

# Travel discounts for children, teenagers and students

From April 2009



## Get the best deal

There are great travel concessions for children, teenagers and students using bus, Tube, tram, DLR, London Overground and some National Rail services within Greater London. So if you are travelling alone or are accompanied by an adult, read on to find out the best deal for you.

And remember to plan ahead! If you or a dependant are about to celebrate a birthday, find out if you need a new Oyster photocard to continue getting the best possible travel deal.



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## Travel for Under-11s

	Under 5s	5-10 year olds
Buses & trams	FREE	FREE
Tube, DLR & London Overground	FREE	FREE

### Travel for Under-5s

Accompanied children under 5 can travel free anywhere at any time on bus, Tube, tram, DLR and London Overground services. It's that easy.

## Travel for 5-10 year olds

- Buses and trams

Children aged 5-10 can travel free anywhere at any time without a ticket or Oyster photocard – great news!

- Tube, DLR and London Overground.

Up to four children accompanying an adult can travel free anywhere at any time without a ticket or an Oyster photocard, which adds up to an excellent money saving deal if you're travelling together as a group.

**The accompanying adult must hold a valid ticket, validated Oyster card, freedom pass or Veterans Concessionary Travel Scheme Oyster photocard.**

Please ask a member of staff to let your group through the gate. If using an Oyster card, the adult(s) must touch in and touch out as normal. Children aged 5-10 can travel free anywhere at any time on Tube, DLR and London Overground service without an accompanying adult if they use a 5-10 Oyster photocard. If they have an Under-14 or Child Oyster photocard, they will be charged a child-rate Oyster single fare if they use it. They need to exchange it for a 5-10 Oyster photocard to get free travel.

## When 5-10 year olds need to get a 5-10 Oyster photocard

- To travel free anywhere at any time on Tube, DLR and London Overground services when not accompanied by an adult
- To buy and use a Travelcard season ticket on National Rail services in London. (They can also use a National Rail Child photocard for this purpose if their Travelcard season ticket was bought from a National Rail station and issued on paper)
- If the child is under 11 but looks older, they will need to get a 5-10 Oyster photocard to be able to travel free on bus, Tube, tram, DLR and London Overground services.

## When 5-10 year olds do not need to get an Oyster photocard

- To travel free anywhere at any time on Tube, DLR and London Overground services when accompanied by an adult with a valid ticket, validated Oyster card, freedom pass or Veterans Concessionary Travel Scheme Oyster photocard
- To travel free anywhere at any time on buses and trams
- To buy child-rate cash single or return tickets, Day and 3 Day Travelcards.

Child and Under-14 Oyster photocard are no longer issued but if your child has one they can still use it to purchase season tickets for use on National Rail.

## How to get your child's 5-10 Oyster photocard

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

Application for your child's first 5-10 Oyster photocard must be made at a Post Office<sup>®</sup> branch. You will need to take:

- A completed application form
- Either a valid passport, an ID card from a European Economic Area (EEA) country or a birth certificate for your child\*
- A passport-sized photograph of your child with their name printed on the back.

The application may take up to two weeks to be processed.

## While you wait for your 5-10 Oyster photocard

If accompanied by an adult holding a valid ticket, validated Oyster card, freedom pass or a Veterans Concessionary Travel Scheme Oyster photocard, your child does not need a ticket or Oyster photocard to travel free on Tube, DLR and London Overground services. If your child wants to travel without an adult, they can buy child-rate cash single and return tickets, Day and 3 Day Travelcards without an Oyster photocard. Tickets bought while waiting for the photocard will not be reimbursed.

\*Your child's school can validate their date of birth if you do not have one of these documents.

### Is your child turning 11 soon?

Read on to find out what further travel concessions your child can get.

## Travel for 11-15 year olds

### Buses & trams

FREE

### Tube, DLR & London Overground

- Child-rate Oyster single fares and child-rate Travelcard season tickets with an Oyster photocard
- Unlimited travel for the whole day in Zones 1-6 for £1 when using your Oyster photocard to pay as you go
- Travel Off-Peak for a quid! (see page 8)
- Child-rate cash single and return tickets, Day and 3 Day Travelcards.

### Free travel on London's buses and trams

You need a valid Oyster photocard (Child, 11-15, Under-14 or 14-15) to travel free anywhere at any time on buses and trams. If you do not have one, you must pay the adult cash fare for each journey you make on buses and trams or buy an adult-rate One Day Bus & Tram Pass or a child-rate Day or 3 Day Travelcard.

### When you need to get an 11-15 year Oyster photocard

- To travel free on buses and trams
- To pay as you go on Tube, DLR and London Overground services at child-rate
- To get £1 unlimited Off-Peak travel in Zones 1-9 and unlimited travel in Zones 1-6 for the whole day on Tube, DLR and London Overground services when using an Oyster photocard to pay as you go
- To buy and use a Travelcard season ticket (also valid on National Rail).

## When you do not need to get an 11-15 Oyster photocard

- To buy child-rate cash single and return tickets, Day and 3 Day Travelcards
- If you have a valid Child, Under-14 or 14-15 Oyster photocard you can continue to use it in the same way as an 11-15 Oyster photo card until it expires.

## Tube, DLR and London Overground services

### Travel Off-Peak for a quid!

If you're aged 11-15 and using your Oyster photocard to pay as you go, you can have unlimited travel all day in Zones 1-6 and Off-Peak in Zones 1-9 for £1.

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

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

## How to get your 11-15 Oyster photocard

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

Application for your first Oyster photocard must be made at a Post Office<sup>®</sup> branch. You will need to take:

- A completed application form
- Either a valid passport, an ID card from a European Economic Area (EEA) country or a birth certificate\*
- A passport-sized photograph with your name printed on the back.

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

The application may take up to two weeks to be processed.

You can apply for an 11-15 Oyster photocard if you are 16 as long as you were under 16 on 31 August before the start of the current academic year.



## While you wait for your 11-15 Oyster photocard

You can buy child-rate cash single and return tickets for Tube, DLR and London Overground services, and Day and 3 Day Travelcards without an Oyster photocard. Tickets bought while waiting for your photocard will not be reimbursed.

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

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



## Are you 16 and your current Oyster photocard is expiring soon?

Read on to find out what further travel concessions you can get.

\*For BT residential customers, calls to the helpline will cost no more than 3.5p per minute, (current at April 2009). The price on non-BT phone lines may be different.

## Travel for 16-19 year olds

16-19 year olds in qualifying full-time education or training, living in London	All 16-17 year olds
<b>Buses &amp; trams</b>	
FREE	Half adult-rate Oyster single fares and Bus & Tram Pass season tickets. Child-rate Travelcard season tickets
<b>Tube, DLR &amp; London Overground</b>	
Half adult-rate Oyster single fares Child-rate Travelcard season tickets	

### FREE travel on London's buses and trams

You can get free travel on buses and trams if:

- You were aged 16-18 on 31 August before the start of the current academic year AND
- You are in full-time education\*\* AND
- You live in a London borough.

\*\*For full details of our definition of qualifying full-time education and work-based learning schemes, visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares) or pick up a 16+ Oyster photocard application form.

If you are 16 or 17 but don't qualify for free bus and tram travel, you can still get half adult-rate Oyster single fares when you pay as you go and buy half adult-rate Bus & Tram Pass season tickets and child-rate Travelcard season tickets with a 16+ Oyster photocard.

To take advantage of these fantastic savings, you will need to apply for a 16+ Oyster photocard.

## When you need to get a 16+ Oyster photocard

- To get free travel on buses and trams (provided you meet the qualifying criteria set out on page 11)
- To get half adult-rate Oyster single fares when you pay as you go on buses and trams, if you do not qualify for free travel
- To get half adult-rate Oyster single fares when you pay as you go on Tube, DLR, London Overground and participating National Rail services
- To get half adult-rate 7 Day, Monthly and longer period Bus & Tram Pass season tickets, if you do not qualify for free travel
- To get child-rate 7 Day, Monthly and longer period Travelcard season tickets (also valid on National Rail).



## How to get your 16+ Oyster photocard

Application forms are available from Post Offices<sup>®</sup> in Greater London and areas just beyond the London borough boundaries that are served by the bus, Tube and London Overground networks. Applications for your first 16+ Oyster photocard must be made at a Post Office<sup>®</sup> branch. You will need to take:

- A completed application form
- Either a valid passport, an ID card from a European Economic Area (EEA) country or a birth certificate
- A passport-sized photograph with your name printed on the back.

If you are applying for free bus and tram travel, you must also:

- Get your school or college to validate your application form
- Take proof that you live within a London borough, such as a utility bill, council tax bill or driving licence (mobile phone bills are not accepted). These can be in your parent/guardian's name, but must be for the same address as your application.

The application form may take up to two weeks to be processed.

## While you wait for your 16+ Oyster photocard

**Your application form and Post Office® receipt cannot be used to get free travel, half adult-rate Bus & Tram Pass season tickets or child-rate Travelcard season tickets.**

You can continue to use an existing 11-15, 14-15 or Child Oyster photocard until the expiry date on the front of the card.

If you have an existing 16+ Oyster photocard you can use it for free travel on buses and trams until the expiry date on the front of the photocard. If your free travel has expired, you can continue to use your 16+ Oyster photocard to get half adult-rate Oyster single fares when you pay as you go, half adult-rate Bus & Tram Pass season tickets and child-rate Travelcard season tickets until the expiry date on the back of the card.

If you do not have an existing Oyster photocard, you will need to pay adult fares while your application is processed. Tickets bought whilst waiting for your photocard will not be reimbursed.

If your 16+ Oyster photocard doesn't arrive within two weeks **please call 0845 330 9876\***, quoting your application reference number.

### **Are you thinking of continuing your studies in London?**

Read on to find out what further travel concessions you can get.

\*For BT residential customers, calls to the helpline will cost no more than 3.5p per minute, (current at April 2009). The price on non-BT phone lines may be different.

## Travel for 18+ Students

### Buses and trams

30% off Travelcard and Bus & Tram Pass season tickets

### Tube, DLR and London Overground

- 30% off Travelcard season tickets

18+ Student Oyster photocard are available to students who are aged 18 and over and who are attending a full-time course (and in certain circumstances a part-time course) at universities, colleges and schools, which are registered on the TfL 18+ Student Oyster photocard scheme.

### When you need an 18+ Student Oyster photocard

To get 30% off adult-rate Travelcard (also valid on National Rail) and Bus & Tram Pass season tickets. If you travel regularly to and from university/college, it's the cheaper way to travel.

Students only using Oyster pay as you go do not need the 18+ Student Oyster photocard and should get a standard adult Oyster card.

For more information on the 18+ Student Oyster photocard visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

## How to get your 18+ Student Oyster photocard

Go to [tfl.gov.uk/photocard](https://tfl.gov.uk/photocard) to see if your university/college/school accepts online applications. This is the quickest and easiest way to apply.

To apply online you will need:

- Your enrolment number
- Your course dates if you are enrolled on a course of a year or less or a course that is not a standard academic year (i.e. not starting in September/October)
- A digital photograph
- A debit or credit card to pay the £5 application fee.

If you are unable to apply online, you will need to get an application form from your education establishment.

The application may take up to two weeks to be processed.

For more information, visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares) or call our helpline on **0845 330 9876\*** (from 0800 to 2000 daily).

## While you wait for your 18+ Student Oyster photocard

You will need to pay adult fares until you receive your 18+ Student Oyster photocard. Tickets bought while waiting for your photocard will not be reimbursed.

If your 18+ Student Oyster photocard doesn't arrive within two weeks please call **0845 330 9876\*** quoting your application reference number.

## Using Oyster photocard

### Adding season tickets or credit to pay as you go to your Oyster photocard.

Before you can travel, you need to add credit to pay as you go or add a season ticket to your Oyster photocard, except when you are only using the free travel concession. You can do this at:

- Oyster Ticket Stops
- Tube and London Overground Station touch screen ticket machines and at ticket offices
- Selected DLR stations at touch screen ticket machines and information points
- Travel Information Centres
- Some National Rail station ticket offices.

After this, you can top-up your credit to pay as you go or add a further season ticket at any time, provided your Oyster photocard is still valid. You can only get a season ticket that will expire on or before your concession expiry date.



\*For BT residential customers, calls to the helpline will cost no more than 3.5p per minute, (current at April 2009). The price on non-BT phone lines may be different.

# Pay as you go with Oyster on National Rail

You can use your Oyster photocard to pay as you go on some National Rail services:

- Amersham to Marylebone
- 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)
- West Drayton/Greenford to Paddington
- West Hampstead (Thameslink) to Moorgate/Elephant & Castle/London Bridge
- West Ruislip to Marylebone.

The list of routes where pay as you go is valid is continually being extended. Check [tfl.gov.uk/fares](https://tfl.gov.uk/fares) or with the train operating company you will use before travelling to ensure that pay as you go is accepted.



## Correct use of your Oyster photocard

- If you travel without a valid ticket on your Oyster photocard, have not **touched in** on the yellow reader or do not have a valid Oyster photocard for free travel where required, you may be charged a Penalty fare or be prosecuted
- Take care of your Oyster photocard and do not bend it
- Don't tamper with or deface your Oyster photocard - if you do you may lose your travel concession
- If you are aged 11-15 and do not use your Oyster photocard you will have to pay the full adult fare on London's buses and trams unless you hold a valid child-rate, Day or 3 Day Travelcard
- If you do not use your 16+ Oyster photocard or 18+ Student Oyster photocard, you will have to pay the full adult fare
- If you hold a Child, 11-15, Under-14 or 14-15 Oyster photocard and do not follow the Behaviour Code (detailed on page 22), your free travel concession may be withdrawn
- If you hold a 16+ Oyster photocard and do not follow the Behaviour Code (detailed on page 22), your Oyster photocard and concessionary travel may be withdrawn permanently
- You can top-up your Oyster card at Oyster Ticket Stops, Tube and London Overground station touch screen ticket machines and ticket offices, Travel Information Centres, some National Rail station ticket offices and selected DLR stations. For further details visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

### Oyster on buses

Always touch in on the yellow reader when boarding a bus.

### Oyster on trams

Always touch in on the yellow reader on the platform before boarding the tram.



### Oyster on Tube, DLR, London Overground and National Rail

Always touch in on the yellow reader at the start and touch out at the end of your journey.

#### Touch in touch out

Always make sure you get a green light when you touch in or out accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard). Should you get a red light please touch your photocard on the yellow reader again and if still not accepted please seek advice. If your photocard is not accepted you may be asked to pay the cash fare. If the station or stop is unstaffed please purchase a cash single fare for travel and contact the Oyster helpline on **0845 330 9876\***.

#### If you use the tram to or from Wimbledon

If you travel by tram to Wimbledon, always touch in at the start of your journey and touch out at the station gates when leaving the station. Do not use the yellow reader on the manual gate when you exit. When travelling by tram **from Wimbledon**, always touch in at the station gates and again at the yellow reader on the tram platform before boarding.

If you have been charged incorrectly you can apply for a refund by calling the Oyster helpline on **0845 330 9876\*** (from 0800 to 2000 daily).

## What to do if your Oyster photocard is lost or stolen

### Under-18s

If your Oyster photocard is lost or stolen you must apply online for a duplicate photocard at [tfl.gov.uk/photocard](http://tfl.gov.uk/photocard) (you need your old photocard number or reference number from your last application form) or by calling **0845 331 9872**<sup>†</sup>. Your old card will be cancelled on receipt of your application. A £10 duplicate card fee applies.

### 18+ Student

If your **18+ Oyster photocard** is lost or stolen, you can apply for a duplicate photocard as above. A £5 duplicate card fee applies.

## What to do if your Oyster photocard fails

If you have a persistent problem with your Oyster photocard or it stops working please contact us on **0845 330 9876**<sup>\*</sup>. Replacements for failed Oyster photocards are issued free of charge.

If your 5-10, 11-15, 16+, Under-14 or Child Oyster photocard has been in use for more than two years and the picture or your name has become worn due to wear and tear you can apply for a free replacement photocard. You can do this by calling **0845 330 9876**<sup>\*</sup>.

<sup>\*</sup>For BT residential customers, calls to the helpline will cost no more than 3.5p per minute, (current at April 2009). The price on non-BT phone lines may be different.

<sup>†</sup>Calls from BT landlines will be charged with a minimum fee of 5.9p and then up to 4p per minute (current at April 2009). Mobile and other network costs may vary.

## The Behaviour Code

The Behaviour Code applies to all holders of Child, 11-15, Under-14, 14-15 or 16+ Oyster photocard, but not to 18+ Student 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 Oyster photocard and travel concession may be withdrawn if we believe that you have behaved in an antisocial way.**

**Antisocial behaviour includes, but is not limited to:**

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

## Frequently asked questions

### **How long do Oyster photocard applications take?**

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

### **I have a Travelcard and I want to take a mixed age group of children on the Tube, DLR and London Overground. What is the best ticket for them?**

If you have a Travelcard you can take up to four under-11s on Tube, DLR and London Overground services for free at any time and up to four 11-15 year olds for £1 each (Zones 1-9 Day Travelcard) during the Off-Peak.

### **Where is my nearest Oyster Ticket Stop?**

To find your nearest Oyster Ticket Stop visit [tfl.gov.uk/fares](https://tfl.gov.uk/fares)

### **I have a Child, Under-14 or 14-15 Oyster photocard, will I still be able to use it?**

Yes - until its expiry date, except 5-10 year olds cannot use Child or Under-14 Oyster photocards for free unaccompanied travel on Tube, DLR and London Overground services.

### **I am currently on the 16+ photocard scheme but my free travel expires soon. What do I do?**

If you're 16-18, live in a London borough and are in qualifying full-time education or training, you're eligible for free travel on buses and trams with a 16+ Oyster photocard. You need to renew your free travel by applying on or after 1 September at the start of each academic year. If you are no longer in full-time education you can use your existing 16+ Oyster photocard to get half adult-rate Oyster single fares when you pay as you go, half adult-rate 7 Day, Monthly and longer period Bus & Tram Pass season tickets and child-rate 7 Day, Monthly and longer period Travelcard season tickets until the expiry date printed on the back of it.

For information on the School Party Travel scheme visit [tfl.gov.uk/schoolparty](http://tfl.gov.uk/schoolparty) or call **0845 330 9876\***

### More Help

For further information, call the Oyster helpline **0845 330 9876\*** (open 0800 to 2000 daily) or visit [tfl.gov.uk/zip](http://tfl.gov.uk/zip)

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All information correct at time of going to press. For the most up to date information, please visit [tfl.gov.uk/zip](http://tfl.gov.uk/zip)

Website

[tfl.gov.uk/zip](http://tfl.gov.uk/zip)

Oyster helpline number

**0845 330 9876**

\*For BT residential customers, calls to the Oyster helpline will cost no more than 3.5p per minute, (current at April 2009). The price on non-BT phone lines may be different.