen or damaged
- check pay as you go balances, and top up
- buy discounted Travelcards and discounted Bus & Tram Pass season tickets

### Lost, stolen or damaged Apprentice Oyster photocards

An Apprentice photocard can be replaced for £10.00 if it is lost, stolen or damaged. Customers will need their application reference or 12 digit Oyster photocard number. To apply, the card holder should sign in to their Apprentice web account at [Apprentice Oyster photocard - Transport for London](#) or call Customer Services on 0343 222 1234

Any pay as you go credit or season ticket on the lost, stolen or damaged Apprentice photocard will be transferred to the replacement card. If this is not possible, any remaining pay as you go credit and/or unused value on any ticket on the photocard will be refunded.

If a card is faulty and is no longer working customers should call Customer Services on 0343 222 1234.

### Apprentice Oyster photocards

#### Apprentice Oyster photocard design



#### Expiry

Apprentice Oyster photocards are valid for 12 months from the date of issue regardless of the end date of the apprenticeship. Once the Apprentice Oyster photocard expires it will be stopped and the holder will be unable to use it.

Apprentices who are removed from, or leave their apprenticeship early, will have their Apprentice Oyster photocard stopped.

**Remember:** Apprentice Oyster photocards are not transferable

#### Other discounts available to Apprentices

- Apprentices can get a 16-25 National Railcard, ([see page 27](#)) and set the discount entitlement on their Apprentice photocard. This gives 1/3 off:
  - off-peak pay as you go fares on Tube, DLR, London Overground, most TfL Rail and National Rail services in London.
  - daily caps for travel after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays

Journeys on Heathrow and Gatwick Express and Southeastern high speed services do not count towards caps.

### 60+ London Oyster photocard

60+ photocards allow those aged 60 and over, who live in a London borough, but are not yet eligible for a Freedom Pass ([see page 16](#)) to travel free on London's public transport network (some time restrictions apply – see below).

#### Benefits of a 60+ photocard

60+ photocard holders can travel free:

- At all times on bus, Tube, tram, DLR, London Overground, most TfL Rail (except between West Drayton and Reading) and the following National Rail services:
  - Amersham – Marylebone (Chiltern)
  - West Ruislip – South Ruislip (Chiltern)
  - Finsbury Park – King's Cross or Moorgate (Great Northern)
  - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
  - Harrow & Wealdstone - Euston (London Northwestern)
  - Stratford - Liverpool Street (Greater Anglia)
  - Upminster - Fenchurch Street (c2c)
- after 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London. This includes the following services which run parallel to London Overground and TfL Rail:
  - Abellio Greater Anglia services between Stratford and Harold Wood, or between Liverpool Street and Turkey Street/Clapton
  - Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
  - Southeastern services between Denmark Hill and Peckham Rye
  - Stansted Express services between Liverpool Street and Tottenham Hale
- after 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.

A map showing where 60+ photocards can be used is included in

### 60+ London Oyster photocard

the appendices.

For travel beyond the 60+ area, customers should buy a separate extension ticket before they travel.

Pay as you go credit cannot be added to a 60+ photocard. Those wanting to travel before 09:30 on most National Rail services in London should use contactless, an Oyster card or buy a ticket.

**60+ photocards are not valid on:**

- Any rail services outside of the area shown on the 60+ map, see **appendices**
- London Northwestern/Southern between Harrow & Wealdstone and Watford Junction
- TfL Rail and Great Western between West Drayton and Reading
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow and Gatwick Express services
- Stansted Express services north of Tottenham Hale (extension fares can be bought for travel to Stansted Airport)
- Thameslink or Southern services between Coulsdon South and Gatwick Airport (extension fares can be bought for travel to Gatwick Airport)
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains

### River Services

60+ photocard holders may be eligible for a discount on the following river services. They should check the website of the river service operator for full information.

<b>City Cruises:</b> <a href="http://citycruises.com">citycruises.com</a>	Westminster to Greenwich
<b>Circular Cruise Westminster:</b> <a href="http://circularcruise.co.uk">circularcruise.co.uk</a>	Westminster to St Katharine's
<b>WPSA (upriver):</b> <a href="http://thamesriverboats.co.uk">thamesriverboats.co.uk</a>	Westminster to Hampton Court
<b>Thames Clippers</b> <a href="http://thamesclippers.com">thamesclippers.com</a>	5 routes calling at 23 piers between Woolwich and Putney
<b>Thames River Services</b> <a href="http://thamesriverservices.co.uk">thamesriverservices.co.uk</a>	Westminster to the Thames Barrier

### 60+ London Oyster photocard

#### Emirates Airline

60+ photocard holders should show their card to pay the discounted adult-rate Boarding Pass fare on Emirates Air Line.

#### Who is eligible?

Applicants are eligible for a 60+ photocard if:

- their main residence is in a London borough AND
- they are aged 60 or over but are not eligible for an Older Persons Freedom Pass

Applicants are not eligible if they:

- meet the criteria for an Older or Disabled Persons Freedom Pass or
- have a Disabled Freedom Pass, an Older Persons Freedom Pass or a Veterans Oyster photocard

#### Applying for a 60+ photocard

Applications should be made online at [60+ London Oyster photocard - Transport for London](#)

Applicants will need:

- A digital colour photo. This must be a true likeness and the applicant should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- An active email address
- Proof of age
  - A driving licence (full or provisional) OR
  - A machine-readable valid UK passport.
  - A scanned colour image of the machine-readable passport will need to be uploaded as part of the application process. This image must be in png or jpg format and less than 6MB and show the applicant's passport photo, personal details and passport number.
- A valid credit/debit card registered in their name and current London address to pay the £20.00 administration fee and prove residency in a London borough

Some applicants may not be able to complete their application

### **60+ London Oyster photocard**

online:

- if online checks of passport or driving licence fail
- if the applicant is unable to upload a digital photo
- if the applicant cannot or does not want to make payment online

If the customer cannot complete their online application then they should print off a verification letter from the application page and complete their application at any London Post Office. If an applicant cannot upload a suitable photo, TfL will send them a form with a prepaid envelope so they can return the completed form and a passport sized photo in the post.

A non-refundable £20.00 administration fee is payable for all applications.

- Customers able to verify their age can pay online, providing the billing address for their credit/debit card matches the address given in the application
- Customers completing their application at a Post Office must pay the fee there using a credit/debit card or cash.

Applicants who need help or cannot apply online can make a telephone application.

### **Completing an application at a Post Office**

Those who need to complete their application at a Post Office need to print off a verification letter and take it to a branch in London with the required proofs of eligibility and pay the fee there. The Post Office will check their documents and return the letter to the customer with their transaction receipt. Their application will be updated overnight and their photocard is usually posted to them within 24 hours.

Applicants need to provide proof of their identity and address at a Post Office. Acceptable documents are listed below and must be dated within the last three months:

- Residential utility bill
- Council tax bill
- Bank, building society or credit card statement
- HM Revenue and Customs letter

### 60+ London Oyster photocard

- Department for Work and Pensions letter
- Occupational Pension letter
- Council or housing association rent book or statement
- Driving licence (full or provisional). Can only be used to verify their age or address, not both.

Proof of age can be one of the following:

- Passport
- ID card from a European Economic Area country
- Letter of Pension entitlement
- Birth certificate
- Driving licence (full or provisional). Can only be used to verify their age or address, not both.

Only original documents will be accepted, not photocopies

A web account is created as part of the application process and customers can use it to:

- track the status of their application
- order replacements

Customers can also check the status of their application by calling Customer Services on 0343 222 1234 or by texting 07627 809356, with their application reference number and they will receive an SMS response.

#### Yearly address check and fee

60+ Oyster photocard holders are required to provide proof of their London borough address and pay £10.00 (non-refundable) for each year they have their photocard. Customers can keep their contact details up to date via their [photocard web account](#).

If proof of address is not provided, the photocard will be stopped.

#### Lost, stolen or damaged 60+ photocards

A 60+ photocard can be replaced for £10.00 if it is lost, stolen or damaged. Customers will need their application reference or 12 digit Oyster photocard number.

### 60+ London Oyster photocard

To apply, the card holder should sign in to their 60+ web account [60+ London Oyster photocard - Transport for London](#) or call Customer Services on 0343 222 1234.

The lost, stolen or damaged photocard will be stopped and a replacement issued.

If the card is faulty and is no longer working customers should call Customer Services on 0343 222 1234.

#### Expiry

The card will expire two weeks after the customer becomes eligible for an Older Persons Freedom Pass. The expiry date is printed on the front of the photocard.



### 60+ Oyster photocard no longer needed

If someone becomes ineligible for this concession because they no longer live in a London borough, or the Oyster photocard is no longer required, they should inform us immediately on 0343 222 1234.

### **Freedom Passes - older and disabled people**

A Freedom Pass allows older and eligible disabled people who live in a London borough to travel free (some time restrictions apply – see below) on London's public transport network. The pass is paid for by the card holder's local council.

Freedom Pass holders can travel free:

- At any time on bus, Tube, tram, DLR, London Overground and TfL Rail services (including between Paddington and Reading, where Freedom Passes will be accepted by visual inspection)
- On National Rail services in London with some time restrictions

#### **Freedom Passes on buses**

- Blind customers travelling with an assistance dog do not need to show or validate their Freedom Pass on any bus operating across the London bus network
- Customers in wheelchairs travel free on buses and trams at all times and do not need to show a Freedom Pass.

#### **Freedom Passes on National Rail services**

Freedom Pass holders can travel free:

- At all times on the following National Rail services:
  - Amersham – Marylebone (Chiltern)
  - Finsbury Park – King's Cross or Moorgate (Great Northern)
  - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
  - Harrow & Wealdstone - Euston (London Northwestern)
  - Stratford - Liverpool Street (Greater Anglia)
  - Upminster - Fenchurch Street (c2c)
  - West Ruislip – South Ruislip (Chiltern)
- After 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.
- After 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London and to Swanley. This includes the following services which run parallel to London Overground and TfL Rail:
  - Abellio Greater Anglia services between Stratford and Harold

## **Adult Discounts and concessions**

### **Freedom Passes - older and disabled people**

- Wood, or between Liverpool Street and Turkey Street/Clapton
- Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
- Southeastern services between Denmark Hill and Peckham Rye
- Stansted Express services between Liverpool Street and Tottenham Hale

Pay as you go credit cannot be added to a Freedom Pass. Those wanting to travel before 09:30 on most National Rail services in London will need to use a contactless payment card, an Oyster card or buy a ticket.

Freedom Passes are **not valid** on the following National Rail services:

- Any rail services outside the area shown on the Freedom Pass map, see **appendices**
- London Midland/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow and Gatwick Express services
- Stansted Express services north of Tottenham Hale (extension fares can be bought for travel to Stansted Airport)
- Thameslink or Southern services between Coulsdon South and Gatwick Airport (extension fares can be bought for travel to Gatwick Airport)
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains

Freedom Passes are not valid for first class travel.

For travel beyond the Freedom Pass area customers should buy a separate extension ticket before they travel.

### **Emirates Air Line**

Discounted Boarding Pass fares are available to Freedom Pass

### Freedom Passes - older and disabled people

holders; simply show the Freedom Pass at the ticket office.

#### River services

Freedom Pass holders may be eligible for a discount on the following river services - they should check the website of the river service operator for full information.

<b>City Cruises:</b> <a href="http://citycruises.com">citycruises.com</a>	Westminster to Greenwich
<b>Circular Cruise Westminster:</b> <a href="http://circularcruise.co.uk">circularcruise.co.uk</a>	Westminster to St Katharine's
<b>WPSA (upriver):</b> <a href="http://thamesriverboats.co.uk">thamesriverboats.co.uk</a>	Westminster to Hampton Court
<b>Thames Clippers</b> <a href="http://www.thamesclippers.com">www.thamesclippers.com</a>	5 routes calling at 23 piers between Woolwich and Putney
<b>Thames River Services</b> <a href="http://thamesriverservices.co.uk">thamesriverservices.co.uk</a>	Westminster to the Thames Barrier

A senior discount is automatically available on the following river services. Customers do not need to hold a Freedom Pass to get discounted travel. Check with the operator for discount fares.

<b>Viscount Cruises</b> <a href="http://viscountcruises.com">viscountcruises.com</a>	Westminster to Greenwich (to Thames Barrier in summer)
<b>London Eye Cruise</b> <a href="http://londoneye.com">londoneye.com</a>	London Eye - River Cruise Experience
<b>Turks Launches</b> <a href="http://turks.co.uk">turks.co.uk</a>	Richmond to Hampton Court March to October only

#### Bus services outside London

The majority of Freedom Passes include:

- A red rose symbol in the top left hand corner
- A red ribbon across the card
- A hologram

These indicate that the pass is valid for free travel on local bus services anywhere in England (outside London) between 09:30 and 23:00 weekdays and at any time on weekends and public holidays.

### Freedom Passes - older and disabled people

Some disabled person's Freedom Passes do not include the rose symbol and hologram. These passes are not valid on bus services outside London and are only valid according to the terms of the Freedom Pass scheme.

#### Applying for a Freedom Pass

First time applicants can apply online at  
[londoncouncils.gov.uk/services/freedom-pass](http://londoncouncils.gov.uk/services/freedom-pass)

or contact the local council.

Applications to **renew** a Freedom Pass should be made online.

Customers applying for an **older person's Freedom Pass** for the first time should [apply online](#). If they cannot prove their identity or address or upload a photo they can return the documents by post.

They should print a verification page to do this. See more at  
[londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/applyf](http://londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/applyf)

Alternatively, they can get an application form from their local Council.

Customers with a disability who believe they may be eligible for a **disabled person's Freedom Pass** should contact their local council.

Freedom Passes are issued as a combined Oyster photocard.

Customers should receive their new Freedom Pass within 10 working days of applying.

### Freedom Passes - older and disabled people

#### Freedom Pass designs



Older person's Freedom Pass

These may have an expiry date  
of 31 March 2020 or 2021



Disabled person's Freedom Pass



Discretionary disabled Freedom Pass

### Concessionary bus passes issued by English local authorities outside London

The English National Concessionary Travel Scheme (ENCTS) is a national scheme operated by the [Department for Transport](#), in conjunction with English local authorities, which provides free bus travel within individual local authorities and allows travel throughout England, by English residents who have attained the state pension age for women. Certain local authorities offer extra benefits for use within their area. Comparable schemes operate within Wales and Scotland.

ENCTS bus passes issued outside London are valid within Greater London on all bus services operated on behalf of TfL. ENCTS bus pass holders can travel free at **all times** on TfL bus services, which display this symbol:



English National bus passes issued by English local authorities **outside London are not valid for free travel** on trams, the Tube, DLR, London Overground, TfL Rail and National Rail.

English National bus passes include:

- A red rose symbol in the top left hand corner
- A red ribbon across the card
- A hologram

All local authorities in England issue passes to this same design - the only variation is in the top right-hand area which shows the issuing authority.



### Veterans Oyster photocard

A Veterans Oyster photocard offers free travel in London (see below for some exceptions) to eligible veterans, in recognition of the value that serving personnel, reservists, veterans and military families bring to London and is part of TfL's ongoing commitment to the Armed Forces Covenant.

**Who is eligible?** The Veterans photocard is available to:

- recipients of an ongoing payment under the War Pensions Scheme
- recipients of the Guaranteed Income Payment under the Armed Forces Compensation Scheme
- war widows, war widowers and dependants in receipt of the same payments

Applicants do not need to live in London or in the UK as long as they meet the eligibility criteria.

#### How to apply

Call Customer Services on 0343 222 1234 to request an application form

Return the completed form to TfL with:

- Proof of receipt of an ongoing payment under the War Pensions Scheme or Armed Forces Compensation Scheme which will be either:
  - A photocopy of the Awards Notification or annual uprating letter dated within the last two years from the Service Personnel and Veterans Agency/Veterans UK or
  - The annual uprating letter from the Service Personnel and Veterans Agency/Veterans UK dated within the last two years
- A passport size photo. This must be a true likeness and applicants should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons

### Veterans Oyster photocard

#### Benefits of a Veterans photocard

Veterans Oyster photocard holders can travel free at all times on bus, Tube, tram, DLR, London Overground and TfL Rail services. This includes travel on TfL Rail services to and from Reading where Veterans Oyster photocards will be accepted by visual inspection.

Veterans photocard holders can travel free:

- At all times on the following National Rail services:
  - Amersham – Marylebone (Chiltern)
  - Finsbury Park – King's Cross or Moorgate (Great Northern)
  - West Hampstead Thameslink and Moorgate, Elephant & Castle, and London Bridge (Thameslink)
  - Harrow & Wealdstone - Euston (London Northwestern)
  - Stratford - Liverpool Street (Greater Anglia)
  - Upminster - Fenchurch Street (c2c)
  - West Ruislip – South Ruislip (Chiltern)
- After 09:00 Monday-Friday and at all times on weekends and public holidays on Southern services between Clapham Junction and Harrow & Wealdstone.
- After 09:30 Monday to Friday, all day on Saturday and Sunday and bank holidays on most other National Rail services in London and to Swanley. This includes the following services which run parallel to London Overground and TfL Rail:
  - Abellio Greater Anglia services between Stratford and Harold Wood, or between Liverpool Street and Turkey Street/Clapton
  - Southern services between New Cross Gate and West Croydon/Crystal Palace, or between Peckham Rye and Queens Park Peckham
  - Southeastern services between Denmark Hill and Peckham Rye  
Stansted Express services between Liverpool Street and Tottenham Hale

Pay as you go credit cannot be added to a Veterans Oyster photocard. Those wanting to travel before 09:30 on most National

### Veterans Oyster photocard

Rail services in London should use a contactless payment card, an Oyster card or buy a ticket.

Veterans Oyster photocards are **not** valid on:

- Any rail service outside the area shown on the Veterans Concessionary Scheme map – see **appendices**
- London Northwestern Railway/Southern between Harrow & Wealdstone and Watford Junction
- Southeastern high speed service between Stratford and St Pancras International
- Heathrow and Gatwick Express services
- Great Western Railway services between West Drayton and Reading
- Stansted Express services north of Tottenham Hale (extension fares can be bought for travel to Stansted Airport)
- Thameslink or Southern services between Coulsdon South and Gatwick Airport
- Grand Central, Hull Trains, East Midlands Trains, East Coast, Virgin Trains

### River services

- Show the Veterans Oyster photocard to pay a discounted fare on some river services. Check with the operator for the level of discount.

### Emirates Air Line

- Show the Veterans Oyster photocard to pay the discounted adult Boarding Pass fare.

### Expiry

**London Residents:** The photocard expiry date is determined by the holder's date of birth; it will either be 31 May 2022 or one month after the date that they are eligible for a 60+ London Oyster photocard, whichever is sooner.

### Veterans Oyster photocard

**Non London residents:** For non-London residents, Veterans Oyster photocards will expire on 31 May 2022.

#### Lost, stolen or damaged cards

A Veterans Oyster photocard can be replaced for £10.00 if it is lost, stolen or damaged. Holders will need their application reference or 12 digit Oyster photocard number. To apply, holders should go online [Veterans Oyster photocard - Transport for London](#) or call Customer Services on 0343 222 1234

The lost, stolen or damaged photocard will be stopped and a replacement issued.

If required, customers can change their photo as part of the replacement process.

#### Faulty cards

If the card is faulty and no longer working, customers should call Customer Services on 0343 222 1234.

#### Veterans Oyster photocard design



## National Railcards

Customers may be eligible for one of a range of National Railcards which offer travel discounts, including on Tube, DLR, London Overground, most TfL Rail and National Rail services.

### Benefits of a National Railcard

Savings are available for Railcard holders for travel during off-peak times on Tube, DLR, London Overground, TfL Rail and National Rail services in London.

Holders of any of the National Railcards listed below get a 1/3 discount on **off-peak Day Travelcards**.

Holders of Disabled Persons Railcards also get discounted travel during **peak hours**.

Customers with an **Annual Gold Card** (see page 32), **16-25, Senior, HM Forces, Disabled Persons or 26-30 Digital Railcard** can also get a discount set on an Oyster card, to get a 1/3 off:

- Off-peak pay as you go fares
- Daily caps for travel made during off peak hours

### Setting National Railcard or Disabled Railcard discount on an Oyster card

The Railcard Discount Entitlement can be set on an Oyster card or Oyster photocard at

- Tube, London Overground and TfL Rail stations
- Some National Rail station ticket offices
- Oyster Ticket Stops
- Visitor Centres (except Gatwick)

The Railcards available are:

### Network Railcard

£30.00 and valid for 12 months

For more information on eligibility and discounts available visit [railcard.co.uk](http://railcard.co.uk)



### National Railcards

#### 16-25 Railcard

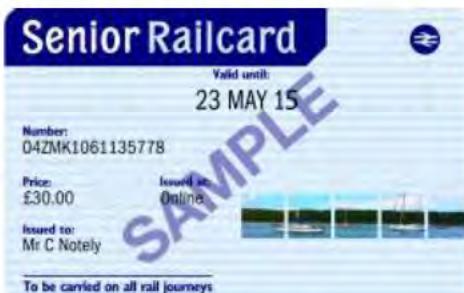


£30.00 and valid for 12 months or £70.00 and valid for 3 years

For more information on eligibility and discounts available visit [railcard.co.uk](http://railcard.co.uk)

#### Senior Railcard

£30.00 and valid for 12 months or £70.00 and valid for 3 years



For more information on eligibility and discounts available visit [railcard.co.uk](http://railcard.co.uk)

#### Family & Friends Railcard

£30.00 and valid for 12 months or £70.00 and valid for 3 years

For more information on eligibility and discounts available visit [railcard.co.uk](http://railcard.co.uk)



### National Railcard

#### HM Forces Railcard



£15.00 and valid for 12 months

For more information on eligibility and discounts available visit [hmforces-railcard.co.uk](http://hmforces-railcard.co.uk)

### Disabled Persons Railcard

£20.00 and valid for 12 months or £54.00 and valid for three years

Disabled Persons Railcard holders using Oyster to pay as they go can also get 1/3 off an Off-Peak Day Travelcard Zones 1 - 6 or Zones 1 - 9 for one adult travelling with them.

- The Disabled Persons Railcard holder should either use an Oyster card (with the Disabled Railcard Discount loaded on it) to pay as they go or have a valid ticket
- The accompanying passenger must travel with the Railcard holder at all times
- If they also have a Disabled person's Freedom Pass they cannot use the Disabled Persons Railcard to buy a discounted ticket for their companion, and then use the Freedom Pass to travel



For more information on eligibility and discounts available visit [railcard.co.uk](http://railcard.co.uk)

### Two Together Railcard



### National Railcards

£30.00 and valid for 12 months. For more information on eligibility and discounts available, visit [railcard.co.uk](http://railcard.co.uk)

Railcard Full Screen view



#### 26-30 Digital Railcard

Digital-only Railcard. £30.00 and valid for 12 months. Buy online and download to the Railcard app on a smartphone. For more information on eligibility and discounts available, visit [railcard.co.uk](http://railcard.co.uk)

Oyster cards with a National Rail discount must be registered and can only be used by the registered cardholder.

All Railcard holders must carry their Railcard with them at all times.

#### Rail services to and from Reading using a National Railcard

- National Railcard holders can buy discounted paper tickets as normal
- Oyster is not accepted beyond West Drayton so there are no discounted off-peak fares and no daily off-peak caps beyond West Drayton
- If there is a Travelcard season ticket on an Oyster card, the holder can buy a discounted rate magnetic extension ticket for travel beyond the validity of the season ticket or can buy a discounted rate magnetic ticket for their whole journey.

## Gold Card (annual Travelcard)



Customers are issued with a Gold Card when they:

- Buy an adult-rate Annual Travelcard on an Oyster card
- Buy an adult-rate magnetic Annual Travelcard from a National Rail station
- Buy an adult-rate Annual season ticket at a station within the Annual Gold Card area (available if one or both of the stations that the ticket is valid to and from are also in the Annual Gold Card Scheme area)

### Benefits

Adult-rate annual Travelcards (Gold Cards) offer the holder 1/3 off Standard and First Class Anytime and off-peak fares on participating train company services within the Annual Gold Card Area, when travelling after 0930 Monday to Friday, or any time at weekends and on public holidays.

Customers with an Annual Gold Card can also get the discount set on their Oyster card to get 1/3 off adult-rate off-peak pay as you go fares and off-peak daily caps on Tube, DLR, London Overground, TfL Rail and most National Rail services in London.

Holders can also buy off-peak Day Travelcards for family and friends at reduced prices, as shown in the table below for:

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

	adult	child
Zones 1 - 6	£8.90	£2.60
Zones 1 - 9	£9.40	£2.70

### **Gold Card (annual Travelcard)**

The maximum group size is four adults, four flat fare-paying children and two children under 5 (who travel at no charge). The Gold Card holder must travel with the group at all times.

The reduced price tickets cannot be used before 09:30.

- If the Gold Card holder's annual Travelcard is valid in all the zones they want to travel in, they only need to buy reduced price tickets for the accompanying adults and children.
- If the annual Travelcard is not valid in all the zones they want to travel in, the Gold Card holder will also need to buy an appropriate off-peak Day Travelcard for themselves.
- Off-peak Day Travelcards with additional availability are also available at reduced prices from National Rail stations outside the zonal area.
- Holders can buy a Network Railcard for a nominated relative or friend for £10.00. A Network Railcard offers similar reduced prices to those available to Gold Card holders. The Network Railcard Partner Card gives 1/3 off leisure travel in the Network Railcard Area (subject to minimum fare and other restrictions). Only one £10.00 Network Railcard Partner Card can be issued during the validity of the Annual Gold Card. A Network Railcard cannot be linked to an Oyster card
- If the Travelcard is on Oyster, the holder must show the member of staff at the NR station ticket office their Oyster card and Record Card when buying a reduced-rate ticket or tickets

### Gold Card (annual Travelcard)

#### Participating TOCs

The following TOCs participate in the Annual Gold Card scheme:

Arriva Trains Wales	Heathrow Express
c2c	Island Line
Chiltern Railways	London Overground
Cross Country*	Southeastern
London Northwestern Railway	Southern
East Midlands Railway	South Western Railway
Gatwick Express	Stansted Express
Greater Anglia	Thameslink
Great Northern	West Midlands Railway
Great Western Railway*	

\* Some restrictions apply on routes and services provided by these train companies – see [nationalrail.co.uk/times\\_fares/ticket\\_types](http://nationalrail.co.uk/times_fares/ticket_types)

### **Jobcentre Plus Travel Discount Card**

Jobcentre Plus is a government-funded employment agency and social security office, whose aim is to help people of working age find employment.

### **The Jobcentre Plus Travel Discount Card**

The Jobcentre Plus Travel Discount Card offers eligible jobseekers discounted fares for travel to interviews, to the Jobcentre or to and from training, for up to three months at a time.

### **To apply for a Jobcentre Plus Travel Discount Card**

Applications for a Jobcentre Plus Travel Discount Card must be made at a Jobcentre Plus office. They will check the application and issue the card. Cards will be issued in line with current eligibility criteria and the Jobcentre will advise on these.

When linked to an Oyster card, a Jobcentre Plus Travel Discount card allows the holder to:

- Pay as you go at half the adult rate on bus, Tube, tram, DLR, London Overground, TfL Rail (excluding between West Drayton and Reading\*) and most National Rail services in London
- Buy 7 Day, Monthly and longer period Travelcards and Bus & Tram Passes (maximum 3 months) at the child rate
- Buy discounted single or return paper tickets from National Rail

\*If a Jobcentre Plus Travel Discount card holder has a child rate Travelcard season ticket on their Oyster card, they can buy a child rate paper extension ticket, for travel beyond the validity of the zones of their season ticket. This includes journeys as far as Reading on both TfL Rail and Great Western Railway.

A Jobcentre Plus Travel Discount Card cannot be used to get discounted Group Day Travelcards.

For full details on who is eligible and how to apply, visit  
[tflgov.uk/fares/free-and-discounted-travel/jobcentre-plus-travel-discount](https://tflgov.uk/fares/free-and-discounted-travel/jobcentre-plus-travel-discount)

### Jobcentre Plus Travel Discount Card

#### Setting the discount on an Oyster card

To set the Jobcentre Plus Travel discount on an Oyster card, holders should take their Jobcentre Plus Travel Discount Card to an Underground station, Visitor Centre (except Gatwick) or Oyster ticket stop, together with their oyster card and staff will set the discount on the Oyster card.

The Jobcentre Plus Travel Discount cannot be set if there is another discount on the Oyster card.



Once the discount has been set on an Oyster card, cardholders can buy discounted season tickets and top up their pay as you go credit [online](#) as well as from Oyster Ticket Stops and Tube station ticket machines.

For a full list of where to buy tickets, see the **appendices**.

### Bus & Tram Discount photocard

The Bus and Tram Discount photocard offers discounted bus and tram travel, for up to six months at a time, to help eligible jobseekers into work.



#### Who is eligible?

Applicants must:

- Live in a London borough
- Be aged between 18 and 60
- Not be receiving any other free or discounted travel concession (such as a Freedom Pass, a 60+ Oyster photocard, a Veterans Oyster photocard or a Jobcentre Plus Travel Discount Card)

And be claiming one of these benefits:

- Income Support or Employment and Support Allowance
- Jobseeker's Allowance for a minimum of 13 weeks
- Universal Credit for at least 13 weeks and not earning more than the threshold defined by the Department for Work and

Note: The Bus & Tram discount cannot be combined with any other discount except National Rail railcards.

#### To apply for a Bus and Tram discount photocard

- Those claiming **Income Support or Employment and Support Allowance** can download an application form at [tfl.gov.uk/fares/free-and-discounted-travel/bus-and-tram-discount](http://tfl.gov.uk/fares/free-and-discounted-travel/bus-and-tram-discount)
- Those receiving **Jobseekers Allowance** should ask for an application form at a Jobcentre Plus branch.

### Bus & Tram Discount photocard

- Those claiming Universal Credit should speak to their Jobcentre Plus adviser for information on whether they are eligible for a Bus and Tram Discount photocard.

Applicants should take the completed application form to the Post Office along with:

- Two passport-sized photographs. The photos must be a true likeness and applicants should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- Proof of identity – one of the following:
  - Valid Passport or ID card from European Economic Area country
  - Current driving licence
  - Active bank card
  - Post Office Card Account card
  - birth certificate
  - marriage certificate, divorce/separation/annulment papers
  - NHS medical card
  - a utility bill issued in the last 3 months (mobile 'phone bills are not accepted) or
  - Biometric Residence Permit
  - Home Office Application Registration Card.

Documents presented must show the applicant's current name and address, date of birth and National Insurance number. If an Income Support or Employment and Support Allowance claimant they also need:

- A letter from the Department for Work and Pensions (DWP) or Jobcentre Plus, stating the applicant's entitlement to the qualifying benefit and showing their current address, which must be in a London borough. This must be the original, not a photocopy
- If the letter is more than three months old the applicant will also need a bank statement of less than three months old that shows

## **Adult Discounts and concessions**

### **Bus & Tram Discount photocard**

- payments are still being made, or some other proof that they are still receiving the relevant benefit payment, such as a cheque from the DWP

The Post Office will issue the Discount photocard.

When linked to an Oyster card, a Bus and Tram discount photocard allows the holder to travel at half the adult rate on buses and trams:

- When using pay as you go
- To be capped at half the adult rate for unlimited travel in a day
- when using a 7 Day, Monthly or longer period Bus & Tram Passes (maximum 6 months)

No discount is available for travel on Tube, DLR, London Overground, TfL Rail or National Rail services.

### **Setting the discount on an Oyster card**

The cardholder can have the discount set on an Oyster card at any Oyster Ticket Stop, Visitor Centre (except Gatwick) or Tube station (this can be set at a ticket machine by a member of staff).

## Travel for under 18s

### 16-18 year olds: 16+ Zip Oyster photocards

Children aged 16 or over pay adult fares on all services unless they have a 16+ Zip Oyster photocard.

With a 16+ Zip Oyster photocard, the holder can:

- Buy and use child-rate 7 Day, Monthly and longer period Travelcards and half adult-rate Bus & Tram Passes.
- Use pay as you go at half the adult rate on bus, Tube, tram, DLR, London Overground, TfL Rail (excluding between West Drayton and Reading) and most National Rail services.
- Travel free on buses and trams if the holder lives in a London borough

**NOTE: 16+ photocard holders cannot buy Day Travelcards at half adult rate, although they can use pay as you go at half adult rate and buy half adult-rate Travelcard season tickets**

#### Who is eligible?

All 16 and 17 year olds can apply for a 16+ Zip Oyster

This also applies to those who were aged 18 on 31 August prior to the start of the academic year.

Applicants aged 18 on 31 August who live in London must prove that they are still in full time education.

Full-time education means a minimum of 12 hours of guided learning per week for a minimum of ten weeks. This must:

- be on a further education course at Level 3 or below (up to and including A level or equivalent vocational qualification) in a school sixth form, sixth form college or Further Education college.
- take place between 0900 and 1700 Monday-Friday

Examples of Level 3 courses are:

- A levels (AS/A2)
- Vocational awards such as BTEC and NVQ qualifications at level 3
- International baccalaureate

### 16-18 year olds: 16+ Zip Oyster photocards

It can also include apprenticeships and training courses funded by the Education and Skills Funding Agency as long as the age criteria are met.

#### Applying for a 16+ Zip Oyster photocard

Applications for under-18s must be made by a parent/guardian. 18 year olds must apply themselves.

Applications must be made online at [16+ Zip Oyster photocard - Transport for London](#)

A £20.00 fee applies. More information on the scheme is available at [www.tfl.gov.uk/zip](#)

#### 18 year olds

18 year olds must apply online themselves. Once they have completed the online application, they need to:

- Download and print a verification letter
- Get the verification letter signed and approved by their education establishment.
- Take the completed verification letter with any other required documentation (if they did not verify their age online), to a Post Office in London and pay the £20.00 fee.

Applicants who need help or cannot apply online can make a telephone application, but they may not have a web account.

#### London Residents

#### 16 and 17 year olds

To apply online, the parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is worn consistently for medical or religious reasons
- A valid credit or debit card to pay the £20.00 administration fee. The payment card must be registered to the address given in the

## Travel for under 18s

### 16-18 year olds: 16+ Zip Oyster photocards

- application, which must be a London address
- An active valid email address
- The child's machine-readable passport number, to verify the child's age. They can skip this step and verify the child's age at a Post Office

If the child's age cannot be verified online the parent/guardian will need to:

- Download and print off a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £20.00 fee there.

Applicants who need help or cannot apply online can make a telephone application, but they may not have a web account.

### Young people living in the UK but outside London

The applicant's parent/guardian must apply online at

[tfLgov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard](https://tfLgov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard)

The parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit or debit card to pay the £20.00 administration fee.
- An active valid email address
- The child's machine-readable passport number, to verify the child's age. **If we can verify the applicant's age, online**, we will post the 16+ photocard to the address given in the application.

**If the child's age cannot be verified online**, the 16+ Zip Oyster photocard will need to be collected from a London Visitor Centre. The parent/guardian making the application will be asked to nominate a specific Visitor Centre for card collection during the application process.

## 16-18 year olds: 16+ Zip Oyster photocards

Proof of the young person's identity will need to be provided when collecting the Oyster photocard from a London Visitor Centre. This can be either:

- A passport
- An ID card from a European Economic Area country
- A birth certificate
- A driving licence (full or provisional)

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

If the 16 or 17 year old lives outside London they do not get free bus and tram travel, even if their school or college is in London.

## Young people living outside the UK

### 16 and 17 year olds

The applicant's parent/guardian must apply online at

[tfLgov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard](https://tfLgov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard)

The parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £20.00 fee
- An active valid email address
- The photocard will need to be collected from a London Visitor Centre. The parent/guardian making the application will be asked to nominate a specific Visitor Centre for card collection during the application process.

Proof of the young person's identity will need to be provided when collecting the Oyster photocard from a Visitor Centre.

This can be either:

- A passport
- An ID card from a European Economic Area country

### 16-18 year olds: 16+ Zip Oyster photocards

- A birth certificate
- A driving licence (full or provisional)

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

If the 16 or 17 year old lives outside the UK they do not get free bus and tram travel.

#### Lost, stolen or damaged 16+ Zip Oyster photocards

A 16+ Zip Oyster photocard can be replaced for £10.00 if it is lost, stolen or damaged.

To apply, the parent/guardian should sign in to the Zip photocard web account at [tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard](https://tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard) or call Customer Services on 0343 222 1234.

Any pay as you go credit or season ticket on the lost, stolen or damaged 16+ photocard will be transferred to the replacement card.

When a replacement 16+ Zip Oyster photocard is issued, the original will be stopped and will no longer work. The original will also be stopped if they re-apply for a new 16+ Zip Oyster photocard after their previous one has expired.

If the card is faulty and no longer working the parent/guardian should call Customer Services on 0343 222 1234

#### Behaviour Code

16+ Zip Oyster photocard holders must comply with TfL's [Behaviour Code](#). If they do not, they may have their Oyster photocard and travel concession withdrawn. See page 55

### 16-18 year olds: 16+ Zip Oyster photocards

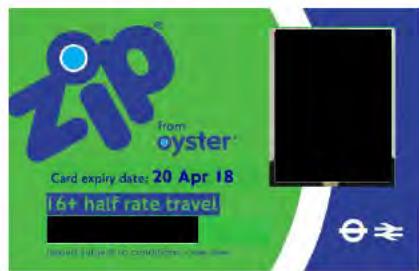
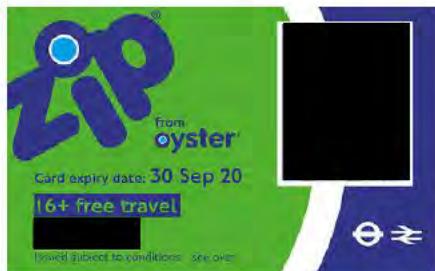
#### Earn Your Travel Back

If a young person has had their Zip Oyster photocard or travel concession removed, due to a breach of the Behaviour Code, they may be given the opportunity to earn it back early. They may be able to participate in the Earn Your Travel Back scheme and volunteer in the community. See page 57.

#### Expiry

The expiry date of all 16+ Zip Oyster photocards is printed on the front of the card.

#### 16+ Zip Oyster photocard designs



#### Other discounts available for 16 and 17 year olds

Holders of a 16-25 Railcard can link the Railcard to a 16+ Zip Oyster photocard to benefit from 1/3 off:

- Off-peak pay as you go fares
- Daily caps for travel made during off peak hours

Eligible holders can have a 'Priv All Rail' privilege discount set on their 16+ Zip Oyster photocard. This gives a 75% discount on:

- Adult-rate Tube, DLR, London Overground, TfL Rail and National Rail fares.

### 16-18 year olds: 16+ Zip Oyster photocards

16+ Zip Oyster photocard holders may be eligible for a discount on some river services. Check the website of the river service for eligibility.

<b>City Cruises:</b> <a href="http://citycruises.com">citycruises.com</a>	Westminster to Greenwich
<b>Circular Cruise Westminster:</b> <a href="http://circularrcruise.co.uk">circularrcruise.co.uk</a>	Westminster to St Katharine's
<b>WPSA (upriver):</b> <a href="http://thamesriverboats.co.uk">thamesriverboats.co.uk</a>	Westminster to Hampton Court
<b>Thames Clippers</b> <a href="http://thamesclippers.com">thamesclippers.com</a>	5 routes calling at 23 piers between Woolwich and Putney
<b>Thames River Services</b> <a href="http://thamesriverservices.co.uk">thamesriverservices.co.uk</a>	Westminster to the Thames Barrier

### Under 16s

Under 16s can travel:

- Free on buses and trams
- at child rate on Tube, DLR, London Overground, TfL Rail (excluding between West Drayton and Reading) and National Rail services in London

They may need a 5 - 10 or an 11 - 15 Zip Oyster photocard for certain journeys.

### 11-15 year olds: 11-15 Zip Oyster photocard

An 11 - 15 Zip Oyster photocard is **needed** to:

- travel free on buses and trams
- buy any child-rate 7 Day, Monthly or longer period season ticket
- Pay as you go at child rate on Tube, DLR, London Overground, TfL Rail and National Rail services

**NOTE:** All 11 - 15 year olds must have their Zip Oyster photocard with them to travel free on buses and trams. They must touch in as they board a bus or at the tram stop before boarding a tram. If they do not, they will be liable to a Penalty fare and their concession may be withdrawn.

11 - 15 year olds who do not have a Zip Oyster photocard, or do not have a Day Travelcard, must pay adult-rate fares.

A photocard is **not needed** for 11 - 15 year olds using child-rate cash single or return tickets or Day Travelcards.

### Applying for an 11 - 15 Zip Oyster photocard

Applications for under-16s must be made by a parent/ guardian.

Applications must be made online at [11-15 Zip Oyster photocards - Transport for London](#)

A £15.00 fee applies. More information on the scheme is available at [www.tfl.gov.uk/zip](http://www.tfl.gov.uk/zip)

### 11-15 year olds: 11-15 Zip Oyster photocard

#### London Residents

To apply online the parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit or debit card to pay the £15.00 administration fee. The payment card must be registered to the address given in the application, which must be a London address
- An active, valid email address
- The child's machine-readable passport number to verify the child's age. They can skip this step and verify the child's age at a Post Office

If the child's age cannot be verified online the parent/guardian will need to:

- Download and print off a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £15.00 fee there

Applicants who need help or cannot apply online can make a telephone application, but they may not have a web account.

#### Young people living in the UK but outside London

The applicant's parent/guardian must apply online at [tfl.gov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard](http://tfl.gov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard)

The parent/guardian will need to provide:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit/debit card to pay the £15.00 administration fee.
- An active valid email address

### 11-15 year olds: 11-15 Zip Oyster photocard

- The child's machine readable passport to verify the child's age  
**If we can verify the applicant's age online, we will post the 11 - 15 Zip Oyster photocard to the address given in the application**

**If the child's age cannot be verified online, the 11 - 15 Zip Oyster photocard will need to be collected from a London Visitor Centre. The parent/guardian making the application will be asked to nominate a specific Visitor Centre for card collection during the application process.**

Proof of the young person's identity will need to be provided when collecting the Zip Oyster photocard from a London Visitor Centre. This can be either:

- A passport
- An ID card from a European Economic Area country
- A birth certificate

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

### Young people living outside the UK

Applications must be made online at [tflgov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard](https://tflgov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard)

The parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A credit/debit card to pay the £15.00 fee
- An active, valid email address

Proof of the young person's identity will need to be provided when collecting the Oyster photocard from a Visitor Centre. This can be either:

- A passport

### 11-15 year olds: 11-15 Zip Oyster photocard

- An ID card from a European Economic Area country
- A birth certificate

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

### Lost, stolen or damaged 11 - 15 Zip Oyster photocards

An 11 - 15 Zip Oyster photocard can be replaced for £1.00 if it is lost, stolen or damaged. To apply, the parent/guardian should sign in to the Zip web account at [tfL.gov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard](http://tfL.gov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard) or call Customer Services on 0343 222 1234.

Any pay as you go credit or ticket on a lost, stolen or damaged 11 - 15 Zip Oyster photocard will generally be transferred to the replacement 11 - 15 Zip Oyster photocard.

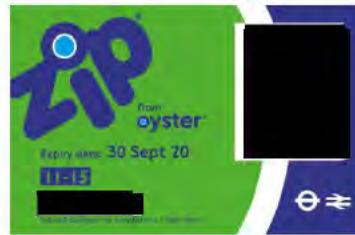
Where this is not possible, a refund for any remaining pa as you go credit and/or unused value on any ticket on the card will be made

If required, customers can change the photo as part of the lost/ stolen/ damaged online process.

If the card is faulty and no longer working, the parent/guardian should call Customer Services on 0343 222 1234

### 11 - 15 Zip Oyster photocards design

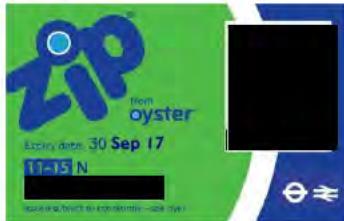
11 - 15 Zip Oyster photocards have joint TfL and National Rail branding and have the expiry date printed on the front of the card. The pre 2010 design with TfL-only branding is also still valid.



## Travel for under 18s

### 11-15 year olds: 11-15 Zip Oyster photocard Non concessionary 11 - 15 Zip Oyster photocards

Non concessionary 11 - 15 Zip Oyster photocards (giving half adult-rate travel on buses and trams) are issued if the applicant has had their Zip card withdrawn.



These have an 'N' on the front to show that the eligibility to free bus and tram travel has been withdrawn.

11 - 15 year olds who use an 11 - 15 Zip Oyster photocard must comply with TfL's [Behaviour Code](#). If they do not, they may have their free travel concession withdrawn. See page 55.

### Young Visitor discount for 11-15 year olds

Children aged 11 - 15 visiting London without a Zip Oyster photocard can get a Young Visitor discount set on an Oyster card or a Visitor Oyster card. This gives pay as you go travel and caps at half the adult rate for up to 14 days. £5.00 is payable for new blue Oyster cards. If the same Oyster card is still in use after 12 months, £5.00 pay as you go credit will be loaded to that card via Faster Universal Load.

- Children aged 11 - 15 are eligible
- No identification is required to have the discount set
- An adult must accompany a child when the discount is set.

The discount can be set at:

- Any Underground station (ask station staff for assistance)
- TfL Rail station ticket offices
- Visitor Centres (except Gatwick Airport Visitor Centres)
- London City Airport DLR station
- Victoria National Rail station ticket office

### Young Visitor discount for 11-15 year olds

Staff should choose ‘Young Visitor’ as the Discount Entitlement type and enter an expiry date of 14 days from the date of issue. Staff should enter ‘Young Visitor’ in the password field.

When the discount expires, adult-rate pay as you go fares will be charged. The discount can be reset after it expires. Advise customers to apply for an 11 - 15 Zip Oyster photocard if applicable.

If a customer is waiting for a replacement Zip Oyster photocard, staff should not apply a Young Visitor discount to a spare blue Oyster card for the interim. This is because this offer is specifically for visitors to London who, for whatever reason, have not applied for, and/or do not have a Zip Oyster photocard.

### Under-11s: 5-10 Zip Oyster photocard

All children aged under 11 can travel free anywhere on London’s buses and trams at any time without needing a photocard.

They can also travel free on the Tube, DLR, London Overground and TfL Rail (excluding between West Drayton and Reading) at any time:

- When accompanied by an adult who has a valid ticket (excluding Group Day Travelcards), is using Oyster or a contactless payment card to pay as they go, a 60+ Oyster photocard, a Freedom Pass or a Veterans Oyster photocard.
- With a valid 5-10 photocard when unaccompanied

On National Rail services, children aged 5 - 10 can:

- Use a 5 - 10 photocard to travel free where pay as you go is accepted except on:
  - Any rail services outside of the area shown on the ‘Travelling on National Rail services with a 5-10 Zip photocard’ map in the appendices
  - Southeastern high speed 1 services between St Pancras International and Stratford International
  - Gatwick Express
  - Southern and Thameslink services between Coulsdon South and Gatwick Airport
- Travel free on some services when accompanied by an adult –

### Under-11s: 5-10 Zip Oyster photocard

see page 54

A 5-10 photocard is **not needed** to buy or use child-rate:

- cash single or return tickets
- Day Travelcards

#### Applying for a 5 - 10 photocard

Applications for under 16s must be made by a parent/guardian.

Applications must be made online at [5-10 Zip Oyster photocards – Transport for London](https://www.tfl.gov.uk/zip)

A £10.00 fee applies. More information on the scheme is available at [www.tfl.gov.uk/zip](https://www.tfl.gov.uk/zip)

#### London Residents

To apply online the parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit or debit card to pay the £10.00 administration fee. The payment card must be registered to the address given in the application, which must be a London address
- An active valid email address
- The child's machine-readable passport number to verify the child's age. They can skip this step and verify the child's age at a Post Office

If the child's age cannot be verified online the parent/guardian will need to:

- Download and print off a verification letter
- Take the verification letter with any other required documentation to a Post Office in London and pay the £10.00 fee there

Applicants who need help or cannot apply online can make a telephone application, but they may not have a web account.

### Under-11s: 5-10 Zip Oyster photocard

#### Young people living in the UK but outside London

Applications should be made online at [5-10 Zip Oyster photocards - Transport for London](#)

The parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit or debit card to pay the £10.00 administration fee
- An active valid email address
- The child's machine-readable passport number, to verify the child's age. **If we can verify the applicant's age online**, we will post the 5 - 10 Zip Oyster photocard to the address given in the application.

**If the child's age cannot be verified online**, the 5 - 10 Zip Oyster photocard will need to be collected from a London Visitor Centre. The parent/guardian will be asked to nominate a specific Visitor Centre for card collection during the application process.

Proof of the young person's age will need to be provided when collecting the Zip Oyster photocard from a Visitor Centre. This can be either:

- A passport
- An ID card from a European Economic Area country
- A birth certificate

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

#### Young people living outside the UK

The applicant's parent/guardian must apply online at [tfLgov.uk/photocard](#)

### Under-11s: 5-10 Zip Oyster photocard

The parent/guardian will need:

- A digital colour photo of the applicant. This must be a true likeness and the child should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons
- A valid credit or debit card to pay the £10.00 administration fee
- An active valid email address

The photocard will need to be collected from a London Visitor Centre. The parent/guardian making the application will be asked to nominate a specific Visitor Centre for card collection during the application process.

Proof of the young person's identity will need to be provided when collecting the Zip Oyster photocard from a Visitor Centre. This can be:

- A passport
- An ID card from a European Economic Area country
- A birth certificate

Applications need to be made at least four weeks in advance when collecting a photocard from a Visitor Centre.

### Travelling free on National Rail services

5-10 Zip Oyster photocard holders travel free where pay as you go is accepted, except on Southeastern high speed 1, between Epsom and zone 6, Gatwick Express and Southern and Thameslink services between Coulsdon South and Gatwick Airport where they are charged at child-rate

### Without a 5-10 Zip Oyster photocard

Under 11s can also travel free on the following National Rail services if they are accompanied by an adult who is using pay as you go, or has a valid ticket (excluding Group Day Travelcards), Freedom Pass or an Oyster photocard (up to four children per adult):

### Under-11s: 5-10 Zip Oyster photocard

- Amersham to Marylebone (Chiltern)
- Finsbury Park to King's Cross/Moorgate (Great Northern)
- Stratford to Liverpool Street (Abellio Greater Anglia)
- Tottenham Hale/Seven Sisters to Stratford (Abellio Greater Anglia)
- Tottenham Hale/Seven Sisters to Liverpool Street (Abellio Greater Anglia)
- Upminster to Fenchurch Street/Liverpool Street via Barking (but can't board or alight a train at Forest Gate/Maryland (c2c))
- Watford Junction to Euston (London Midland)
- Watford Junction to Clapham Junction (Southern)
- West Hampstead Thameslink to Moorgate/Elephant & Castle/London Bridge (First Capital Connect)
- West Ruislip to South Ruislip (Chiltern)

#### Lost, stolen or damaged 5 - 10 Zip Oyster photocards

A 5-10 Zip Oyster photocard can be replaced for £10.00 if it is lost, stolen or damaged. To apply, the parent/guardian should Sign in to the Zip photocard web account [5-10 Zip Oyster photocards - Transport for London](#) or call Customer Services on 0343 222 1234.

Any pay as you go credit or ticket on the lost, stolen or damaged 5 - 10 Zip Oyster photocard will be transferred to the replacement 5 - 10 Zip Oyster photocard.

Where this is not possible, a refund for any remaining pay as you go credit and/or unused value on any ticket on the card will be made. If required, customers can change their photo as part of the lost/ stolen/ damaged online process.

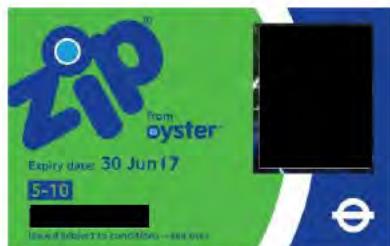
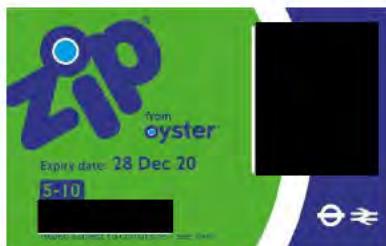
If their Zip Oyster photocard is faulty and is no longer working customers should call Customer Services on 0343 222 1234

#### 5 - 10 Zip Oyster photocard designs

5 - 10 Zip Oyster photocards have joint TfL and National Rail branding and have the expiry date printed on the front of the card. Cards with TfL only branding are also valid.

## Travel for under 18s

### Under-11s: 5-10 Zip Oyster photocard



### Under-5s

All children under 5 can travel FREE anywhere on bus, Tube, tram, DLR and London Overground, TfL Rail services and Emirates Air Line at any time when accompanied by an adult. They do not need a photocard.

### Behaviour Code and Enforcement

11 - 15 and 16+ photocard customers must comply with TfL's Behaviour Code. If they do not or if they commit a crime on London's public transport network or premises, it could result in one of the following:

- Customers using a 16+ Zip Oyster photocard on one of our services may have their photocard and travel concession withdrawn. If this happens they will have to pay adult fares.
- Customers using an 11 - 15 Zip Oyster photocard on one of our services, may have their free travel concession withdrawn

The Behaviour Code states that:

TfL's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or photocard. 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

## Behaviour Code and Enforcement

- 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
- Give up your seat for others

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, DLR, London Overground, TfL Rail and National Rail services
- Pay the correct fare if you do not have your valid Oyster photocard with you or it is damaged
- Pay any penalty fare that has been issued to you

You must **not**:

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

The full Young Person's Behaviour Code can be found at [Rules of travel for under 18s - Transport for London](#)

### Earn Your Travel Back

Earn your travel back is an initiative that provides young people (aged 11 - 19 years old) who have had their travel concession and/or Oyster photocard removed for a breach of our Behaviour Code, the opportunity to earn it back early by volunteering in the community.

We contact the young person's parent, guardian or carer to tell them their travel concession has been withdrawn and provide details on how to apply for the initiative should they be eligible and wish to participate.

Young people who participate in one day (six hours) of volunteering can earn back their concession as follows:

- 11 - 15 Zip Oyster photocard - free travel
- 16+ Zip Oyster photocard - either free or half adult-rate travel (whichever they are eligible for)

Any young person who has had their free travel withdrawn as a result of criminal behaviour will not be eligible for earn your travel back. Those who have already taken part in earn your travel back for a previous withdrawal will not be able to participate again.

Customers with queries about why their photocard was withdrawn should email [IAP@tfl.gov.uk](mailto:IAP@tfl.gov.uk)

# Travel for under 18s

## School Party Travel tickets

Schools in a London borough may qualify for the School Party Travel scheme. This allows free off peak travel for children and teachers on bus, Tube, tram, DLR, London Overground, most TfL Rail and National Rail services in London from Monday to Friday, provided the school is visiting educational, cultural or sporting venues or events in London.



Application Number SP 426049



TRANSPORT  
FOR LONDON  
EVERY JOURNEY MATTERS

TfL School Party Travel Scheme  
14 Pier Walk  
London  
SE10 0ES  
0343 222 1000\*

Mr John Allen  
Macademy School  
12 Greenstone Lane  
Islington  
London  
N1 0TB

VALID ON: 4 May 2020

VALID AT: Shadwell DLR / Bank / London Bridge / Beckenham Junction

Dear John

This is your ticket for travel under the TfL School Party Travel Scheme. Please print it and bring it with you when you make your trip. If you don't, you will have to pay for all your travel.

Ticket number: 1223018 Visiting: Beckenham Place Park

Date of travel: 04/05/2020 Ticket type: Return

Outward trip from: 10:00 Return trip before: 14:30

No. of children: 20 No. of adults: 2

Service	From	To
DLR	Shadwell DLR	Bank
Tube	Bank	London Bridge
NR	London Bridge	Beckenham Junction

- All children and adults using this ticket must travel together at all times
- The ticket holder must be at the front of the group when entering or exiting a station, bus or tram - this will make your journey quicker and safer
- You are responsible for the safety of your group. Please take care when using our services and follow any instructions from staff
- The Terms and Conditions of the scheme apply when using this ticket - available at [schoolparty.tfl.gov.uk](http://schoolparty.tfl.gov.uk)

\*see [tfl.gov.uk/callcharges](http://tfl.gov.uk/callcharges)

MAYOR OF LONDON

National Rail

### School Party Travel tickets

If a school's application is successful, their tickets will be emailed to them and they should be printed out and taken on the journey(s).

For information on how the scheme works, and on how schools can register, visit [tfl.gov.uk/schoolparty](http://tfl.gov.uk/schoolparty) or call the School Party Travel team on **0343 222 1000**

If school groups try to travel without the correct tickets or any tickets, they should be told that they have to buy tickets.

### National Rail 16/17 Saver card

The 16/17 Saver is a plastic or digital railcard, introduced by the Department for Transport, which enables 16 and 17 year old holders to get 50% off National Rail travel at all times. It costs £30.00 for 12 months. It can be used on London Overground and TfL Rail, but not on London Underground. The 16/17 Saver cannot be loaded onto an Oyster card and does not give a discount on pay as you go or Travelcards.

## Other photocards

### Adults

A photocard is **not needed** to buy and use any adult-rate Travelcard or Bus & Tram Pass on Oyster.

A photocard is **needed** to buy or use 7 Day, monthly or longer period Travelcards issued on paper at NR stations or National Rail only point-to-point season tickets.



### Athlete's Oyster photocard



Athlete's Oyster photocards are given to athletes who are Team GB Gold Club members as defined by the British Olympics Association (BOA). It is an Oyster photocard loaded with a Zones 1 - 9 Travelcard. The concession expiry date is shown on the front of the photocard.

It allows free travel at all times on all TfL modes and National Rail services within the London zonal area except on the following:

- Emirates Air Line
- Heathrow Express
- Southeastern high speed service between Stratford and St Pancras International

The Athlete's photocard is issued to the holder for their use only.

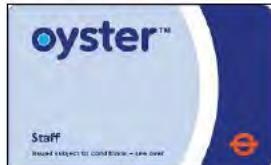
All new and replacement cards are issued by the BOA. Any customer calling about a lost, stolen or failed card should call the BOA on 020 7842 5729

## Other photocards

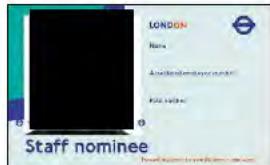
### Staff Oyster cards

Staff Oyster cards (also known as Staff Passes) are issued by TfL to active staff and their nominees. They are also issued to retired staff. They are issued on Oyster and allow free travel on all TfL modes.

Staff and Staff Nominee Passes:



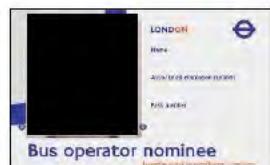
Staff Pass



Staff Nominee Pass



Bus Operator Pass



Bus Operator Nominee Pass



Retired Staff Pass

### Staff Oyster cards

Staff Oyster cards must be used with the associated photocards above, unless supported by a [Privilege Ticket Authority Card \(PTAC\)](#)

Where Staff Oyster cards can be used for free travel

All Staff, Staff Nominee, Bus Operator, Bus Operator Nominee and Retired Oyster cards are valid at any time,



- on all buses showing this sign:
- on trams
- on Tube, DLR, London Overground and TfL Rail services

Staff, Staff Nominee and Retired Oyster cards also allow free travel on the following National Rail services (standard class only) between the following stations:-

- Amersham – Marylebone
- Finsbury Park – Moorgate (via Drayton Park only)
- Fenchurch Street – Upminster
- Stratford – Liverpool Street
- Kentish Town – Elephant & Castle or London Bridge
- Euston – Watford Junction

Bus Operator and Bus Operator Nominee Oyster cards are **not** valid on any National Rail services

Pay as you go credit cannot be added to Staff, Staff Nominee, Bus Operator, Bus Operator Nominee and Retired Oyster cards to use on services where they are not valid. If they want to use pay as you go on National Rail, Emirates Air Line or river services, they can use contactless or get a standard adult Oyster card and add credit.

Staff, nominees and dependent children who are eligible for a PTAC can get an Oyster card (or Oyster photocard) and have the appropriate privilege discount set on their card, to get 75% off pay as you go fares.

Staff with a privilege discount set on a standard Oyster card can travel using pay as you go as far as West Drayton only. If they want to travel beyond West Drayton, to any stations between Iver and

### Privilege Ticket Authority Card (PTAC)

Reading, they will need to buy a privilege rate paper ticket. Staff wanting to combine pay as you go with a paper ticket will have to get off at West Drayton to touch in/out to start/end their pay as you go journey.

PTACs are issued to some staff, their partners and dependent children. A PTAC allows holders to travel at priv rate, which is a 75% discount on equivalent adult or child-rate fares on rail services (standard class only). PTACs are also issued to retired TfL staff and National Rail staff.

For more information on Staff Oyster cards, contact Staff Travel.

#### PTAC variants

There are three different priv rate discounts for current TfL staff:

##### Priv All Rail:

- For TfL staff who joined before 1 April 1996 and their dependent children. PTACs are issued for standard and first class travel on National Rail services according to entitlement.

##### Priv All Rail (N):

- For spouses or partners of TfL staff who joined before 1 April 1996. PTACs are issued for standard and first class travel on National Rail services according to entitlement, and TfL rail services.

##### TfL rail:

- For dependent children of staff who joined TfL after 1 April 1996 for travel on TfL rail services only.

#### PTAC for retired staff

Retired TfL staff may be issued with a PTAC if they are aged 50 or over and joined before 1 April 1996. Where applicable, they can also get one for:

- Their partner if they already had a Partner PTAC
- Dependent children aged 5 - 24 in full-time education

Allows standard or first class travel on National Rail services according to entitlement.

### Privilege Ticket Authority Card (PTAC)

See [tfLgov.uk/pensions/your-pension/staff-travel](https://tfLgov.uk/pensions/your-pension/staff-travel) for more information.

The following variants are issued to National Rail staff:

#### NR Staff Travel Cards

- Issued to current and retired National Rail staff, employed before 1st April 1996 by train and shipping companies which were formerly part of British Rail.
- Also issued to their dependants
- The front of the card carries an endorsement number which indicates where the holder is entitled to Privilege rate travel. The list of endorsements is shown on the rear of the card.

#### Gavia Thameslink Railway, London North Eastern Railway (formerly Virgin Trains East Coast) and Eurostar PTAC

- Issued to staff employed by GTR, LNER and Eurostar
- Also issued to their partners and dependants
- Allows Priv rate pay as you go travel on Tube, London Overground and TfL Rail services

#### TOC Privilege Travel Card

- Issued to TOC Staff who joined after 1 April 1996
- Also issued to their dependants
- Allows Priv rate pay as you go travel on London Overground, TfL Rail and National Rail services.

#### Setting Priv discount on an Oyster card or Oyster photocard

PTAC holders need to get their priv discount set on an Oyster card or Oyster photocard so that they can use pay as you go on rail services at 75% discount.

#### TfL current and retired staff

Current staff must complete an application form, available on [Source](#), and get it signed by their line manager. They only have to do this once for each applicant.

Retired PTACs are usually issued to staff when they retire.

### Privilege Ticket Authority Card (PTAC)

Application forms are also available [online](#) or from Staff Travel.

Retired staff then need to take the form to any Tube station with the PTAC to get the privilege discount entitlement set on the card. They also need to add some credit to cover future journeys

#### National Rail current and retired staff

To get the Priv All Rail rate set on an Oyster card, National Rail staff must complete an application form available from their employing company. To get the discount set on an Oyster card/Oyster photocard, they need to take the authorised form with their Staff Travel Card or PTAC to a station with an Oyster enabled FasTIS device. These are at

- London Overground stations
- TfL Rail stations
- Selected National Rail ticket offices. A full list of these is in the [appendices](#).

Priv discount can only be set on certain Oyster cards, according to the type of PTAC held, which also determines the discount offered.

#### Priv All Rail: TfL Staff

Holders:

- get 75% discount on adult-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- can use pay as you go on National Rail services where their Staff Oyster card is not valid
- can apply for point to point or an Oyster zonal season ticket to travel to and from work

The Priv All Rail discount for staff can only be set on a standard Oyster card.

## Other photocards

### Privilege Ticket Authority Card (PTAC)



or



**Priv All Rail: for dependent children of TfL staff, aged over 16**

Holders:

- get 75% discount on adult-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- should use pay as you go for education and leisure travel on TfL services
- can apply for point to point or an Oyster zonal season ticket for travel to/from school or college
- can use pay as you go on National Rail services for leisure purposes only

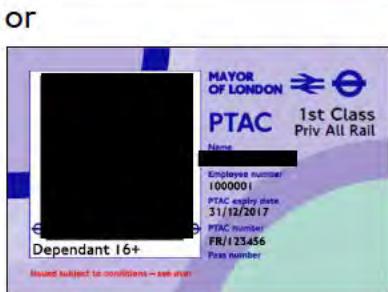
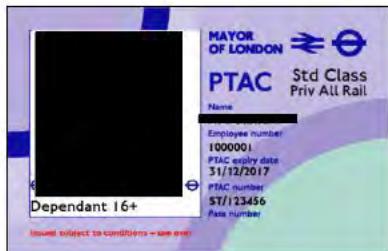
The Priv All Rail discount for dependant children aged over 16 can be set on

- a standard Oyster card
- an 18+ Student Oyster photocard
- a 16+ Zip Oyster photocard
- an 11 - 15 Zip Oyster photocard\*

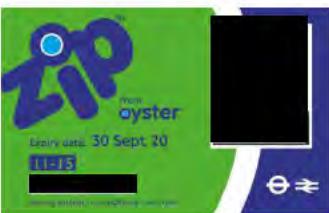
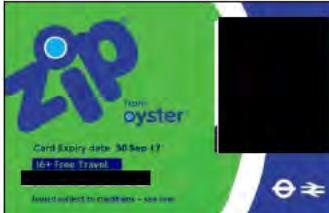
\* An 11 - 15 Zip Oyster photocard is valid until 30<sup>th</sup> September after the holder's 16<sup>th</sup> birthday

## Other photocards

### Privilege Ticket Authority Card (PTAC)



+ or



**Priv All Rail: for dependent children of TfL staff, aged under 16 Holders:**

- get 75% discount on child-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- should use pay as you go for education and leisure travel on TfL services
- can apply for point to point or an Oyster zonal season ticket for travel to/from school
- can use pay as you go on National Rail services for leisure purposes only

## Other photocards

### Privilege Ticket Authority Card (PTAC)

The Priv All Rail discount for dependent children aged under 16 can be set on

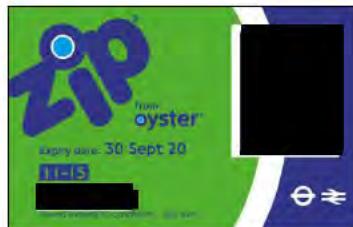
- an 11 - 15 Zip Oyster photocard
- a 5 - 10 Zip Oyster photocard

since 2nd January 2016, 5 - 10 photocards allow free travel on most National Rail services in London where pay as you go is accepted, as well as all TfL rail services. Setting the priv discount on a 5 -10 photocard will only be needed for child-rate priv pay as you go travel on:

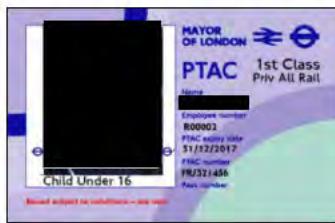
- Southeastern high speed services between St. Pancras International and Stratford International
- Gatwick Express services between London Victoria and Gatwick



or



or



+



### Priv All Rail (N) for TfL staff nominees

Holders:

- get discounted fares on Tube, DLR, London Overground, TfL Rail and National Rail services for leisure purposes only
- cannot use their PTAC to travel to and from work

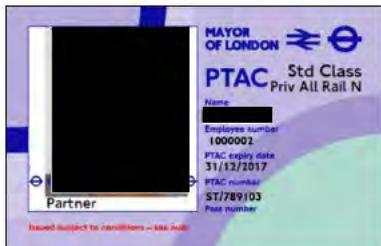
The Priv All Rail (N) discount can only be set on

- a standard Oyster card
- an 18+ Student Oyster photocard

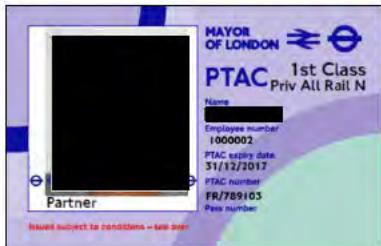
It can't be set on Zip (16+, 11 - 15 or 5 - 10) Oyster photocards

## Other photocards

### Privilege Ticket Authority Card (PTAC)



or



+ or



### Priv TfL rail: for dependent children

Holders:

- get discounted fares on Tube, DLR, London Overground and TfL Rail services
- should use pay as you go for education and leisure purposes only

The Priv TfL rail discount can only be set on

- a standard Oyster card
- an 11-15 Zip Oyster photocard

It cannot be set on 16+ Zip Oyster photocard or 18+ Student Oyster photocards

## Other photocards

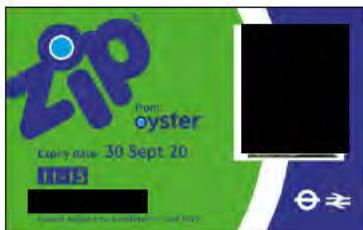
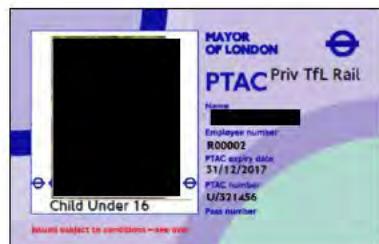
### Privilege Ticket Authority Card (PTAC)



+



or



Note: as a 5 - 10 photocard gives free travel on all TfL rail services, there is no need to set the priv discount on the card.

Child PTACs state whether they are under 16 or 16 & over.

**Holders of 11-15 Zip Oyster photocards with Priv TfL rail discount pay standard child fares when making through journeys which include travel on National Rail (i.e. they do not get priv discount on the TfL part of their journey)**

For more information, please contact Staff Travel or go to the staff travel pages on [Source](#)

### Retired staff PTAC (TfL)

Holders:

- get 75% discount on adult-rate fares on Tube, DLR, London Overground, TfL Rail and National Rail services
- can use pay as you go on National Rail services where their Retired Staff Oyster card is not valid

### Privilege Ticket Authority Card (PTAC)

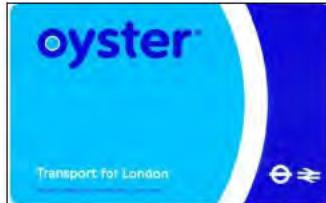
The Priv All Rail discount for retired staff can only be set on a standard Oyster card.



or



+



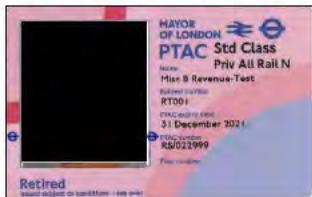
### Retired Nominee PTAC (TfL)

Holders:

- get discounted fares on Tube, DLR, London Overground, TfL Rail and National Rail services for leisure purposes only
- cannot use their PTAC to travel to and from work

The Priv All Rail (N) discount for Retired Nominees can only be set on

- a standard Oyster card



or

+



### Privilege Ticket Authority Card (PTAC)

#### NR Staff Travel Cards

The Priv All Rail discount for staff can be set on a standard Oyster card or Oyster photocard.

Most holders:

- get 75% discount on adult-rate fares
- can use pay as you go on Tube, DLR, London Overground, TfL Rail and National Rail services



NR Staff Travel Card holders with endorsements 9, 10, or 11 will also be able to get the **Priv NR only** discount set on an Oyster card.

Some Eurostar holders of Staff Travel Cards (those with an endorsement of 12) are not eligible for National Rail travel.

- The colour of the cards changes each year.
- Cards are valid for 15 months from 1st April to 30th June of the following year.
- A Rail Staff Travel Identity card or a standard (public issue) Photo Identity card is needed to support NR Staff Travel cards. (Retired NR staff do not require a photocard).



#### TOC Privilege Travel Card

TOC Staff who joined after 1 April 1996 are issued with a red TOC Privilege Travel Card which is not valid for travel on LU or DLR services.

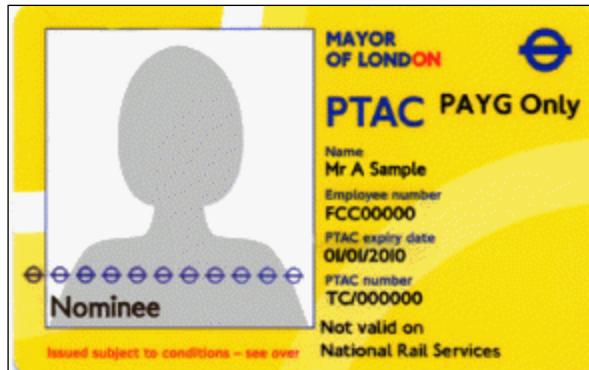
A Priv NR only discount allows these staff to use pay as you go

at priv rate on London Overground, TfL Rail and National Rail services where pay as you go is valid.

### Privilege Ticket Authority Card (PTAC)

Govia Thameslink Railway, London North Eastern Railway (formerly Virgin Trains East Coast) and Eurostar PTAC

- issued to staff employed by GTR, LNER and Eurostar, their nominees and dependent children.
- They allow Priv rate pay as you go travel on Tube, DLR, London Overground and TfL Rail services.
- These yellow PTACs are only valid for pay as you go travel.
  - Holders cannot buy privilege rate tickets or use them on any NR service.
  - Members of staff can use pay as you go to travel to and from work and for leisure
  - Dependents can only use pay as you go for leisure journeys.



The design is the same for all companies. The issuing company is designated by a prefix:

- ECM or VTEC - London North Eastern Railway (formerly Virgin Trains East Coast; formerly East Coast Mainline). From Spring 2019, the prefix changed to LNER for new issues but all three versions will continue to be in circulation and remain valid
- GTR - Govia Thameslink Railway
- EIL - Eurostar

### Engineer's Passes

Engineers who maintain the ticketing equipment across the network are issued with an Oyster card that allows free travel on all modes (TfL and National Rail), at all times in all zones (I -9F) which includes Epsom, Watford Junction, Grays, Gatwick Airport, Hertford North and East, Radlett and Shenfield) to enable them to travel to stations to maintain and repair ticketing equipment. All engineer passes now have an expiry date of 30 June 2023.



Engineer's Passes are **not** valid on:

- Any journey starting or finishing outside Zones I -9F or beyond Epsom, Watford Junction, Grays, Gatwick Airport, Hertford North and East, Radlett or Shenfield
- Engineers are permitted to travel to Brookmans Park, Welham Green, Hatfield, Welwyn Garden City, St Albans City, Luton Airport Parkway and stations to Reading for work-related travel. Their Oyster card will not work at these stations so they will need to be inspected visually.

### Contractor Oyster cards

Some contractors, working on behalf of TfL, such as station cleaners, may be given a Contractor Oyster card to enable them to undertake work-related travel. Contractor Oyster cards are issued by Staff Travel.

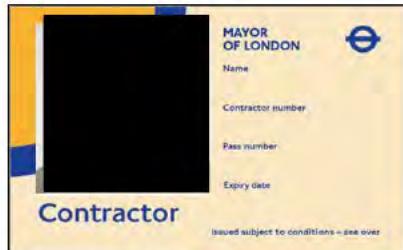
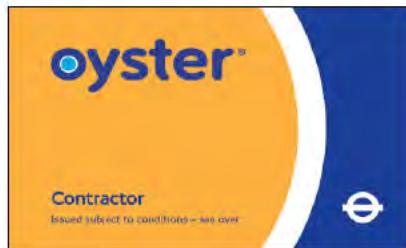
An accompanying photo ID card must be carried with the Contractor Oyster card for it to be valid for travel. Key points of the Contractor Oyster card include:

- The cards are in the 006 serial number range
- The cards are encoded for free travel on bus, Tube, tram, DLR London Overground and TfL Rail.

## Other photocards

### Contractor Oyster cards

Card holders are informed of the validity of their individual pass and any time or zonal restrictions that apply.



Contractor passes issued to South West Train staff for travel between Wimbledon and Wimbledon Park are printed on magnetic stock and will display this validity. Magnetic Contractor passes can only be used for duty travel.



The accompanying photocard is completed by the issuer and shows where and when the pass is valid. The pass number must match the number written on the photocard.

### Police Officers Police Oyster cards

Police Oyster cards allow some Police Officers, Special Constables, and Police Community Support Officers (see below) to travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services.

Police Oyster cards are not valid for travel on any National Rail services, Thames Clipper River Bus services or Emirates Air Line.

They are issued to:

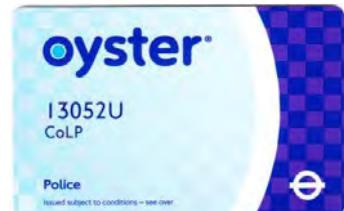
- London-based Police Officers and Special Constables of the Metropolitan Police Service (MPS) and City of London Police (CoLP)
- UK-wide Police Officers and Special Constables of the British Transport Police (BTP) and London-based Police Community Support Officers (PCSO)

The Warrant ID number of an officer is printed on the front of the Police Oyster card. They must carry both when they travel and show them to a TfL staff member if asked.

- **Metropolitan and City of London Police services**
- Police Oyster cards issued to the Metropolitan and City of London Police services are only valid for travel when accompanied by the Officers or Special Constables Warrant card.



Metropolitan Police Oyster card



City of London Police Oyster card

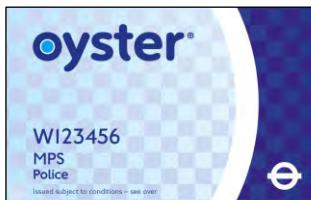
Officers and Special Constables cannot travel free on TfL services without a Police Oyster card and accompanying Warrant card. Both must be shown to a member of staff when asked.

### Police Officers

Metropolitan Police Community Support Officers (PCSO) can travel free on buses when in or out of uniform, on or off duty, on production of their PCSO identification card. They cannot travel free on any other services.



Police Officers seconded to the Met from other UK forces are issued with Police Oyster cards, identified by the 'W' prefixing the 4-digit Warrant ID number on the front of the card. These cards are only valid for travel when accompanied by the officers MPS Secondee Pass.



MPS Secondee Oyster card



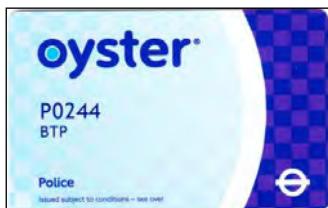
MPS Secondee Pass

### Police Officers

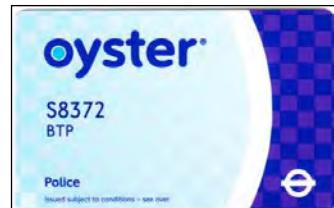
#### British Transport Police service

Police Oyster cards issued to British Transport Police officers and Special Constables have their 4-digit Warrant ID number printed on the front, prefixed by a 'P' or 'S' respectively. They can use it on all TfL services at any time on or off duty, whether in uniform or not, provided they carry their Warrant card and ID when travelling.

BTP officers who do not have a Police Oyster card on them should still be allowed to travel free on TfL services on presentation of their Warrant ID card.



BTP Oyster card



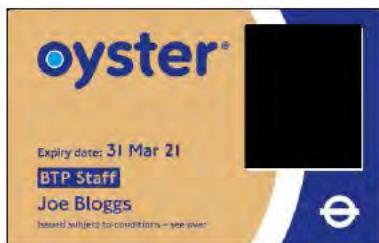
BTP Special Constable Oyster card

Police Oyster cards issued to BTP Police Community Support Officers have their ID number printed on the front prefixed by a 'C'. They can only use their Police Oyster card if they are travelling to or from work (in or out of uniform) or are on duty and in full uniform. In all cases, they must carry their PCSO identification card when travelling.

In addition, they can travel free on buses when in or out of uniform, on or off duty on production of their PCSO identification card.

Some BTP civilian staff are issued with BTP Staff Oyster photocards that allow them to travel free on TfL services, but only to and from work and for work-related duties. They cannot be used for leisure travel. Holders are issued with a copy of the Conditions of Use, setting out when and where they can use their card.

### Police Officers



BTP Staff Oyster photocard

### Lost, stolen, damaged or failed Police Oyster cards

If a Police Officer's or Special Constable's Police Oyster card or BTP Staff Oyster photocard is lost, stolen, damaged or failed, they should call 0343 248 0999 as soon as possible to report it and order a replacement.

If they report their card as failed and do not return the failed card, the replacement card that was issued will be stopped. The officer will need to order a replacement and pay the £1.0 fee.

**Full time Police Officers** from the following forces may travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services when in or out of uniform, on or off duty on presentation of their warrant card:

Essex	Kent
Hertfordshire	Surrey
Thames Valley	

**Police Community Support Officers (PCSOs)** from the following forces may travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services **only** when on duty and in uniform on presentation of their Police Staff card:

Essex	Kent
Hertfordshire	Surrey
Thames Valley	

Metropolitan PCSOs do not travel free on rail services.

## Other photocards

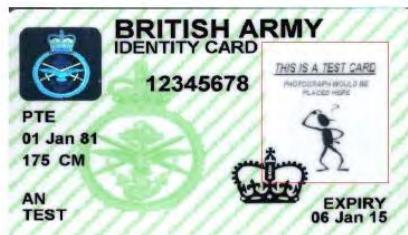
### Police Officers

#### Card Expiry

Police Oyster cards do not have a set expiry date. Should a police staff member become ineligible, leave temporarily, or leave permanently, the Police force must inform TfL, so the card can be stopped and records updated accordingly.

### Armed Forces

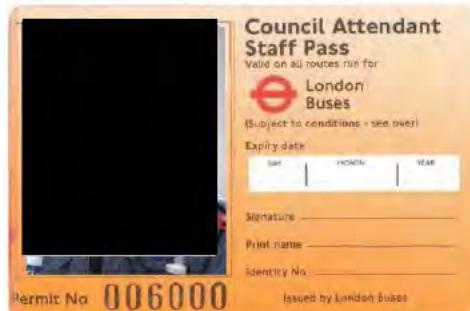
Armed forces personnel can travel free on bus, Tube, tram, DLR, London Overground and TfL Rail services at any time **only when in full uniform and on presentation of their military ID**. Full uniform means jacket, trousers/skirt, shirt, footwear and hat.



## Other photocards

### Council Attendants

**Council Attendants** can travel free on buses when in full uniform, on production of a Council Attendant Pass.



### Puppy Walkers



Puppy walkers train guide dogs and they are allowed to travel free with their puppy on buses and trains, including TfL Rail and London Overground. Access to station premises and short journeys on trains are free, using the identification shown above in lieu of a ticket. There are no time restrictions. Puppy walkers should not travel without at least one puppy and each puppy will also display an individual identification, as shown above attached to its collar.

Passes show 'Staff' or 'Volunteer'. Travel is not permitted on London Underground services.

All identification cards are issued by The Guide Dogs for the Blind Association.