

FREE travel on buses and trams with an 11-15 Oyster photocard

There are great travel concessions for 11-15 year olds on bus, Tube, tram, DLR, London Overground and some National Rail services within Greater London.

Holders of Child, Under-14 and 14-15 Oyster photocard can continue to use their existing card for the concessions described in this leaflet, until the date printed on the back of the Oyster photocard.

All 11-15 year olds now need an Oyster photocard to benefit from FREE bus and tram travel. Without one, you will have to pay the full adult fare.

For more information visit tfl.gov.uk/zip

What you pay with an 11-15 Oyster photocard

Buses & trams

FREE with an Oyster photocard at all times

Tube, DLR & London Overground

- Unlimited travel for the whole day in Zones 1-6 for £1 when using your Oyster photocard to pay as you go
- Unlimited Off-Peak travel in Zones 1-9 for £1 when using your Oyster photocard to pay as you go
- Child-rate pay as you go and Travelcard season tickets with an Oyster photocard

Scheduled river service fares are available to Travelcard holders at 1/3 off the normal rate, including child-rate Travelcards on an Oyster photocard.

You can also use your Oyster photocard to pay as you go on some National Rail services. Check tfl.gov.uk/fares or with the train operator before you travel.

Tube, DLR and London Overground discounts

Travel Off-Peak for a quid!

If you're aged 11-15 and using your Oyster photocard to pay as you go, you can have unlimited off-peak travel within Zones 1-9 for £1 (all day for Zones 1-6). That means you can make as many journeys in as many zones as you wish and pay no more than £1.

Up to four 11-15 year olds accompanying an adult Travelcard holder can buy a Zones 1-9 Off-Peak Day Travelcard for just £1 each. Just make sure that the adult holds either a valid printed Travelcard or an Oyster card holding a Travelcard.

Off-Peak includes Monday-Friday from 0930 and all day at weekends and public holidays



How to get your 11-15 Oyster photocard



Application forms are available from Post Offices™ in Greater London and areas just beyond the London borough boundaries that are served by the bus, Tube and London Overground networks.

You can apply for an 11-15 Oyster photocard if you are 16 (as long as you were under 16 on 31 August before the start of the current academic year). All applications for your first Oyster photocard must be made at a Post Office™ branch. You will need to take:

- A completed application form
- Either a valid passport, an ID card from a European Economic Area (EEA) country or a birth certificate*
- A passport-size photograph

If your Oyster photocard is lost or stolen, you can no longer apply for a duplicate photocard at the Post Office.™ Instead you must apply online at tfl.gov.uk/photocard (you need your old photocard number or reference number from your last application form) or over the phone on **0845 331 9872**. Your old card will be cancelled on receipt of your application. A £10 duplicate card fee applies.

If your Oyster photocard stops working please call **0845 330 9876** to get a replacement.

*Your school can validate your date of birth if you do not have one of these documents.

While you wait for your 11-15 Oyster photocard

You can buy child-rate cash single/return tickets for Tube, DLR and London Overground services and Day and 3 Day Travelcards without an Oyster photocard.



If you need to travel by bus or tram, you will have to pay adult fares (unless you hold a valid Day or 3 Day Travelcard), so make sure you apply for your Oyster photocard in good time. If your Oyster photocard doesn't arrive within two weeks please **call 0845 330 9876**, quoting your **application reference number**.

Your application form and Post Office™ receipt cannot be used to get FREE travel or child-rate season tickets.

Using your 11-15 Oyster photocard

Before you can travel on the Tube, DLR or London Overground you will need to add cash to pay as you go or add a Travelcard season ticket. You can do this at:

- Oyster Ticket Stops
- Tube and London Overground station touchscreen ticket machines and ticket offices
- Travel Information Centres

You can use your new Oyster photocard for FREE bus and tram travel as soon as you receive it.

Correct use of your 11-15 Oyster photocard

- Remember to **touch in** on buses, the Tube, trams, DLR and London Overground and **touch out** on the Tube, DLR and London Overground on the yellow reader whenever you make a journey. If you do not, you may pay more than you need to, your card may be withdrawn or you may be issued with a Penalty fare
- If you do not have your Oyster photocard with you, you'll have to pay the full adult fare for your bus or tram journey
- Take care of your Oyster photocard and keep it in the wallet provided
- Do not tamper with your Oyster photocard by scratching off the photo or by changing any of the details – or you may lose your FREE travel concession as stated within the Behaviour Code.
- If you don't follow the terms of the Behaviour Code your FREE travel concession may be withdrawn.

Always make sure you get a green light when you touch in

Should you get a red light please touch your photocard on the yellow reader again, and if still not accepted speak to the driver or staff member. If your photocard is not accepted you may be asked to pay the cash fare. If there is a persistent problem with your photocard please contact the Oyster helpline.

If you use the tram to or from Wimbledon

When travelling to Wimbledon by tram, always **touch in** on the yellow reader at the start of your journey and **touch out** at the gates when leaving the station.

When travelling from Wimbledon by tram, always **touch in** on the yellow reader at the ticket gates when entering the station and again at the yellow readers on the tram platform before boarding.

Do not use the yellow reader next to the manual gate when exiting the station.

The Behaviour Code

When on London's public transport network or premises, always:

Act sensibly and treat others as you would like to be treated. Your FREE travel concession may be withdrawn if we believe that you have behaved in an antisocial way.

Antisocial behaviour includes, but is not limited to:

- Putting your safety or the safety of others at risk
- Use of offensive or threatening language
- Behaving offensively, bullying or threatening others
- Smoking
- Playing music out loud
- Damaging or defacing an Oyster photocard
- Letting anyone else use your Oyster photocard
- **Committing any crime on, or in connection with, London's public transport network, in particular, but not limited to:**
 - Physical or verbal assault
 - Unlawfully carrying a weapon
 - Criminal Damage or Trespass on London's public transport network or premises
 - Theft, robbery or burglary
 - Misusing controlled drugs
- **Breaching:**
 - London Regional Transport Railways, DLR, Croydon Tramlink or National Railways Byelaws
 - Any provision of regulation 6 or 7 of the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990
 - Transport for London's Conditions of Carriage.

Frequently asked questions

How long do 11-15 Oyster photocard applications take?

Applications normally take 2 weeks to process, so make sure that you apply in good time.

I have a Child, Under-14 or 14-15 Oyster photocard. Will I still be able to use it?

Child, Under-14 and 14-15 Oyster photocards are no longer issued but those currently in use are valid until their expiry date.

If you have an Under-14 Oyster photocard, wait until you turn 14 and apply for an 11-15 Oyster photocard then.

If you live in a London borough, are over 16 and will be in qualifying full-time education or training, to continue getting your FREE bus and tram travel concession, you will need to apply for a 16+ Oyster photocard, when your card is due to expire. If you do not qualify for the FREE travel concession, you can apply for a 16+ Oyster photocard to give you half adult-rate travel on bus, Tube, tram, DLR and London Overground services.

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All information correct at time of going to press. For the most up to date information, please visit tfl.gov.uk/zip

 Website
tfl.gov.uk/zip

 Oyster helpline number
0845 330 9876**

**For BT residential customers, calls to the helpline will cost no more than 3.5p per minute, (current at July 2008). The price on non-BT phone lines may be different.

Transport for London

FREE travel on buses
and trams with an

11-15
Oyster photocard

From 1 September 2008



MAYOR
OF LONDON

Transport for London

