



>What is Oyster?

Oyster is London's smartcard ticketing and revenue system, operating across the busiest transport network in the world. At its heart is a 'contactless' smartcard that has made it easier for passengers to buy and use tickets and to pay as they go.

>What is an Oyster card?

An Oyster card is a smartcard that can be used to store cash and season tickets for travel on the bus, Tube, tram, Docklands Light Railway (DLR), London Overground and some National Rail services in London.

Each card can hold:

- > Cash to pay as you go (it is stored on the card and can be used at any time to pay for journeys)
- > Up to three different Travelcards/Bus Passes (7 day, monthly or annual)

Travelcards and Bus Passes can be renewed before they expire and the pay as you go cash balance can be topped up at any time, subject to it not exceeding the £90 limit. Passengers can register their card so that any tickets and/or pay as you go balance is protected. Lost or stolen

cards can be stopped, with any unexpired season ticket(s) and/or any cash balance transferred to a new card.

>How does Oyster work?

Passengers use their card by touching it flat on a yellow reader at the ticket gates or validators at the start and end of their Tube, DLR or London Overground journey. When using the bus or tram, passengers only need to touch in at the start of their journey. If a passenger has a season ticket on their Oyster card, the system automatically checks that it is valid for the journey (checking the time, place and mode of transport). Alternatively, for passengers using Oyster to pay as they go, the system automatically works out the cheapest fare for the journey – from 1.83 million permutations – within a fifth of a second.

>Who can use Oyster?

Anyone can get an Oyster card, whether they live in London or are just visiting. Even those who only visit the Capital a few times a year can save money using Oyster and benefit from faster, more convenient journeys. Some passengers can apply for special Oyster cards to allow them to travel free or at discounted rates.



>Where can passengers get an Oyster card?

- > tfl.gov.uk/oyster
- > Most Tube station ticket offices
- > More than 3,800 Oyster Ticket Stops across London
- > All London Overground station ticket offices
- > Some National Rail station ticket offices
- > London Travel Information Centres
- > The Oyster sales line on 0845 330 9876 (adults' cards only)

A refundable £3 deposit is needed when passengers first get their Oyster card, but this money can be recovered in savings from just one day's travel with Oyster.

>Visitors

Visitors can get Oyster cards loaded with cash to pay as they go before arriving in London through a number of overseas travel agents. They are also available from: VisitBritain, VisitLondon, Gatwick Express, Stansted Express, National Express and Oxford Tube coach services, Eurostar, Superbreak and during London-bound easyJet flights.

The cash on an Oyster card does not expire, so passengers can use any balance left over for future visits to London, or give their card to friends or family who may be visiting the Capital.

>Benefits of Oyster

There are several advantages to Oyster compared to using paper tickets.

Daily price capping

Passengers using Oyster pay as you go no longer need to work out the best value ticket for the trips they are making that day. Unlimited journeys made using pay as you go will always cost less than the equivalent price of a (paper) Day Travelcard or One Day Bus Pass.

Environmentally friendly

Oyster cards are re-usable and more durable than paper tickets. They are simply topped up when a season ticket expires or when the pay as you go balance runs low.

Auto top-up

Passengers using pay as you go can have their card automatically topped up with either £20 or £40 whenever the balance falls below £5.



Reduced congestion in Tube stations

With a paper ticket, on average, 15 people a minute can pass through Tube ticket gates – Oyster allows 40 people per minute.

>Latest developments

Barclaycard OnePulse

The three-in-one Barclaycard OnePulse card was launched in September 2007. With three separate functions it can be used as an Oyster card, a credit card and for cashless OneTouch payments using contactless technology. This allows the cardholder to make low value purchases of £10 or under with a touch of their card on a reader instead of entering a PIN or signature.

Expanding the network

TfL is in discussion with train operating companies, to allow Oyster pay as you go on all National Rail services in Greater London. TfL is investing £40m to install equipment at rail stations across the Capital to enable this to take place by the end of 2009. Oyster is currently valid on limited National Rail services operated by Chiltern Railways, First Capital Connect, National Express East Anglia, C2C, London Midland, Southern and First Great Western.

>Key facts

- > Oyster was launched in 2003
- > More than six million Oyster cards are regularly used in London
- > Each week, 38 million journeys are made using Oyster
- > Last year more than three billion journeys were made using Oyster
- > Around 80 per cent of all bus and Tube payments are now by Oyster card
- > TfL processes 10 million Oyster transactions a day. Barclaycard MasterCard processes 40 million transactions a day – half of the world's credit card transactions

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