



# Rules for Using Tickets

## (Conditions of Carriage)



**8 November 2009 until further notice**

**MAYOR OF LONDON**

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## 1. Introduction

**1.1.** These Conditions of Carriage set out your rights and duties as a customer of Docklands Light Railway Limited. In addition, the documents listed below set out your rights and duties in other particular circumstances. Your rights and duties set out in these Conditions of Carriage do not affect your rights and duties contained in the following documents:

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### **Docklands Light Railway Limited Byelaws**

- These control behaviour on Docklands Light Railway trains and at Docklands Light Railway stations.
  - You can ask to see a copy at the Customer Service Centre.
  - You can get a free copy from the Customer Service Centre, Docklands Light Railway, Serco Limited, Castor Lane, London E14 ODS
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### **Greater London Authority Act 1999**

- This shows when, where and why we can charge Penalty fares on Docklands Light Railway.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0870 600 5522.
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### **London Transport Act 1982**

- This shows how we look after lost property.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0870 600 5522.
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### **Docklands Light Railway Customer Charter**

- You can get a free copy from the Customer Service Centre, Docklands Light Railway, Serco Limited, Castor Lane, London E14 ODS
  - Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.
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**1.2.** These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by Docklands Light Railway Limited.

They come into force from the date shown on the front cover and will remain in force, with any amendments that we may make from time to time, until we republish them: for the most up-to-date version and any amendments, go to <http://www.dlr.co.uk>

Our staff have no authority to make individual exceptions to these Conditions of Carriage.

**1.3.** Separate Conditions of Carriage (or Travel) apply on other Transport for London services.

### **London Underground Conditions of Carriage**

You can obtain a free copy of this from any London Underground ticket office or from the Customer Service Centre, London Underground, 55 Broadway, London SW1H 0BD, or at [www.tfl.gov.uk](http://www.tfl.gov.uk)

## National Rail Conditions of Carriage

You can obtain a free copy of this, which applies on London Overground, at [www.tfl.gov.uk](http://www.tfl.gov.uk) or from a London Overground station ticket office.

Further information is included in the London Overground Ticketing and travel guide which is available at [www.tfl.gov.uk](http://www.tfl.gov.uk) or from the London Overground Customer Services Team at 125 Finchley Road, London NW3 6HY.

## London Tramlink Conditions of Travel

You can obtain a free copy of this at [www.tfl.gov.uk/trams](http://www.tfl.gov.uk/trams) or from London Tramlink at Unit 5, Suffolk House, George Street, Croydon CR0 1PE.

**1.4** Information about the tickets we sell and the fares we charge can be found on [www.dlr.co.uk](http://www.dlr.co.uk) and in our Fares and tickets booklet. You can obtain a free copy from the Customer Service Centre, Docklands Light Railway, Serco Limited, Castor Lane, London E14 ODS

## 2. Useful addresses and telephone numbers

**2.1.** Addresses and telephone numbers of the offices mentioned in this book are shown below.

Oyster helpline	London Underground 55 Broadway London SW1H 0BD	telephone: 0845 330 9876 fax: 0845 600 6245
Oyster Ticketing & Refund Office		
Customer Service Centre, Docklands Light Railway	Customer Service Centre, Docklands Light Railway, Serco Limited, Castor Lane, London E14 ODS ( <a href="mailto:cservice@dlr.co.uk">cservice@dlr.co.uk</a> )	telephone: 020 7363 9700 textphone: 020 7093 0999 fax: 020 7363 9919
Transport for London Customer Relations	4th Floor, Zone Y4 14 Pier Walk North Greenwich London SE10 0ES ( <a href="mailto:enquire@tfl.gov.uk">enquire@tfl.gov.uk</a> )	telephone: 020 3283 515 fax: 020 7027 6099
Penalty fare Appeals	Customer Service Centre, Docklands Light Railway, Serco Limited, Castor Lane, London E14 ODS	Appeals in writing only.
Travel Information Contact Centre	Transport for London ( <a href="mailto:travinfo@tfl.gov.uk">travinfo@tfl.gov.uk</a> )	telephone: 020 7222 1234 textphone/minicom: 020 3054 3900
Lost Property Office	Transport for London 200 Baker Street London NW1 5RT	telephone: 0845 330 9882 fax: 020 7918 1028

London TravelWatch	6 Middle Street London EC1A 7JA (enquiries@londontravelwatch. org.uk)	telephone: 020 7505 9000 fax: 020 7505 9003
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**2.2.** We try to be fair and helpful in all dealings with our customers. We always welcome comments or suggestions.

**2.3.** If you have a problem with your journey and our staff cannot solve it on the spot, or if you have any comments about the day-to-day running of our services, you can contact our Customer Service Centre from the list above.

**2.4.** If you are not satisfied with our answers, you can contact London TravelWatch, your independent transport watchdog set up by Parliament (contact details shown above).

### 3. Special meanings

**3.1.** In these conditions:

- 'we' and 'us' mean Docklands Light Railway Limited and/or (where the context permits) Transport for London.
- 'you' means any customer holding a ticket or tickets, holding an Oyster card with a season ticket and/or pay as you go credit on it, or who is using DLR trains and stations.

We have tried to make the wording of these conditions as clear as possible, but we have given certain words and phrases the special meanings shown below.

Authorised	Permission given by one of our staff or by an official notice or sign.
Auto top-up	A facility available to customers who have an account which enables them to automatically add pay as you go credit to their Oyster card. Go to <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> for full information and the Terms and Conditions.
Available / availability	Where a ticket or Oyster card with pay as you go credit on it can be used.
Child rate tickets	Ticket which can be used only by: <ul style="list-style-type: none"> <li>• anyone under the age of 16. A 5-10 or 11-15 Oyster photocard is needed for child rate travelcard season tickets and pay as you go and are valid until the photocard expiry date; even where the holder has turned 16 years old.</li> <li>• holders of 16+ Oyster photocards (applies to season tickets only);</li> <li>• holders of New Deal photocards (applies to season tickets on Oyster and printed London Underground and Docklands Light Railway single tickets, One Day and 3 Day Travelcards).</li> </ul>
Compulsory ticket area	Generally, parts of Docklands Light Railway stations within the red line area or ticket barriers or gates on London Underground stations, and all Docklands Light Railway and London Underground trains. There are warning signs at all entrances to compulsory ticket areas.
Concession	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion.
Concessionary fare	A cheaper fare that can be obtained by some customers, such as holders of National Rail Railcards.
Deposit	A returnable sum (as advertised) that must be paid to obtain an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by organisations other than us.
Discount concession	A scheme operated by Transport for London under which certain

scheme	categories of customers may, on application and according to the conditions of the scheme, be issued with a photocard or Oyster photocard that allows them to travel at a reduced rate.
Docklands Light Railway (DLR)	Trains and stations run by Docklands Light Railway Limited (or by another company under contract to it)
London Overground	Trains and stations run by London Overground on the following routes: <ul style="list-style-type: none"> <li>• London Euston to Watford Junction (local services only)</li> <li>• Richmond to Stratford via Willesden Junction</li> <li>• Willesden Junction to Clapham Junction</li> <li>• Gospel Oak to Barking</li> </ul>
London Underground	Trains and stations run by London Underground Limited (some of which stations are used by DLR trains).
National Rail	Trains run by Train Operating Companies on the National Rail network. Stations managed by Train Operating Companies or Network Rail.
Oyster online shop and telesales	Our shop that you can contact by going to <a href="http://www.tfl.gov.uk/oyster">www.tfl.gov.uk/oyster</a> or by calling 0845 330 9876 to buy a range of Travelcard and Bus & Tram Pass season tickets and/or to add pay as you go credit to your Oyster card.
Oyster card	A smartcard on which up to three season tickets and/or pay as you go credit can be held. The term Oyster card also includes Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards except where we say that it does not. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions. See clause 6.11 for information.
Oyster photocard	A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. Only issued to customers who qualify for concessionary travel. The term Oyster card also refers to Oyster photocards and smartcards issued by other organisations that can be used as Oyster cards, except where we say that it does not.
Child Oyster photocard	See 5-10 or 11-15 Oyster photocard.
5-10 or 11-15 Oyster photocard	An Oyster photocard that may include a free travel concession as set out in 7.2 and allows you to buy and use child-rate season tickets and to pay as you go at child rate. The term 5-10 or 11-15 Oyster photocard also includes Under-14, 14-15 and Child Oyster photocards except where we say that it does not.
Under 14 or 14-15 Oyster photocard	See 5-10 or 11-15 Oyster photocard.
16+ Oyster photocard	An Oyster photocard that includes a travel concession as set out in clause 5.5. and allows you to buy and use child-rate season tickets and to pay as you go at half the adult-rate.
18+ Student Oyster photocard	An Oyster photocard that includes the 18+ Student discount concession in accordance with that concession scheme. Where the Oyster photocard no longer includes the 18+ Student discount concession, you can use it as an Oyster card.
Oyster route validator	See clause 6.9 for information.
Oyster single fare	The fare charged when you pay as you go on London Bus Services, London Underground, London Tramlink, Docklands Light Railway,

	London Overground and some National Rail services.
Oyster Ticket Stops	Places that issue Oyster cards and sell a range of tickets and at which you can add season tickets and pay as you go credit to your Oyster card.
Pay as you go	Credit held on an Oyster card, which you can use to pay an Oyster single fare at the time you travel. It will also be available from late November to buy discounted single tickets on Thames Clipper Commuter River boat services.
Penalty fare	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the Transport for London Act 2008.
Pink card reader	A device on an Oyster route validator that, when an Oyster card is touched on it, ensures that you pay the appropriate Oyster single fare for the route you are taking.
Point-to-point season ticket	A season ticket available between two named stations.
Printed ticket	A ticket that is not on an Oyster card.
Protected Oyster card	An Oyster card that has been protected online with Transport for London. See clause 6.2. for information.
Registered Oyster card	An Oyster card that has been registered with Transport for London. See clause 6.2. for information.
Season ticket	Any ticket valid for 7 days, one month or longer.
Smartcard	A card that is able to contain one or more electronic tickets and/or electronic funds.
Special services	Services run on a particular occasion or for a particular purpose that are advertised as 'special services'.
Staff	People who work for us or our contractors.
Student-rate season tickets	7 Day, one month and longer period season tickets that holders of 18+ Student Oyster photocard encoded with the 18+ Student discount concession can buy at a reduced rate.
TfL	Transport for London
Ticket	Any of the types of ticket listed in these conditions.
Ticket selling outlets	London Underground and London Overground station ticket offices, London Travel Information Centres and, Oyster Ticket Stops and Ticket Stops that sell tickets available on TfL services.
Unregistered/Unprotected Oyster card	An Oyster card that has not been registered/protected with Transport for London. See clause 6.3. for information.
Valid/validity	When a ticket (or photocard or Oyster photocard) can be used.
Validate	Touching an Oyster card on a yellow card reader at the start and end of a DLR, LUL or London Overground journey. See clause 6.8 for information.
Yellow card reader	A device that, when an Oyster card is touched on it, checks the card to see what season tickets and/or pay as you go credit are on it and, where appropriate, charges the Oyster single fare for the journey being made.  Other than on buses and on self-service ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online and telesales. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or via telesales. On a self-service ticket machine, it can be used to add a season ticket or pay as you go credit to your Oyster card.
Zones	The ticket zones shown on the Docklands Light Railway and London Connections maps.

## 4. Services and safety

**4.1.** We always try to run reliable services. Sometimes trains cannot be run at the times or frequencies advertised for reasons beyond our control or that of our contractors. We reserve the right to change timetables and to stop trains from running to a particular station without giving notice beforehand. We will only do this for good reasons and, if it happens, we will do our best to tell you why.

**4.2.** You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making. You can also do so if you have sufficient pay as you go credit on your Oyster card and have validated your card.

In certain circumstances, children aged 5 and under 11 years old can travel free on Docklands Light Railway services. For full details see clause 7.2.2.

Our services are often heavily used so neither we, nor our contractors, can guarantee to carry you or provide a seat on a particular train.

If you wish to travel to or from a place outside the availability of your ticket, Oyster card, or before or after the times that it is valid, you must pay an extra fare before you travel.

**4.3.** We want to make sure that all your journeys are safe. You must follow instructions given by our staff. We and our contractors reserve the right to close Docklands Light Railway stations (or parts of them) and to require you to leave a train or station at any time. This will usually be for your safety.

**4.4.** You must not do anything forbidden by our Byelaws. The introduction to these Conditions of Carriage tells you where you can see them or obtain a copy.

**4.5.** For safety reasons on Docklands Light Railway stations and trains you must not:

- smoke;
- use bicycles, roller skates, roller blades, scooters, skateboards **or similar equipment**;
- take flash photographs and/or use a tripod or other camera support equipment;
- use emergency exits except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

### **Additionally:**

on DLR trains you must not use the interior doors between the carriages except in an emergency or when instructed to do so by our staff.

on DLR trains and in DLR stations you must not consume alcohol or be in possession of an open container of alcohol.

For your personal security, all our trains have on-board CCTV cameras and all Docklands Light Railway stations are monitored by CCTV cameras.

CCTV images are recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.

### **Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders**

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

**act sensibly and treat others as you would like to be treated.**

**Your:**

**free (11-15 Oyster photocard)  
entire (16+ Oyster photocard)**

**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, London 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.

**If you breach any part of this Behaviour Code** your travel concession may be withdrawn and you will have to pay the relevant fare for your future travel.

If your child has a **5-10 Oyster photocard**, as the parent/guardian you have given consent to the following:

In certain circumstances, TfL may share your personal information and that of your child for this travel concession with the police services for the purposes of the prevention or detection of crime.

If you have an **11-15 Oyster photocard** valid for free travel, you and/or your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with details of criminal convictions,

warnings, reprimands, cautions, or other sanctions issued in relation to offences committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the photocard and/or the free travel concession.

TfL will share your personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **16+ Oyster photocard**, you (and your parent/guardian if you are under 18 at the time of application) have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with details of criminal convictions, warnings, reprimands, cautions, or other sanctions issued in relation to offences committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the concession.

TfL will share your personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **14-15 Oyster photocard** valid for free travel, or a **16-17 Oyster photocard**, you and your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and other police forces in areas where TfL services operate may transfer to TfL the details of any criminal convictions, warnings or reprimands, and the circumstances relating thereto, issued in relation to the offences committed by you on the TfL public transport network. We will use this data for the purpose of ticket administration, including the possible withdrawal of the photocard and/or the free travel concession.

## **5. Photocards and Oyster photocards**

**5.1.** All photocards and Oyster photocards remain our property and we may withdraw or cancel your photocard or Oyster photocard at any time. We will only do this for a good reason and if we do, we will give you a receipt. If a photocard or Oyster photocard is needed, you can only use your ticket or Oyster card when you have your photocard or Oyster photocard with you. This also applies to Oyster photocards when used with a printed ticket.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else to use. If you have an Oyster card with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Rail Railcard with you.

**5.2** General information about when you need an **Adult or New Deal photocard, Veterans Concessionary Travel Oyster photocard or a 5-10, 11-15, 16+ or 18+ Student Oyster photocard** and where you can obtain one and the concessions available with them are on [www.tfl.gov.uk](http://www.tfl.gov.uk) and in publicity available at ticket selling outlets.

Child photocards issued by National Rail can be used to buy National Rail point-to-point season tickets at London Underground stations served by National Rail trains.

If a ticket issued by National Rail for use with a National Rail Child photocard is valid and available for use on our services, the National Rail Child photocard is valid as proof of entitlement to use the ticket.

**5.3 5-10 Oyster photocard** can be used by anyone aged 5 and under 11 years old. Application forms are available at Post Office® branches in Greater London.

You can apply for a 5-10 Oyster photocard for your child up to one month before their 5<sup>th</sup> birthday.

For information of the travel concessions allowed with a 5-10 Oyster photocard, see clause 7.2.2.

**5.4 11-15 Oyster photocard** can be used by anyone aged 11 to 15 years (under 16 on 31 August prior to the start of the current academic year). Application forms are available at Post Office® branches in Greater London.

You can apply for an 11-15 Oyster photocard up to one month before your 11<sup>th</sup> birthday.

For information of the travel concessions allowed with an 11-15 Oyster photocard, see clause 7.2.2.

**5.5 16+ Oyster photocard** can be used by anyone aged 16 or 17 years, or who was 17 or 18 on 31 August prior to the current academic year and who is a resident of London and in qualifying full-time education.

Qualifying full-time education is defined as a minimum of 12 hours of guided learning per week for a minimum of ten weeks, on further education courses at level 3 or below, in a school sixth form, sixth form college or Further Education college, or in Learning and Skills Council funded Entry to Employment (E2E) or Programme Led Apprenticeships work based learning. The hours of guided learning must take place between 0900 and 1800 Monday to Friday.

16+ Oyster photocard can also be used by anyone aged 16 or 17 years who is not a resident of London and/or is not in qualifying full-time education for travel at half-rate, see clause 7.3.

Application forms are available at Post Office® branches in Greater London.

For information about the travel concessions allowed with the 16+ Oyster photocard, see clause 7.3.

**5.6 Behaviour Code compliance** - If you do not comply with the Behaviour Code (set out below) when on London's public transport network or premises, we may withdraw your free bus travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and we withdraw your free bus travel concession, you will have to pay child fares (adult fares if not available) for your future journeys.

If you are a 16+ Oyster photocard holder and we withdraw your entire 16+ travel concession, you will have to pay adult fares for your future journeys.

### **Behaviour Code applicable to 11-15 and 16+ Oyster photocard holders**

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

**act sensibly and treat others as you would like to be treated.**

**Your:**

**free (11-15 Oyster photocard)  
entire (16+ Oyster photocard)**

**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, London 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.

**If you breach any part of this Behaviour Code** your travel concession may be withdrawn and you will have to pay the relevant fare for your future travel.

If your child has a **5-10 Oyster photocard**, as the parent/guardian you have given consent to the following:

In certain circumstances, TfL may share your personal information and that of your child for this travel concession with the police services for the purposes of the prevention or detection of crime.

If you have an **11-15 Oyster photocard** valid for free travel, you and/or your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with details of criminal convictions, warnings, reprimands, cautions, or other sanctions issued in relation to offences

committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the photocard and/or the free travel concession.

TfL will share your personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **16+ Oyster photocard**, you (and your parent/guardian if you are under 18 at the time of application) have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and any other relevant police service, may provide TfL with details of criminal convictions, warnings, reprimands, cautions, or other sanctions issued in relation to offences committed by the holder of this travel concession on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the concession.

TfL will share your personal information with these police services for the purposes of the administration of this travel concession scheme and may share personal information provided for the purposes of the prevention or detection of crime.

If you have a **14-15 Oyster photocard** valid for free travel, or a **16-17 Oyster photocard**, you and your parent/guardian have given consent to the following:

The Metropolitan Police Service, City of London Police, British Transport Police and other police forces in areas where TfL services operate may transfer to TfL the details of any criminal convictions, warnings or reprimands, and the circumstances relating thereto, issued in relation to the offences committed by you on the TfL public transport network. We will use this data for the purpose of ticket administration, including the possible withdrawal of the photocard and/or the free travel concession.

**5.7. 18+ Student Oyster photocards** can be used by students in accordance with the Terms and Conditions set out on [www.tfl.gov.uk](http://www.tfl.gov.uk) and on the paper 18+ Student Oyster photocard application form. Most students can apply online at [www.tfl.gov.uk](http://www.tfl.gov.uk) for their 18+ Student Oyster photocard. Where this cannot be done, you can apply by obtaining a paper application form from your participating university, college or school.

You will only remain eligible for the 18+ Student discount concession as long as you meet the criteria set out on [www.tfl.gov.uk](http://www.tfl.gov.uk) and on the paper application form. If you cease to do so, then the 18+ Student discount concession will no longer be valid and you must return your 18+ Student Oyster photocard to us.

If you continue to use your 18+ Student Oyster photocard to obtain Student-rate season tickets when you are no longer eligible to do so, we will stop the discount concession or stop your Oyster photocard without notice, or you may be prosecuted.

For information about the travel concessions available with the 18+ Student Oyster photocard, see clause 7.4.

**5.8. New Deal photocards** are issued by the Employment Service and information about these are contained in a leaflet distributed by it.

New Deal photocards are valid for a maximum period of 3 months from the date of issue.

For information about the travel concessions available with the New Deal photocard, see clause 7.5. An Oyster card with the discount concession loaded on it may be needed.

**5.9 Veterans Concessionary Travel Oyster photocard** are available to those in receipt of an ongoing payment under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme. War widows, war widowers and dependants in receipt of the same payments will also be eligible.

You can apply for a Veterans Concessionary Travel Oyster photocard by calling 0845 331 9872. You will be sent an application form with information about how to apply.

For information about the travel concessions available with the Veterans Concessionary Travel Oyster photocard, see clause 7.6.

**5.10 Changed appearance.** The photograph on your photocard or Oyster photocard must be full-face and must be a true likeness of you. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card will not be valid and one of our staff may withdraw it. We may also withdraw your photocard. If we do this, we will give you a receipt.

If you hold a printed season ticket with an Adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance. You can replace your Adult photocard at any London Underground station ticket office. You must also have your season ticket replaced at the same time, to show your new photocard number.

If you have a **5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard** and your appearance has changed significantly, you must apply for a new photocard by calling the Oyster photocard helpline on 0845 330 9876. A fee is charged for each application.

You must also replace your 5-10, 11-15, 16+ or Veterans Concessionary Travel Oyster photocard if it becomes damaged or illegible. A fee is generally charged for each application.

If you have an **18+ Student Oyster photocard** and your appearance has changed significantly, special arrangements apply. You can find information about calling the 18+ Student Oyster photocard helpline.

If you have a **New Deal photocard** and your appearance has changed significantly you must contact your New Deal Personal Advisor to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. If you have an Oyster card, you will then need to go to an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre where the details on your Oyster card can be updated.

## 6. Oyster card

### General information

**6.1.** Oyster cards may be issued by Transport for London, London Underground Limited, National Rail or other organisations and they will generally show the Oyster logo as follows:



Oyster cards are available at Oyster online and telesales, London Underground station ticket offices and other authorised outlets. We will not accept responsibility for an Oyster

card obtained from anywhere else. If you have any doubts about whether a seller is an authorised outlet, go to [www.tfl.gov.uk](http://www.tfl.gov.uk) or contact the Oyster helpline.

Transport for London, London Underground Limited and National Rail will not generally issue an Oyster card to you unless, at the same time, you are buying a season ticket and/or adding pay as you go credit to the card. This does not apply where Transport for London issues Oyster cards as part of a discount concession scheme, at special Oyster card vending machines at selected stations, or where another organisation issues smartcards that can be used as an Oyster card.

Where a smartcard is issued by another organisation and can be used as an Oyster card, special Terms and Conditions, as shown on [www.tfl.gov.uk](http://www.tfl.gov.uk) may apply.

You cannot use any Oyster card to travel on Docklands Light Railway unless a season ticket and/or pay as you go credit is on it.

If you are using an Oyster card, it must have a valid season ticket (or tickets) on it that is available for the whole of the journey you are making or sufficient pay as you go credit for that part of your journey not covered by your season ticket.

If you have a season ticket on your Oyster card, or an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else.

We reserve the right to prevent the use of or to withdraw your Oyster card if it is improperly used or if it is used in a way that is not permitted by these Conditions of Carriage. All Oyster cards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time. We will not do this without good reason and we will give you a receipt should it be withdrawn. Where, for whatever reason, we cancel an Oyster card without telling you and you find it no longer works, you will need to call the Oyster helpline to find out why we have done so.

If you no longer need your Oyster card, you must hand it in at any London Underground station or send it to the Oyster Ticketing and Refunds Office.

## **6.2. Registered and Protected Oyster cards.**

**6.2.1 Registered Oyster cards.** If you wish to register your Oyster card or must do so as a condition of the season ticket you are buying, you must complete an Oyster card registration form. This is not necessary if you order your Oyster card through Oyster online and telesales (where there are special arrangements). If you already have an unregistered/unprotected Oyster Card (see clause 6.3) you can register it at anytime at an Underground station ticket office, Oyster Ticket Stop or London Travel Information Centre by handing in your completed Oyster card registration form together with your existing Oyster card for updating. Alternatively, you can protect your Oyster card online, see clause 6.2.2.

If any of your personal details change after you register your Oyster card, you must call the Oyster helpline so that we can update the information we have about you. You must also register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

All Oyster photocards are registered. This is part of the application process (see Section 5 above).

**6.2.2. Protected Oyster cards.** If you do not need to register your Oyster card as a condition of the season ticket you are buying, you can protect your Oyster card online at [www.tfl.gov.uk/oyster](http://www.tfl.gov.uk/oyster) If you subsequently need to register your Oyster card as a condition of the season ticket you are buying, see clause 6.2.1.

If any of your personal details change after you protect your Oyster card, you must call the Oyster helpline so that we can update the information we have about you.

Special registration conditions apply to smartcards issued by other organisations that can be used as Oyster cards.

**6.3. Unregistered/Unprotected Oyster cards.** If you only intend to use an adult-rate 7 Day season ticket and/or add pay as you go credit, you do not need to register/protect your Oyster card but you can do so if you wish. If you have an unregistered/unprotected Oyster card, you can register or protect it at any time in accordance with clause 6.2.1 or clause 6.2.2 above. If you have an unregistered/unprotected Oyster card, we are unable to provide any information to you by telephone or in writing with regard to that Oyster card. All Oyster photocard are registered. This is part of the application process (see Section 5 above).

**6.4. Card deposit.** You have to pay a deposit (as advertised) to obtain an Oyster card. We will refund this if you return the original card to us when you no longer need it.

We will not charge a deposit if we issue an Oyster photocard or if your first season ticket and/or pay as you go credit is on a smartcard issued by another organisation.

**6.5. Duty to show your Oyster card.** You must be prepared to show your Oyster card (and photocard, if needed) on each journey, whether or not we have asked you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

## **6.6. Using a season ticket on your Oyster card**

**6.6.1.** When you use Docklands Light Railway services, you must touch your Oyster card on the yellow card reader (see clause 6.8) at both the start and the end of your journey. If the ticket gates at stations are open and at DLR stations where there are no barriers, you must still touch your Oyster card on the yellow card reader.

You can use the Travelcard season ticket on your Oyster card provided it is available and valid at the time you travel and, where using a station with ticket gates, any pay as you go balance on your Oyster card is not in debit. Should any pay as you go balance on your Oyster card be in debit, you will need to clear the debit before you can use your Travelcard through the ticket gates.

Provided that the season ticket on your Oyster card is available and valid at the time you travel, you can still use your Oyster card at stations where there is no yellow card reader or if it is not working. You may be asked instead to show your Oyster card (and photocard where needed).

**6.6.2.** If your Oyster card has more than one season ticket on it and they are valid on the same date or dates, the zonal availability of any such season tickets must cover adjacent zones at all times.

**6.6.3.** We will issue a Record Card, Customer Reminder or receipt to you when you buy a season ticket on your Oyster card which is valid for one month or longer, unless you buy your monthly season ticket through Oyster online and telesales. The Record Card,

Customer Reminder or receipt provides details of the season ticket that you have bought and is not valid for travel.

If you buy an annual Travelcard, we will issue you with a Gold Record Card. You must show the Gold Record Card when you wish to buy a concessionary fare ticket under the terms of the Gold Card scheme. The Gold Record Card is not valid for travel.

**6.6.4.** If you hold an 18+ Student Oyster photocard issued as a result of an application for Student discount concession scheme travel, your Oyster photocard will include your Student discount concession. Once your discount concession has expired and providing your Oyster photocard has not been stopped by Transport for London, you can use your Oyster photocard in the same way as an Oyster card.

## **6.7. Paying as you go with your Oyster card**

**6.7.1. Where you can pay as you go** - On all London Underground, Docklands Light Railway, bus, London Tramlink and London Overground services. You can also pay as you go on some National Rail services – see page 27 for information.

**6.7.2. How to pay as you go – General.** Only one person at a time can travel using the pay as you go credit on an Oyster card.

Unless it has a valid season ticket on it, you can transfer your Oyster card to another person for them to pay as they go. If you have a season ticket on your Oyster card, you cannot transfer it to anyone else to pay as they go. If the Oyster card is registered/protected, it will remain in your name, we will only be able to deal with any enquiries about the Oyster card if made by you. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

If you have an Oyster photocard or Oyster card with a valid discount concession on it, you cannot transfer it to anyone else to pay as they go.

## **6.7.3. Paying as you go on Docklands Light Railway**

To record the start of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8) at the station as you enter the compulsory ticket area. A charge, as set by TfL, will be deducted from the balance on your Oyster card. You will not be allowed to start your journey unless you have sufficient pay as you go credit on your Oyster card.

To record the end of your journey, you must touch your Oyster card flat on a yellow card reader (see clause 6.8) at the station as you exit the compulsory ticket area. The deduction made at the start of your journey will be adjusted so that you only pay the advertised Oyster single fare for the journey made.

If you do not touch in at the start and touch out at the end of your journey, you may be charged more than the advertised Oyster single fare and our daily price capping promise will not apply. You may also be liable to a Penalty fare or you may be prosecuted.

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 4 hours for a longer distance journey on a Sunday or public holiday – go to [www.tfl.gov.uk](http://www.tfl.gov.uk) for full information. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit, you will be charged more than the Oyster single fare for your journey. If this happens, you will need to call the Oyster helpline so that they may, depending on the explanation given for the journey having taken longer than the appropriate time limit, refund any over-payment.

You must touch in and out your Oyster card in the same way for journeys from and/or to London Underground, London Overground or National Rail stations where you can pay as you go.

If you have on your Oyster card a valid season ticket which only covers the start or end of your journey, you can use pay as you go to pay for that part of your journey not covered by your season ticket provided that your journey starts and finishes at stations where pay as you go is available and that pay as you go is available throughout any part of your journey not covered by your season ticket. To ensure that you are charged the advertised Oyster single fare and that the daily price capping promise will apply, you must touch in at the start and touch out at the end of your London Underground, London Overground, DLR and/or National Rail journey where pay as you go is valid.

You are not allowed to start your journey if the balance on your Oyster card is less than the Oyster single fare for your journey. If you do so you may be liable to a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

### **6.8. Yellow card reader**

When you touch your Oyster card flat on the yellow card reader:



a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means your Oyster card has been accepted for travel. A red light, accompanied by two beeps, means your Oyster card has been rejected.

If a yellow card reader displays red light, or no light is displayed at all, it is not working. If this is the case, at a DLR station, you must use another yellow card reader that is working. If there are none working, you must speak to a passenger services agent on the train immediately on boarding. There is a passenger services agent on every train. An amber light normally means that the yellow card reader is ready to check your Oyster card.

You cannot validate your Oyster card by touching in or touching out on a yellow card reader located on a self-service ticket issuing machine.

### **6.9 Oyster route validator (pink card reader)**

Oyster route validators, which can be identified by a pink card reader:



are located at a number of interchange stations. If you pass an Oyster route validator when changing from one train to another, and you are using your Oyster card to pay as you go for any part of your journey, you must touch your card on the pink card reader to ensure you pay the appropriate Oyster single fare for the route you are taking.

You must still touch in on a yellow card reader (see clause 6.8.) at the start of your journey and touch out at the end to ensure you pay the correct Oyster single fare and avoid paying a maximum cash fare.

#### **6.10. Oyster daily price capping**

Although you may have reached an Oyster daily price capping rate, you must continue to touch your Oyster card on a yellow card reader on every journey: see clause 6.7.3 above.

If you do not do so, you may pay too much, be liable to pay a Penalty fare or be prosecuted.

Full information about Oyster daily price capping is available on [www.tfl.gov.uk](http://www.tfl.gov.uk) and is also outlined in separate publicity available at Oyster issuing outlets.

(Available from late November). Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap.

#### **6.11. Oyster cards available to visitors**

These Oyster cards are issued at our agents abroad and by selected agents in the UK who deal with high volumes of visitors. Special Terms and Conditions apply to these Oyster cards as follows:

- The card can only be used for to pay as you go
- A non-refundable £2 charge is applied when purchasing the card
- No deposit is applied when the card is issued
- The card cannot be registered/protected.

Specimen Oyster card issued to visitors:



From time to time different designs of card may be issued but with the same availability and validity.

**6.12. Data Protection.** If you have registered/protected your Oyster card, you agree to us holding information about you. Our Privacy Notice states:

Transport for London (TfL), its agents, and, if you use National Rail, the relevant Train Operating Company, and/or their agents will use the data you supply on the Information and Registration form (or Oyster photocard application form) and any related data you supply for the purposes of processing your application; supporting and administering the use of your Oyster card, to contact you about the use of your card, to detect and prevent ticketing fraud and for research.

We may, from time to time, share your data with the police and other law enforcement agencies for the prevention and/or detection of crime. We will also disclose your personal data when we are legally permitted to do so.

If you are aged under 18, your parent/guardian can also contact us and will be given the same information as we would give to you.

Any disclosure of information is dealt with on a case by case basis in line with guidelines issued by the Information Commissioner and the Association of Chief Police Officers.

## **7. Using tickets and travel concessions**

### **7.1. Printed tickets**

**7.1.1** If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a valid permit to travel, free concession or other authority to travel, valid and available for the whole of the journey you are making, you must have with you (a) printed ticket(s) which is/are valid and available for the whole of the journey you are making. You must use your printed ticket(s) in accordance with these conditions. All printed tickets remain our property and we may withdraw or cancel any printed ticket at any time. We will only do this for a good reason and, if we do, we will give you a receipt.

You must only buy printed tickets from an authorised outlet. If you buy a printed ticket from anyone else, it will be invalid and this may result in the ticket being withdrawn and the seller and/or you being prosecuted. If you have any doubts about whether a seller is an authorised outlet, go to [www.tfl.gov.uk](http://www.tfl.gov.uk) or call Travel Information Contact Centre.

When you have finished using your printed ticket, to avoid an unauthorised person from using it, you should hand it in to one of our staff or destroy it.

The single fare that you must pay at Docklands Light Railway stations for journeys on Docklands Light Railway and for through journeys to places served by other operators, is the fare from the station where your journey starts to the station/London Tramlink stop where your journey finishes.

If you do not pay the correct fare for the journey you are making, you will be liable to pay a Penalty fare (see Section 9) or you may be prosecuted (see Section 10).

**7.1.2. Use of printed tickets.** Our printed tickets can only be used by the person they were bought for. Tickets must not be resold or given away for further use. Doing this automatically invalidates them and is an offence under our Byelaws.

Some of our tickets and Oyster cards are available for travel on other companies' services. Information about this is shown in the tables on pages 24 to 28.

**7.1.3. Duty to show printed tickets.** You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whether or not we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a Penalty fare or you may be prosecuted.

**7.1.4. Platform tickets.** If you intend to go on into a Docklands Light Railway station compulsory ticket area, but not onto a train, and do not have a ticket that is valid and available for travel, you must buy a platform ticket. To do this on DLR, you must purchase the lowest child rate fare from the ticket machine. It cannot then be used for travel, unless you are entitled to make a journey for which this is the correct fare.

### **7.2. Using travel concessions**

If you are travelling free or at child-rate, our staff have the right to request proof of your age but will only do so where they have reasonable doubt about whether you are eligible for such travel.

Any season ticket you have must not expire later than the photocard which you are using it with.

### **7.2.1. Under 16 year olds**

For information about how to obtain a 5-10 or 11-15 Oyster photocard, see clause [5.3](#).

### **7.2.2. Docklands Light Railway**

**Under 5 years old.** Children under the age of 5 years can travel free at all times on Docklands Light Railway when they are with a ticket holder or someone using Oyster to pay as they go.

**Aged 5 and under 11 years old.** If accompanied by an adult, up to 4 children can travel free at all times. For this purpose, an adult can be any of the following:

- Persons aged 18 or over using any adult-rate ticket or when using Oyster to pay as you go at adult-rate
- Older person freedom pass holders (no additional ticket needed)
- Veterans Concessionary Scheme Oyster photocard holders aged 18 or over (no additional ticket needed).
- Disabled person freedom pass holders aged 18 or over (no additional ticket needed)
- New Deal photocard holders when holding a valid travel ticket or when using Oyster to pay as you go
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using Oyster to pay as you go.

Children aged 5 and under 11 years old travelling without an adult as defined above may travel free if holding a 5-10 Oyster photocard.

Under-14 or Child Oyster photocard holders may only travel free when accompanied by an adult as described above.

**Aged 11 to 15 years old.** You may buy and use child-rate single, return, Day and 3 Day Travelcards without the need for an 11-15 Oyster photocard.

If you hold an 11-15 Oyster photocard and have bought the appropriate season ticket or you have added pay as you go credit to your photocard, you can travel at child-rate on Docklands Light Railway.

If you have an 11-15 Oyster photocard; it can be used until the expiry date shown on the photocard, even if you have turned 16 years old, to buy child-rate Travelcard season tickets and to pay as you go at child-rate on Docklands Light Railway.

### **7.3. 16 and 17 year olds**

For information about how to obtain a 16+ Oyster photocard, see Section 5. Discounts for 16 and 17 year olds are also available to some 18 and 19 year olds, see Section 5

You can put pay as you go credit on your 16+ Oyster photocard and travel at 50% of the adult-rate and can buy and use child-rate Travelcard season tickets. For information go to [www.tfl.gov.uk](http://www.tfl.gov.uk) or see publicity available at ticket selling outlets.

#### **7.3.1 General**

Any season ticket you have must not expire later than the photocard which you are using it with.

**7.4. 18+ Student.** For information about how to obtain an 18+ Student Oyster photocard, see clause 5.5.

If you hold a valid 18+ Student Oyster photocard you can buy and use Student-rate season tickets. For information go to [www.tfl.gov.uk](http://www.tfl.gov.uk) and publicity available at ticket selling outlets.

Any Student-rate season ticket that you have must not expire later than the date your 18+ Student discount concession expires.

**7.5. New Deal tickets.**

For details of how to obtain a New Deal photocard, see clause 5.8.

If you hold a New Deal photocard, you can buy and use child-rate Docklands Light Railway cash single and return tickets, One Day and 3 Day Travelcards. If you also hold an Oyster card with the New Deal concession on it, you can buy and use child-rate Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. You can also pay as you go on Oyster at 50% of the adult-rate. You cannot buy Group Day tickets at a special rate. Any season ticket you have must not expire later than the photocard which you are using it with.

Any season ticket you have must not expire later than the photocard which you are using it with.

**7.6 Veterans Concessionary Travel Oyster photocards**

For information about how to obtain a Veterans Concessionary Oyster photocard, see clause 5.9.

If you hold a Veterans Concessionary Oyster photocard you can travel free at all times except\* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (\* restriction does not apply on the London Overground and National Rail services shown in Note A3 – See page 29).

**7.7. Paying for tickets and adding credit to your Oyster card.** Information about how you can pay for tickets and put pay as you go credit on your Oyster card can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk) and in publicity available at ticket selling outlets.

If you buy a ticket or add credit to your Oyster card with a cheque that is not honoured, the ticket or pay as you go facility will be invalid from the time it was issued or credit was put on your Oyster card. In such a case, we can charge you the appropriate full single fare for all journeys you make using the invalid ticket or Oyster card and we can prevent you from using it again.

**7.8.** If the Docklands Light Railway ticket machines are not working, you must approach the member of staff on boarding a train and they will be able to help you. There is a passenger services agent on every train.

If you have a problem using the ticket machines, ask for help from the first available member of our staff.

**7.9. Checking tickets and change.** When you buy a ticket, please check at once that it is the one you want and that you have been given the right change.

**7.10. Our ticket types and conditions.** Pages 24 to 28 give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, Student, New Deal tickets see clause 7.2 to 7.6. It is your responsibility to ensure you have the correct ticket or have validated your Oyster card correctly for the journey you are making.

As well as the ticket types shown in these Conditions of Carriage, we sell or issue some other types of ticket that are subject to special conditions that appear either on the ticket itself or in a leaflet describing them. Where these special conditions conflict from the ones shown in these Conditions of Carriage, the special conditions apply instead.

If we introduce new tickets, photocards, products or ticketing facilities while this version of the Conditions of Carriage is in force, we will publish information about them separately until we re-issue the Conditions of Carriage.

## Our ticket types and conditions

<b>Ticket type</b>	<b>Docklands Light Railway or London Underground single or return</b>	<b>Free travel on Docklands Light Railway for children aged 5 and under 11 years old</b>
Validity	<p>From the first train on the date of validity and before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	At all times.
Availability (see Note C)	<p>A single Docklands Light Railway, London Underground and/or London Tramlink journey from the station where it is bought to any station/London Tramlink stop within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are available for the same journey in reverse to any Docklands Light Railway or London Underground station where the fare value is the same or less. The journey must be made without leaving Docklands Light Railway or the London Underground at intermediate stations unless this is specifically mentioned.</p>	<p>On Docklands Light Railway.</p> <p>Travel is subject to the normal rules on availability of the ticket, freedom pass, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Can it be used on other Services?	<p>Yes - on Docklands Light Railway, London Underground, London Overground and London Tramlink services, and on the National Rail services shown in Note A1.</p>	<p>Yes - on Docklands Light Railway and London Overground services, and on the National Rail services shown in Note A1.</p> <p>Travel is subject to the normal rules on availability of the ticket, freedom pass, Veterans Concessionary Scheme Oyster photocard or Oyster pay as you go being used by the accompanying adult.</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be held.</p>
Extra conditions	<p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p>	<p>Available for up to four children aged 5 and under 11 years old when travelling with an adult and to children aged 5 and under 11 years old who hold a 5-10 Oyster photocard (excludes Under-14 photocards).</p>

Ticket type	Day Travelcard	3 Day Travelcard
Validity	<p>Anytime tickets - From 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p>	<p>Anytime tickets - From 0001 on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p>
Availability (see Note C)	<p><b>On London Underground, Docklands Light Railway and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between</p> <p><b>On buses</b> – unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> – unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p><b>On London Underground, Docklands Light Railway and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>
Can it be used on other services?	<p>Yes - on a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3<sup>rd</sup> off the cost of travel on most Riverboat services.</p>	<p>Yes - on a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3<sup>rd</sup> off the cost of travel on most Riverboat services.</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date required.</p>	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the start date.</p>

Ticket type	Travelcard season ticket
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.
Availability (see Note C)	<p><b>On London Underground, Docklands Light Railway and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On London Tramlink</b> - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>
Can it be used on other Services?	Yes - on a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3 <sup>rd</sup> off the cost of travel on most Riverboat services.
Adult photocard required?	<p>7 Day, monthly and longer period on an Oyster card – No.</p> <p>Printed 7 Day ticket available within Zones 1-9 - No.</p> <p>Printed 7 Day ticket available to a National Rail destination outside Zones 1-9 – Yes.</p> <p>Printed monthly and longer period ticket – Yes</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Where on an Oyster card, can be bought up to 30 days before the start date at London Underground stations and 7 days before at Oyster Ticket Stops and London Travel Information Centres.</p> <p>Where more than one Travelcard season ticket, covering the same date or dates of validity, is on an Oyster card, the zonal availability of any such Travelcard season ticket must cover adjacent zones at all times.</p> <p>Printed tickets can be bought up to 7 days before the start date.</p>

<b>Ticket type</b>	<b>Oyster to pay as you go</b>	<b>Freedom pass</b>
Validity	At all times.	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (* restriction does not apply on the London Overground and National Rail services shown in Note A3).
Availability (see Note C)	Cannot be used on special bus services but available on a small number of bus services in the outer London area - see <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> for details.	On all services shown in the booklet issued with freedom passes or in other notices about them.  Can also be used on some special bus services. Please check with the operator or with London Councils at <a href="http://www.freedompass.org">www.freedompass.org</a>
Can it be used on other services?	Yes - on London Overground and on the National Rail services as shown in Note A2.  It will also be available from late November to buy single tickets, some of which are specially discounted for pay as you go users, on Thames Clipper Commuter River boat services.	Yes – for details, see the booklet issued with freedom passes or go to <a href="http://www.freedompass.org/whentouse.htm">www.freedompass.org/whentouse.htm</a> .
Extra conditions	On DLR, passengers must touch their card on the reader at the start and finish of their journey. In case of difficulty, please contact the Passenger Services Agent immediately after you board the DLR Train.  (Available from late November) Tickets bought, using your pay as you go credit, for use on Thames Clipper Commuter River boat services, will not count towards any daily price cap (see clause 6.10.).	Is non-transferable from one person to another. It can only be used by the person whose name appears on the pass and on the accompanying Older person or Disabled person freedom pass photocard  If you move from the Greater London area your freedom pass must be surrendered to: FREEPOST FREEDOM PASS RETURNS.

<b>Ticket type</b>	<b>Veterans Concessionary Travel Scheme (VCTS) Oyster photocard</b>
Validity	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays (*

	restriction does not apply on the London Overground and National Rail services shown in Note A3).
Availability (see Note C)	Can also be used on some special bus services. Please check with the operator or go to <a href="http://www.tfl.gov.uk/fares">www.tfl.gov.uk/fares</a>
Can it be used on other services?	Yes – on a limited number of other operators' bus services within Greater London.
Extra conditions	Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.

## Notes

**A1** London Underground cash single tickets that only show a fare value or zones and London Underground Group Day tickets can also be used on the National Rail services shown below and, where applicable, within the specified zones.

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- Watford Junction to Clapham Junction (Southern service)
- Watford Junction to Euston (London Midland service)
- West Hampstead (Thameslink) to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip

You can also use these tickets on London Overground.

**A2** You can pay as you go on the National Rail services shown below:

- Amersham to Marylebone
- Balham to Victoria (Southern service)
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster/Rainham (Essex) to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- Watford Junction to Clapham Junction (Southern service)
- Watford Junction to Euston (London Midland service)
- West Drayton/Greenford to Paddington

- West Hampstead (Thameslink) to Elephant & Castle/London Bridge
- West Ruislip to Marylebone

A map showing where pay as you go can be used on National Rail can also be found at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**A3** Freedom passes can also be used between 0430 and 0930, as described in the table on page 27 on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)\*
- Harrow & Wealdstone to Euston
- Kentish Town to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip

\* Freedom pass and Veterans Concessionary Travel Oyster photocard holders can travel free at all times on London Overground services. On Southern services, holders of Disabled person freedom passes can travel free at all times; holders of Older person freedom passes can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

A map showing where freedom passes and Veterans Concessionary Travel Oyster photocards can be used on National Rail between 0430 and 0930 can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**B** For child-rate, Student and New Deal discount tickets, see clause 7.2. to 7.6.

**C** A map showing Docklands Light Railway (and London Underground and other railways') zones can be seen at every Docklands Light Railway station, together with a list of DLR local fares from that station. A map showing the zones also appears at [www.tfl.gov.uk](http://www.tfl.gov.uk)

## **8. Replacement and duplicate tickets and Oyster cards**

**8.1. Replacement printed tickets.** If your printed ticket is damaged or can no longer be read easily, or if it no longer works any ticket gates, we will replace it free of charge provided we can confirm that it is still valid. Printed tickets can be replaced at any London Underground station. If you bought your printed ticket from an Oyster Ticket Stop you must take it to a London Underground station to be replaced. We will not replace single or bus Saver tickets or tickets issued by London Overground or National Rail.

**8.2. Replacement Oyster cards.** If your Oyster card is damaged or will not work on our yellow or pink card readers we will replace it free of charge. You can ask us to do this at any London Underground station or by going to [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the Oyster helpline.

At London Underground stations, we will ask you to complete a Failed Oyster card form. In order to be able to issue your replacement card at once, we will ask you to provide details on this form about the season ticket(s) and/or pay as you go credit on the card. You will also need to provide proof of your address and a telephone number in case we need to contact you. This applies even if your Oyster card is registered/protected. Completion of the Failed Oyster card form does not mean that your replacement Oyster card is

registered/protected, this being dependent on whether your original Oyster card was registered/protected.

If we later find that there are errors in the information you have given, we may take action to correct the season ticket(s) and/or pay as you go credit on the replacement card as follows:

- If you have overestimated the remaining pay as you go credit on your replacement Oyster card you must pay any balance due to us. If you subsequently realise that you have underestimated the remaining pay as you go credit on your replacement Oyster card you will need to call the Oyster helpline. We will then refund the additional amount to you. However, where the value of the over or under estimation is less than £1 we will not require this payment or pay this refund.
- If you have overstated the availability and validity of the season ticket on your replacement Oyster card, you must pay any balance due to us to cover the additional availability and validity.
- If you subsequently realise that you have understated the availability and validity of the season ticket on your replacement Oyster card, you will need to call the Oyster helpline. We will take the following action:
  - ◆ If you have understated the period of validity by 7 days or less, we will make a refund, which will be assessed pro-rata to the cost of the original season ticket, for each lost day
  - ◆ If you have understated the availability and/or period of validity by more than 7 days, we will arrange for the season ticket to be exchanged

If we have reason to suspect that the information you have provided is deliberately false, we may stop you from using the replacement card and you may be prosecuted.

If your Oyster card fails twice in any 12 month period, we may write to you requesting details of the circumstances in which the Oyster card failed in order to help us to discover why this is happening.

If you ask to exchange your Oyster card by going to [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the Oyster helpline, you will have to give back your defective Oyster card once you have received your replacement card. We will let you know how to do this at the time you apply for your replacement Oyster card.

If we issue you with a replacement Oyster card with a season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

If your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession no longer works or is damaged, you can find information about what to do by going to [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the Oyster helpline.

**8.3. Duplicate printed tickets.** If you lose a monthly or longer period printed season ticket you must report this as soon as possible – see below on where to do this.

We issue duplicate printed season tickets at our discretion and you may have to pay an administration fee. In certain circumstances, we may ask you to provide additional information in writing or to attend an interview to discuss your application for a duplicate with us. We have the right to refuse the issue of a duplicate printed season ticket and if we do this we will inform you in writing of our reasons. We do not issue duplicates (or give refunds) for lost printed tickets that are valid for 7 days or less.

If you bought the season ticket at an Underground station, you can apply for a duplicate season ticket at any Underground station ticket office. You will need to buy printed tickets to travel whilst waiting for your duplicate season ticket to be issued. We will not make a refund for the period before you reported the loss of your printed season ticket or for the first five days after you did so. We will also not make a refund of any daily fares paid whilst waiting for your duplicate season ticket to be issued or if we do not agree to issue a duplicate. If you have to wait longer than five days from the time you report the loss of your season ticket, the details of which have been verified, to the issue of a duplicate season ticket, a refund, assessed pro-rata to the original cost of the missing season ticket will be made for each additional day over the five days. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers.

- Monthly and longer period printed season tickets (but not annuals):

We will issue only one duplicate of any one original printed season ticket. We will not normally issue more than two duplicates of separate printed season tickets, to the same customer within any period of twelve consecutive months.

- Annual printed season tickets:

We will only issue one duplicate of an original printed season ticket.

However, we will consider issuing a further duplicate printed season ticket if:

a) the original printed season ticket was returned to us within one month of you reporting the loss to us; or

b) the printed season ticket was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the original (or copy) documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the season ticket was stolen or destroyed by fire.

#### **8.4. Duplicate season ticket and/or pay as you go on an Oyster card.**

**Unregistered/Unprotected Oyster cards** - If you lose an Oyster card which has not been registered or protected with us, we will not issue a duplicate or make a refund of any season ticket or pay as you go credit on the Oyster card at the time of loss or make a refund of any additional fares paid following the loss.

**Registered and Protected Oyster cards** - If you lose your registered or protected Oyster card or it has been stolen, you must report this to us as soon as possible. You can do this by going to [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the Oyster helpline. You must provide us with your Oyster card number and the password used when you registered/protected your Oyster card. If you are unable to do so, the Oyster helpline who will do all that they can to assist you. Before we can stop your lost or stolen Oyster card we need to be able to verify your Oyster card number and password used when you registered/protected the card. The date and time of report of loss will be recorded as the time of verification of the card details. Only on completion of verification will we be able to prevent the lost/stolen card from being used. If you subsequently find/have returned to you your lost/stolen Oyster card, you must not start using it again. The Oyster card should be handed in at an Underground station ticket office or be posted to the Oyster helpline.

If you lose your Oyster photocard, smartcard issued by another organisation with Oyster capability or Oyster card with a reduced rate travel concession, or it has been stolen, you can find information about what to do by going to [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the appropriate helpline.

**Season tickets** – If your registered or protected Oyster card has an adult-rate season ticket which has six or more days remaining on it, we will issue you with a new Oyster card which will have included on it your duplicate season ticket. If the missing Oyster card also has pay as you go credit on it, this will also be included on the new Oyster card.

If your registered/protected Oyster card only has an adult-rate season ticket on it which has five or fewer days remaining on it, we will not normally issue a new Oyster card with a duplicate season ticket on it. Instead, we will refund the remaining value of the season ticket, less an administration fee that we charge for this service. The amount of the refund will be worked out from the date that you report your Oyster card missing, the details of which have been verified. If your missing Oyster card also has pay as you go credit on it, any credit remaining on the missing card will be refunded to you.

A refund is not payable of any deposit paid for the lost/stolen Oyster card.

If you lose your registered/protected Oyster card with an adult-rate season ticket on it, you will need to buy tickets to travel whilst waiting for your new Oyster card with duplicate season ticket on it to be issued. If you have to wait longer than five days from the time you report the loss of your Oyster card, the details of which have been verified, to the issue of a new Oyster card with duplicate season ticket on it, a refund assessed pro-rata to the original cost of the missing season ticket, will be made for each additional day over the five days. Any such claim must be made within 28 days of the date your new Oyster card is received. Claims cannot be made after this time. You will need to provide proof that you bought tickets on each additional day when you apply for a refund so keep the tickets or a record of their serial numbers. We do not refund the value of any daily fares paid and will not make a refund for the period before you reported the loss of your Oyster card and have verified the details or if we do not agree to issue a new Oyster card with duplicate season ticket on it.

If your registered/protected Oyster card with an adult-rate season ticket on it is stolen or destroyed by fire, you will need to buy tickets to travel whilst waiting for your new Oyster card and duplicate season ticket to be issued. You will need to provide proof that the Oyster card was stolen or destroyed either in the form of documentation/a letter from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire. We will then refund the additional fares paid where they are covered by the availability of your season ticket. Any such claim must be made within 28 days of the date your new Oyster card with duplicate season ticket on it is received. Claims cannot be made after this time. You will need to provide proof that you bought tickets when you apply for a refund so keep the tickets or a record of their serial numbers. We will not make a refund for the period before you reported the theft or destruction of your Oyster card and have verified the details or if we do not agree to issue a duplicate.

We will not normally issue more than three new Oyster cards with duplicate season ticket and/or pay as you go credit or make a refund more than three times to the same customer within any period of twelve months.

However, we will consider issuing a further new Oyster card with a duplicate season ticket and/or pay as you go credit or making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference

number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we will ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

If we issue you with a new Oyster card with a duplicate season ticket on it and the original season ticket was issued under National Rail's Conditions of Carriage, then these Conditions of Carriage will apply subject to you not suffering any loss as a result of this.

**Pay as you go credit-** If your registered or protected Oyster card only has pay as you go credit on it, we may issue you with a new Oyster card which will have included on it your pay as you go credit. Alternatively, we may not issue a new Oyster card. Instead, we may refund the remaining pay as you go credit on your Oyster card, less an administration fee that we charge for this service. Any refund will be worked out from the date that your report of loss has been verified.

We will not normally make such a refund more than three times to the same customer within any period of twelve months.

However, we will consider making a further refund if:

- a) the original registered/protected Oyster card was returned to us within one month of you reporting the loss to us; or
- b) the registered/protected Oyster card was stolen or destroyed by fire, the Police or fire service was immediately notified and they can confirm the facts. You will need to provide proof either in the form of the documentation from the Police quoting the crime reference number, a letter from the fire service or a letter from an independent third party confirming that the Oyster card was stolen or destroyed by fire.

A refund is not payable of any deposit paid for the lost/stolen Oyster card or of the value of any daily fares paid.

If you lose your registered/protected Oyster card more than three times in any period of twelve consecutive months, we will ask you to provide additional information in writing or to attend an interview to discuss your application for a refund with us. We have the right to refuse to issue a new Oyster card with a duplicate season ticket and/or pay as you go credit or to make a refund. Where we issue a new Oyster card with a duplicate season ticket and/or pay as you go credit you may have to pay a charge.

## **9. Ticket-less travel and Penalty fares**

### **9.1.**

A Penalty fare of £50 applies on Docklands Light Railway. This is reduced to £25 if paid within 21 days of the date following issue of the Penalty fare notice.

If you are issued with a Penalty fare, the Appeals process is outlined on the Penalty fares notice issued at the time (see Section 2 for Docklands Light Railway Appeals office address).

If you are travelling on Docklands Light Railway without:

- a ticket that is valid and available for the journey you are making
- an Oyster card containing a valid season ticket
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey
- a valid 11-15 Oyster photocard if you are aged 11 to 15
- a valid 16+ Oyster photocard if you are aged 16 or 17 (and if eligible 18 or 19)

and we believe that you are trying to avoid paying the correct fare, you may be issued with a Penalty fare or may be prosecuted (see section 10).

**9.2. Docklands Light Railway.** If you are in a compulsory ticket area you must have a ticket or Oyster card that is valid and available for the whole of the journey you are making. If you are not making a journey and you do not hold a ticket or Oyster card that is both valid and available for travel you must buy a Platform ticket. Otherwise you will be liable to pay a Penalty fare or you may be prosecuted (see section 10).

If you are using Oyster to pay as you go and you cannot produce, on request, your Oyster card containing a record of the start of your journey, you will be liable to pay a Penalty fare or you may be prosecuted (see Section 10 below).

## 10. Suspected fare evasion and prosecutions

**10.1.** If you are travelling on any DLR train without either:

- a ticket that is valid and available for the journey you are making
- an Oyster card containing a valid season ticket or
- a validated Oyster card, when you are paying as you go, showing a record of the start of your journey

and we believe that you are trying to avoid paying the correct fare, you may be prosecuted. If the court finds you guilty you may be asked to pay a fine of up to £1000 and you may also be liable to three months imprisonment.

**10.2.** If we believe that you have used or tried to use any ticket or Oyster card to defraud us we may cancel and not re-issue it. If this happens, we will not give you a refund of the remaining value of the ticket, or refund any credit or deposit paid for the Oyster card.

**10.3.** If we believe that your ticket or Oyster card (or your photocard) has been tampered with we may withdraw it. If this happens, we will not replace it or give you a refund of the remaining value. If your ticket or Oyster card (or your photocard) is damaged to such an extent that it cannot be read or will not work on our yellow or pink card readers, we will withdraw it but may, at our discretion, replace it. In either case you must hand over the ticket or Oyster card and/or photocard if we ask you to do so.

## 11. Refunds on tickets and compensation

**11.1.** Our policy for paying refunds on tickets and our compensation policy is outlined in the table on pages 36 & 37.

**11.2.** If we or our contractors fail to run the Docklands Light Railway services we have advertised or if there are delays to those services, we will not compensate you for any losses you may suffer as a result, except in the circumstances and in the ways as set out in the table on pages 36 & 37.

**11.3.** Docklands Light Railway's Customer Charter does not offer refunds if its services are disrupted by strike action. If this happens, special rules for claiming ticket extensions or refunds may apply. These special rules will be advertised at the time.

**11.4. Season ticket refunds.** We will normally refund the remaining value of a season ticket that you no longer need provided that as soon as you stop using it you immediately return it to us or ask us to cancel it on your Oyster card. The amount of the refund will be worked out from that date. For information about how to apply for a season ticket refund see the information on pages 36 & 37.

**11.5.** We will work out your refund by taking away from the cost of the season ticket you bought, one fifth of the 7 Day rate for each day of use and/or the cost of the cheapest equivalent ticket (or tickets) for the length of time you actually used it, plus an administration charge we make for this service. This means that the amount that we pay back will not usually be in direct proportion to the cost of the season ticket, and if it is near to its expiry date when you return it, there may be no refund due.

**11.6.** Refunds will not include any days when you did not use your season ticket before you returned it to us or had it cancelled.

However, if you are ill and cannot immediately return your season ticket to us/have it cancelled on your Oyster card, and if you provide a medical certificate or some other proof (such as a letter from your employer, on their headed paper) confirming the start date of your illness and that you were ill continuously from that date until the date of return/cancellation of your ticket, we will back date your refund as follows:

- if your season ticket is returned to us or cancelled within six weeks after the start of your illness, we will then work out your refund from the start of your illness
- if your season ticket is returned to us or cancelled more than six weeks after the start of your illness, we will work out your refund on the basis of your season ticket having last been used six weeks prior to the surrender/cancellation date.

You must not re-use your season ticket after the end of your illness if you intend to claim a refund. Instead you must buy a new ticket when you start travelling again. If you do use your season ticket again, we will not give you a refund.

**11.7.** We will not normally give you a refund for a duplicate printed ticket that you no longer need, unless the original printed ticket was found and returned to us within one month of the date you reported it lost. If, however, you stop using a duplicate printed ticket for a reason such as redundancy, long term personal illness or pregnancy, we will consider making a refund if you can give us satisfactory proof.

If your season ticket is on a registered/protected Oyster card, this does not apply and a refund will be made in accordance with clause 11.5 to clause 11.7 above. If you paid a deposit for your Oyster card, we will not refund it if you no longer need your duplicate Oyster card.

We will not give you a refund for a season ticket or pay as you go credit on an unregistered/unprotected Oyster card which has been lost or has been stolen.

## Docklands Light Railway ticket refund and compensation policy

If this happens	We will...	What to do next...
<p>You make your journey but are delayed (or cannot complete it) for reasons within our control.</p> <p>This does not include any delay incurred as a result of strike action (see clause 11.3)</p>	<p>give compensation to the value of the fare for the single journey you were making, if the delay is more than 15 minutes or as set out in the latest Docklands Light Railway Customer Charter.</p>	<p>Check whether the delay you suffered qualifies under the terms of the latest DLR Customer Charter. If it does, apply online at <a href="http://www.dlr.co.uk">www.dlr.co.uk</a> for a Customer Charter refund. Alternatively, get a Customer Charter refund form from Tower Gateway, Bank, Cutty Sark for Maritime Greenwich, Island Gardens. London City Airport or Canary Wharf stations, complete it, and send it by Freepost to the DLR Customer Service Centre.</p>
<p>You make your journey but are delayed for reasons outside our control.</p> <p>This does not include any delay incurred as a result of planned engineering works.</p>	<p>give no compensation.</p>	<p>Contact the DLR Customer Service Centre if you have any suggestions about how we could have handled the situation better.</p>
<p>You have:</p> <ul style="list-style-type: none"> <li>• bought a ticket</li> <li>• (if paying as you go): touched your Oyster card on the card reader</li> </ul> <p>but are unable to start your journey because of service disruption.</p>	<p>give you a full and immediate cash refund of the fare you have paid if you hold a single or return ticket.</p> <p>if paying as you go, credit your Oyster card with the amount paid – this will generally be paid the following day.</p>	<p>Send in your ticket straight away by Freepost to the DLR Customer Services Centre, Freepost EDO 5793, London E14 0BR.</p>
	<p>consider a request for a refund for the length of time we provide no service, if you hold any other type of ticket.</p>	<p>Write to DLR Customer Services explaining the circumstances and enclosing the ticket or its details, including all the numbers on it.</p>
<p>You have bought a single or return ticket but have not used it for reasons other than service disruption.</p>	<p>consider a request for refund on a single or return ticket</p>	<p>Send in your ticket straight away by Freepost to the DLR Customer Services Centre, Freepost EDO 5793, London E14 0BR.</p>
<p>You have bought a single or return ticket but have only partially used it for reasons</p>	<p>not give a refund on partially used single or return ticket</p>	

other than service disruption.		
You forget to bring your 5-10 Oyster photocard with free travel concession with you and are not travelling with an adult.	not give a refund of any additional fares paid.	

## **12. Luggage and possessions**

### **12.1. General**

**12.1.1.** For safety reasons, and for the comfort of other passengers, we have to control what you can bring with you onto our trains and property, although we do not charge you for the things we allow. If you have luggage or a folding buggy/pushchair, or a shopping trolley or folding bicycle you must not put it on the seats or allow it to block gangways, stairs, lifts or passages.

**12.1.2.** You may bring with you:

- personal luggage that you are able to carry yourself (including up/down fixed stairways)
- folding buggies and pushchairs that you are able to carry yourself (including up/down fixed stairways)
- folding bicycles
- any other item, provided it is not dangerous or likely to injure anyone

**12.1.3.** You must not bring with you anything:

- that is more than 2 metres long
- that you are unable to carry yourself (including up/down fixed stairways)
- that is a hazardous or inflammable substance
- that is likely to cause injury or offence to other customers or to our staff
- that is likely to cause damage to buses, trains or stations.

**12.1.4.** Bicycles are not permitted on DLR trains or stations (except folding bicycles when folded – see clause 12.1.2 above)

**12.1.5.** Staff can refuse permission for you to take any item onto our services. If you are not sure if a particular item will be allowed, contact the Travel Information Contact Centre for advice before you travel.

**12.1.6.** Please keep your luggage and possessions with you at all times. Unattended property is a security risk and can cause unnecessary delays to services. It will be removed by our staff, and may be destroyed by the Police. We have the right to prevent you from bringing anything onto buses, trains and property if we believe it may create a security risk.

## **13. Access and carriage of passengers in wheelchairs, buggies and pushchairs**

**13.1.** We want to make travel on Docklands Light Railway services easier for everyone, including disabled customers and those with young children or buggies and pushchairs.

**13.2.1.** DLR is fully accessible with lifts and ramps and same level access between platforms and trains. If you have a mobility impairment and would like information about whether particular Docklands Light Railway or London Underground stations or trains are accessible, go to [www.tfl.gov.uk](http://www.tfl.gov.uk) or contact London Travel Information.

**13.2.2.** It is unsafe to use an escalator while seated in a wheelchair and you are not allowed to do so.

**13.2.3.** If you need assistance when travelling on Docklands Light Railway, ask a member of staff who will assist you if they are able to and it is safe to do so.

## 14. Animals

**14.1.** You can bring an assistance dog with you without charge. You can also take with you without charge any other dog or inoffensive animal, unless there is a good reason for us to refuse it (such as if the animal seems dangerous or is likely to upset other customers). You must keep it under control on a lead or in a suitable container, and must not allow it on a seat. Staff are not allowed to take charge of any animal.

**14.2.** If you bring an animal with you, for safety reasons you must carry it on moving escalators or through automatic ticket gates. If you have an assistance dog, you must ask a member of staff to open the manual gate to allow you to enter or leave a station with automatic gates. In certain London Underground stations there are special wide automatic gates, which can be used instead of the manual gate. If there is a moving escalator and no staircase or lift, a member of our staff (where available) will stop the escalator to allow your dog to travel on it when it is safe to do so (generally outside the rush hours and when the station is not busy).

## 15. Lost property

**15.1.** How we handle lost property is laid down in the London Transport Act 1982.

**15.2.** If you find any lost property on our trains or stations, please tell a member of staff immediately.

**15.3.** If you have lost something on the Docklands Light Railway, you can complete an enquiry form on [www.tfl.gov.uk](http://www.tfl.gov.uk), telephone 0845 330 9882, or write to, fax, or visit our Lost Property Office. Alternatively, you can ask for a lost property form at a London Underground station ticket office or London Travel Information Centre. Our Lost Property Office is at 200 Baker Street, London NW1 5RZ and open from 0830 to 1600 on Mondays to Fridays (except public holidays). Please wait at least three working days before you contact the Lost Property Office, to allow time for lost items to be sent to them. Further information about the Lost Property Office can be found on [www.tfl.gov.uk](http://www.tfl.gov.uk)

**15.4.** We make a charge for the return of lost property.

## 16. Bicycle stands

**16.1. Bicycle stands.** Some Docklands Light Railway stations have facilities where bicycles can be left free of charge at owner's risk. We do not carry full size bicycles - 12.1 above.