

# London Tramlink

## Conditions of Travel



**2<sup>nd</sup> January 2009 until further notice**

## Contents

<b>Section</b>	<b>Content</b>	<b>Page</b>
1	Introduction	3
2	Useful contacts	4
3	Explanation of terms	5
4	Services, safety and passenger comfort	11
5	Photocards and Oyster photocards	16
6	Oyster card	19
7	Using tickets	25
8	Duplicate and replacement tickets and Oyster cards	38
9	Ticketless travel and penalty fares	41
10	Suspected fare evasion	42
11	Refunds	43
12	Access	44
13	Luggage, possessions and animals	45
14	Lost property	47
15	Bicycle racks	48

## 1 Introduction

1.1 This booklet contains the Conditions of Travel relating to the Croydon Tramlink system.

1.2 The Conditions set out your rights and obligations under the contractual relationship between us. We also draw your attention to separate legal requirements including the following:

- The Croydon Tramlink (Penalty Fares) Order 2008, available, on payment of a fee, from The Parliamentary Bookshop, 12 Bridge Street, Parliament Square, London SW1A 2JX (Tel: 020 7219 3890, or [www.clicktso.com](http://www.clicktso.com) or for viewing at most public libraries throughout Greater London.
- The Croydon Tramlink Byelaws – available from the Tramlink Shop, Unit 5 Suffolk House, George Street, Croydon CR0 1PE.

1.3 These Conditions replace all previous versions. They are valid until further notice but may be amended from time to time. They come into force from the date shown on the front cover, and subject to the above will remain in force with any amendments we may make, until they are re-published. Our staff have no authority to make individual exceptions to the Conditions of Travel.

1.4 For the most up to date version and any amendments, visit [www.tfl.gov.uk/trams](http://www.tfl.gov.uk/trams) or obtain a copy from the Tramlink Shop at Unit 5, Suffolk House, George Street, Croydon CR0 1PE.

1.5 Any contract for travel on Tramlink is with Tramtrack Croydon Limited, the concessionaire appointed by London Transport (subsequently TfL) to design, build, operate and maintain the Tramlink system.

Tram Operations Limited has been appointed by Tramtrack Croydon Limited as the operating sub-contractor for Tramlink.

## 2 Useful contacts

2.1 We aim to be fair and responsive in all our dealings with customers. Comments about our services or suggestions for improvement are always welcome. If you have a problem with your journey, and it cannot be solved on the spot, you should contact the Tramlink Shop.

2.2 We hope that you will find our response satisfactory. If not, you can contact the London TravelWatch (see below), your independent watchdog body established by Parliament.

2.3 Useful addresses and telephone numbers are:

London Travel Information	Transport for London,	Tel: 020 7222 1234 Textphone: 020 7918 3015 (travinfo@tfl.gov.uk)
London TravelWatch	6 Middle Street, London EC1A 7JA  (enquiries@londontravelwatch.org.uk)	Tel: 020 7505 9000 Fax: 020 7505 9003
Penalty Fare Appeals Tramlink	Unit 5, Suffolk House, George Street, Croydon CR0 1PE	Appeals in writing only
Lost Property Office Tramlink	Unit 5, Suffolk House, George Street, Croydon CR0 1PE	Tel: 020 8681 8300 Fax: 020 8688 0989
Tramlink Shop	Unit 5, Suffolk House, George Street, Croydon CR0 1PE	Tel: 020 8681 8300 Fax: 020 8688 0989
Oyster helpline	London Underground, 55 Broadway, London, SW1H 0BD	Tel: 0845 330 9876 Fax: 020 7918 4093
Oyster Ticketing & Refunds Office	London Underground, 55 Broadway, London, SW1H 0BD	Tel: 0845 330 9881 Fax: 020 7918 4093

### 3 Explanation of terms

In these conditions:

- ` 'we' and 'us' means Tramlink.
- ` 'you' means any customer holding a ticket or tickets, holding an Oyster card with a season ticket and/or credit to pay as they go on it, or who is using our trams.

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 add credit to their Oyster card automatically to pay as they go. Full details and Terms and Conditions are available at <a href="http://tfl.gov.uk">tfl.gov.uk</a>
Available/availability	Where a ticket or Oyster card with credit on it to pay as you go can be used.
Card reader	A device which, when an Oyster card is touched on it, communicates with the card to detect what season tickets and/or credit to pay as you go are on it and, where appropriate, charges the Oyster single fare for the journey being made.
Child Oyster photocard	See 5-10 or 11-15 Oyster photocard
Child-rate tickets	Tickets 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 printed London Underground single tickets, One Day and 3 Day Travelcards and season tickets on Oyster).</li></ul>
Compulsory ticket area	Generally, all trams and, for passengers alighting from trams, the tram stop platforms themselves. At Wimbledon Station, it means platforms 9 and 10 and

includes the fixed stairway rising from platform level on platforms 9 and 10 to the pedestrian overbridge spanning platforms 4 to 10. At Elmers End station, it includes platforms 1 and 2.

**Concession** A travel benefit which is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at the discretion of TfL.

**Deposit** A returnable sum (as advertised) which must be paid to obtain an Oyster card which, at the time it is issued, has only credit to pay as you go on it. This does not apply to Oyster photocard, or smartcards which include Oyster and which are issued by organisations other than TfL, such as London boroughs.

**Discount concession scheme** A scheme operated by TfL, under which certain categories of customer 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.

**DLR** The Docklands Light Railway

**5-10 or 11-15 Oyster photocard** An Oyster photocard which may include a free travel concession as set out in Section 6 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.

**18+ Student Oyster photocard** An Oyster photocard which includes the 18+ Student Discount concession in accordance with that concession scheme. Where the Oyster photocard no longer includes the Student Discount concession, you can use it as an Oyster card.

**London bus network** Buses, run by London Bus Services' contractors, displaying this sign:



London Overground	<p>Trains and stations branded as London Overground but run by Rail for London Limited, a subsidiary of TfL, on the following routes:</p> <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 (LUL)	<p>Trains and stations run by London Underground Limited. The following stations are operated by LUL but National Rail Conditions of Carriage and the London Overground Ticketing and travel guide apply to tickets bought at these stations:</p> <table><tr><td>Harlesden</td><td>North Wembley</td></tr><tr><td>Harrow and Wealdstone</td><td>Queens Park</td></tr><tr><td>Gunnersbury</td><td>South Kenton</td></tr><tr><td>Kensal Green</td><td>Stonebridge Park</td></tr><tr><td>Kenton</td><td>Wembley Central</td></tr><tr><td>Kew Gardens</td><td></td></tr></table>	Harlesden	North Wembley	Harrow and Wealdstone	Queens Park	Gunnersbury	South Kenton	Kensal Green	Stonebridge Park	Kenton	Wembley Central	Kew Gardens	
Harlesden	North Wembley												
Harrow and Wealdstone	Queens Park												
Gunnersbury	South Kenton												
Kensal Green	Stonebridge Park												
Kenton	Wembley Central												
Kew Gardens													
National Rail	<p>Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail</p>												
Oyster online and telesales	<p>TfL's shop which can be contacted by visiting <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a> or by calling 0845 330 9876 to buy a range of adult-rate Travelcard and Bus and Tram Pass season tickets and/or to add credit to your Oyster card to pay as you go.</p>												

Oyster card	<p>A smartcard on which up to three season tickets and/or credit to pay as you go can be held.</p> <p>The term Oyster card also includes Oyster photocards and smartcards issued by other organisations, which 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 6.7 for information.</p>
Oyster photocard	<p>A smartcard that operates in the same way as an Oyster card but which includes the holder's photograph. Only issued to customers who qualify for concessionary travel.</p> <p>The term Oyster card also includes Oyster photocards and smartcards issued by other organisations, which can be used as Oyster cards except where we say that it does not.</p>
Oyster single fare	<p>The fare charged when you use Oyster to pay as you go on London Bus Services, London Underground, London Tramlink, Docklands Light Railway, London Overground and some National Rail services.</p>
Oyster Ticket Stops	<p>Places that issue Oyster cards and sell a range of tickets and at which you can add credit to your Oyster card to pay as you go.</p>
Pay as you go	<p>Credit held on an Oyster card, which can be used to pay an Oyster single fare at the time you travel.</p>
Penalty Fare	<p>A higher fare which can be charged in circumstances set out in the The Croydon Tramlink (Penalty Fares) Order 2003 as amended (until 10 January 2009) or The Croydon Tramlink (Penalty Fares) Order 2008 (from 11 January 2009)</p>
Point to point season ticket	<p>A season ticket available between two named stations.</p>
Printed ticket	<p>A ticket which is not on an Oyster card.</p>
Registered Oyster card	<p>An Oyster card which has been registered with TfL. All Oyster cards with a discount concession loaded and Oyster photocards are registered.</p>
Season ticket	<p>Any ticket valid for 7 days, one month or longer.</p>

## Tramlink Conditions of Travel

16+ Oyster photocard	Oyster photocards that allow you to buy and use child-rate season tickets and to pay as you go at half the adult rate and which, if you are in qualifying full time education and are a resident of a London borough, includes a concession for free bus and Tramlink travel. The term 16+ Oyster photocard also includes 16-17 Oyster photocards except where we say it does not.
Smartcard	A card which 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 tickets	7 Day, one month and longer period tickets which holders of 18+ Student Oyster photocards encoded with the Student Discount concession can buy at a reduced rate.
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 that sell tickets available on TfL services.

## Tramlink Conditions of Travel

TfL	Transport for London – the overall authority for London’s buses, trams, DLR and Underground.
Under 14 or 14-15 Oyster photocard	See 5-10 or 11-15 Oyster photocard
Unregistered Oyster card	An Oyster card which has not been registered with TfL and which may only have on it an adult-rate 7 Day Bus and Tram Pass or Travelcard or credit to pay as you go. All Oyster cards with a discount concession loaded and Oyster photocards are registered.
Valid/validity	<i>When</i> a ticket (or photocard or Oyster photocard) can be used
Validate	On Tramlink, you validate your Oyster card by touching it on the yellow card reader at the start of your tram journey and at any stop where you change from one tram to another to complete your journey. See section 6 for details.  When you touch your Oyster card flat on the yellow reader, a green light accompanied by one beep for an Oyster card or more than two beeps for an Oyster photocard, means that it has been accepted for travel
Yellow card reader	See Card reader
Zones	The ticket zones set out on London Underground and London Connections maps

## **4 Services, safety and passenger comfort**

- 4.1** We aim to provide a safe and reliable service. Sometimes we cannot run our services at their advertised times or frequencies because of circumstances beyond our control. We reserve the right, when necessary, to alter timetables, re-route or stop trams serving a station or tram stop or section of line, 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.

Our services are often heavily used so we cannot guarantee to carry you, or provide you with a seat, on a particular tram.

- 4.2** You may use any Tramlink tram if you have a ticket which is valid and available for your entire journey. You can also do so if you have sufficient credit on your Oyster card to pay as you go and have successfully validated your card before boarding the tram.

You can travel free at all times on any of our trams if you are under 11 years of age without the need for a ticket, photocard or Oyster photocard.

If you are aged 11 years or older, you must have an appropriate Oyster photocard which is valid for this purpose and you must touch your photocard on a card reader at the tramstop before boarding.

You can travel free on any of our tram services if you use a wheelchair.

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

- 4.3** We reserve the right to close entrances to, and exits from, our tram stops and stations and to refuse you entry to or require you to leave our premises, or trams at any time. In most cases this will be for reasons of safety.

- 4.4** For your own safety and the safety of others, you must follow instructions given by our staff.

- 4.5** For your personal security, all our trams have on board CCTV cameras and all our tramstops 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.

**4.6** You must comply with our Byelaws. The Introduction to this booklet tells you where they may be obtained or inspected. You may be prosecuted for breaching any of these byelaws.

**4.8** In the interests of safety and the comfort of fellow passengers you must not:

- smoke on the tram
- carry lit cigarettes, pipes and matches on the tram.
- use roller skates, roller blades, scooters or skateboards on trams or platforms
- consume alcohol or have in your possession any open container of alcohol

You may be prosecuted for disobeying these requirements.

**4.9** In cases of emergency, exit from the trams will be through the doors. If they cannot be opened by the driver automatically, any person will be able to open the doors by means of the Emergency Door Handles situated at each doorway. The doors will not open until the tram has stopped. Misuse of the Emergency Door Handles is an offence and may result in prosecution.

**4.10** The free bus and tram travel concession associated with a 5-10 or 11-15 Oyster photocard or your full 16+ travel concession associated with a 16+ Oyster photocard may be withdrawn if you do not comply with the Behaviour Code (set out below) when on London's public transport network or premises.

If you are an 11-15 Oyster photocard holder and your free bus and tram travel concession has been withdrawn by TfL you will have to pay adult fares for your future tram journeys.

If you are a 16+ Oyster photocard holder and your entire 16+ travel concession has been withdrawn by TfL you will have to pay adult fares for your future tram 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)**

**full (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, 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 free bus and Tramlink 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 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 the applicant's 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 the applicant's 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 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 the property of TfL and they must not be intentionally damaged, altered or tampered with in any way. They may be withdrawn or cancelled at any time.

If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard. 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 Railcard with you.

- 5.2** General details of when you need an **Adult or New Deal photocard, Bus and Tram Discount Card or a 5-10, 11-15, 16+ or 18+ Student Oyster photocard** and where you can obtain one are on [tfl.gov.uk](http://tfl.gov.uk) and in publicity available at ticket selling outlets. Where a ticket issued by National Rail for use with a National Rail Child photocard is valid for use on our trams, the photocard will be valid.

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

**11-15 Oyster photocards** 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 from 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 details of the travel concessions allowed with these Oyster photocards, see 7.5

- 5.4** **16+ Oyster photocards** can be used by anyone aged 16 or 17 years, or who was 17 or 18 on 31<sup>st</sup> August prior to the current academic year and who is a resident of London and in qualifying full-time education. Full details of the definition of full-time education can be found on the application form. (Application forms are available from Post Office® branches in Greater London.

For details of the travel concessions allowed with these Oyster photocard, see 7.6

- 5.5 18+ Student Oyster photocard** can be used by students in accordance with the terms set out on the 18+ Student Oyster photocard application form, which is available only from participating universities, colleges and schools. Students at some colleges can apply for their 18+ Student Oyster photocard on line at [tfl.gov.uk](http://tfl.gov.uk)

You will only remain eligible for the Student Discount concession as long as you meet the criteria set out on the application form. If you cease to do so, then the Student Discount concession will no longer be valid and you must return your 18+ Student Oyster photocard to TfL.

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

- 5.6 New Deal photocard** are issued by the Employment Service and details about them are contained in a leaflet distributed by them. New Deal photocard are valid for a maximum period of 3 months.

For details of the travel concessions allowed with these Oyster photocard, see 7.8. An Oyster card with the discount concession loaded on it may be needed.

- 5.7 Bus and Tram Discount photocard** are issued to persons aged 18 and under 60 who live in Greater London and are in receipt of Income Support. Application forms are available from Post Office® branches in Greater London or may be downloaded at [tfl.gov.uk](http://tfl.gov.uk)

Bus and Tram Discount Cards are valid for a maximum period of six months from the date of issue.

For details of the travel concessions allowed with the Bus and Tram Discount Card and accompanying Oyster card with the discount concession loaded on it, see 7.9.

- 5.8 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.

## 5.9 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 which is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card will not be valid and may be withdrawn by a member of our staff. Your photocard may also be withdrawn.

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 must also replace your photocard if it becomes damaged or illegible, or you lose it. 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 3309876. 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 charged for each application for a replacement.

If you have an **18+ Student Oyster photocard** and your appearance has changed significantly, special arrangements apply. Details can be found at [tfl.gov.uk](http://tfl.gov.uk) and by calling the Student Oyster helpline.

If you have a **New Deal photocard** and your appearance has changed significantly, you must ask 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.

If you have a **Bus and Tram Discount Card** and your appearance has changed significantly you must apply for a new card at the Post Office® to get it replaced. You must also replace your photocard if it becomes damaged or illegible, or if it is lost or stolen. 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

Oyster cards may be issued by Transport for London, London Underground Limited, London Overground, 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 and London Overground station ticket offices, Oyster Ticket Stops, London Travel Information Centres and other authorised outlets. We will not accept responsibility for Oyster cards obtained from anywhere else. If you have any doubts about whether a seller is an authorised outlet, visit [tfl.gov.uk](http://tfl.gov.uk) or contact the Oyster helpline.

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

If you are using an Oyster card it must have on it a valid season ticket or tickets or credit to pay as you go that is valid for the whole of the journey you are making on Tramlink.

You can use your 5-10, 11-15 or 16+ Oyster photocard (where eligible) to travel free on London Tramlink as soon as you receive it, except where the travel concession has been given up or revoked. You cannot use any other Oyster card to travel until a season ticket and/or credit to pay as you go has been put on it.

You must use your Oyster card in accordance with these conditions. 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 Travel. All Oyster cards remain the property of TfL and we may withdraw or cancel any Oyster card at any time.

If you no longer need your Oyster card, you must hand it in at any place where Oyster cards are issued or send it to the Oyster Ticketing and Refunds Office.

### 6.1 Oyster cards with Travelcards and/or Bus and Tram Passes

The following season tickets may be charged onto Oyster cards:

Travelcards and Bus and Tram Passes valid for 7 Days or longer.

**6.1.1 All Bus and Tram Passes are valid anywhere on Tramlink. Only Travelcards which include any of Zones 3, 4, 5 or 6 may be used anywhere on Tramlink. Travelcards with only Zones 1 and/or 2 are not valid on Tramlink.**

**6.1.3** Normally, if the season ticket on your Oyster card covers your journey there is no need to touch it on the reader.

However, if you are travelling to Wimbledon, special arrangements apply: when starting your journey on Tramlink you must touch your card flat on the yellow card reader situated at the tramstop before you board the tram. **If you fail to do this you may be overcharged for your journey.**

If you have a season ticket on your Oyster card, you cannot transfer it to anyone else to pay as they go.

**6.1.4** If you have both a Travelcard and credit to pay as you go on your Oyster card, and the Travelcard does not cover your journey on Tramlink, you must touch your card on the reader before you board the tram. The Oyster single fare for the Tramlink part of your journey will automatically be deducted from your Oyster card. **Failure to do this will mean you are liable to pay a penalty fare.**

## **6.2 Oyster cards with credit to pay as you go only**

Only one person at a time can travel using the credit on an Oyster card to pay as they go,

If you only have credit to pay as you go on your Registered Oyster card, you can lend your Oyster card to another person for them to use the credit to pay as you go. However, the Oyster card will remain registered in your name. You remain responsible for the card and any use made of it. If any query arises concerning the validity or balance of any credit to pay as you go on the card only you will be able to resolve this through the Oyster helpline. If you subsequently put a season ticket on your Oyster card only you can use it.

If you only have credit to pay as you go on your Unregistered Oyster card, you can lend or give your Oyster card to another person for their use.

Oyster photocard and Oyster cards with a valid discount concession cannot be given or lent to anyone else to pay as they go.

**6.2.1** When using credit to pay as you go you must always touch your card on the reader before boarding the tram. This also applies when changing

- from one tram to another and when changing from T-route bus to a tram.  
**Failure to do this will mean you are liable to pay a penalty fare.**
- 6.2.2** The positions of the card readers are clearly indicated by signs on the platform. Every time you touch your card on the reader it will display the amount deducted for that particular journey and the amount of credit to pay as you go remaining on your card.
- 6.2.3** You are only allowed to start a journey on Tramlink if the amount of credit to pay as you go on your Oyster card is at least enough to cover the minimum fare from the tramstop or station.
- 6.2.4** Touching your Oyster card on a Tramlink reader validates your card for travel. The validation lasts for 70 minutes and is valid for one single journey only from the tramstop where the validation was made, either to your destination or to a stop where you change trams to finish your journey.
- 6.2.5** On Tramlink, there is no need to touch your card on a reader at the end of your journey. However, if you are travelling to Wimbledon and going out of the station you will need to touch your card on the reader to open the automatic barriers.
- 6.2.6** If you are starting your journey at Wimbledon, you must touch your card on the reader to open the automatic barrier and then you must also touch your card on one of the Tramlink readers on Platform 10 before boarding the tram. **If you fail to do this you may be overcharged for your journey.**
- 6.2.7** If you are arriving at Wimbledon by Underground and then continuing your journey on Tramlink, you must touch your card on one of the readers on the District Line platforms (Platforms 1 to 4). **If you fail to do this you may be overcharged for your journey on the Underground.** You must then touch your card on one of the Tramlink readers on Platform 10 before boarding the tram. **Failure to do this will mean you are liable to pay a penalty fare.**
- 6.2.8** If your Oyster card is not charged with a valid season ticket or does not have a current Tramlink pay as you go validation (i.e. a validation made within the last 70 minutes), when you are asked to present your card for inspection, you will be liable to pay a penalty fare.

### 6.3 Oyster card validations:

**Successful validations** are indicated by the amber light changing to show a green light. This will be accompanied by a single beep for Oyster cards and more than two beeps for Oyster photocard and the text message on the display screen showing "BOARD TRAM"

**Unsuccessful validations** are indicated by the amber light changing to show a red light. This will be accompanied by two beeps at a lower pitch than that for a successful validation. The display screen will show the text message "SEEK ASSISTANCE" followed by a code number.

If you are unable to validate your Oyster card at a tramstop you should call the Oyster Helpdesk on 0845 3309876 quoting the code number which was displayed on the screen.

If you are unable to validate your Oyster card at a tramstop you must buy a ticket for your Tramlink journey from the ticket vending machine prior to boarding the tram. **If you fail to do this you will be liable to pay a penalty fare.**

**6.4 Duty to present your Oyster card.** You must be prepared to present 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 you to do so. This includes on the platform after alighting from a tram.

### 6.5 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 card reader on every trip as stated above in 6.2.1. to 6.2.7 even though this may incur no further charge. **Failure to do this will mean you are liable to pay a penalty fare.**

Full information on Oyster and daily price capping is available on [tfl.gov.uk](http://tfl.gov.uk) and is also outlined in separate publicity provided by TfL.

### 6.6 11-15 Oyster photocards.

If you are using an 11-15 Oyster photocard for free travel on our trams, you must touch it on a reader at the tramstop before you board the tram. This also includes at the tramstops where you change from one tram to

another to complete your Tramlink journey. **Failure to do this means you are liable to pay a penalty fare.**

If you enter Wimbledon station to start your Tramlink journey there, you must touch your 11-15 Oyster photocard on one of the Tramlink readers on platform 10 after passing through the automatic barrier. **Failure to do this means you may be overcharged for your journey and be liable to pay a penalty fare.**

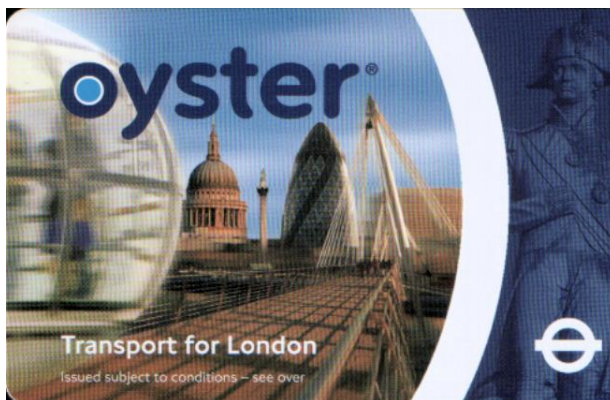
If you are changing from the Underground to Tramlink at Wimbledon, you must touch your 11-15 Oyster photocard on one of the Tramlink readers on platform 10 before boarding the tram. **Failure to do this means you may be overcharged for your journey and be liable to pay a penalty fare.**

## 6.7 Oyster cards available to visitors

These Oyster cards are issued at TfL's agents abroad. Special Terms and Conditions apply to these Oyster cards as follows:

- The card can only be used for Oyster single fares 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.

Specimen Oyster cards issued to visitors:





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

## 7 Using tickets

### **Duty to have a ticket.**

You must have a ticket or Oyster card with a season ticket and/or balance to pay as you go on it that is valid and available for the whole of the journey being made on Tramlink. You must use the ticket or Oyster card in accordance with these Conditions.

The ticket must be made available for inspection on demand by authorised officials. All tickets or Oyster cards remain the property of Tramlink or TfL and we may withdraw or cancel any ticket at any time.

You must only buy tickets from official ticket outlets. If you buy a ticket from anyone else, it is illegal and may result in the ticket being withdrawn and the seller and/or you being prosecuted.

When you have finished using a printed ticket, it must be handed in to one of our staff or destroyed.

Failure to pay the correct fare for the journey being made will make you liable for payment of a Penalty Fare (see Section 9) or prosecution (see Section 10).

If you use a wheelchair you can travel free on our trams.

### **7.1 Ticket types – Validity and availability.**

Our main ticket types and the Conditions relating to their validity and availability are set out on pages 30-38. When you buy a ticket, please check before completing the transaction that it is the one you want for the journey you intend to take.

### **7.2 Use of tickets.**

Tickets can only be used by the person for whom they were bought, or to whom they were issued, and cannot be resold or passed on for further use. This invalidates them and is an offence under our Byelaws.

Some tickets and Oyster cards are available for travel on other operators' services as shown in the tables on pages 30-38. When you use the services of another operator, that operator's Conditions will apply to that part of your journey.

### **7.3 Duty to show tickets.**

You must have your ticket (and photocard if needed) ready for inspection at any time during your journey and when alighting from the tram onto the platform. You must retain your ticket for inspection until you have left the

tram stop at your destination and you must hand it over for examination by a member of our staff or a Police Officer if you are asked to do so.

#### **7.4 Travelling outside ticket availability**

If your Travelcard does not cover travel on Tramlink (zone3, or 4, or 5, or 6 required) you will need to buy a Tramlink ticket from a ticket vending machine or touch in your Oyster card if using credit to pay as you go before you board the tram. Failure to do so will mean that you are liable to pay a penalty fare.

#### **7.5 Under 16 year olds**

For details of how to obtain a 5-10 or 11-15 Oyster photocard, see 5.3

All children under 11 years of age may travel free on Tramlink at any time.

If you are aged 11 years and over and hold a valid Oyster photocard, you can travel free on trams unless the concession has been withdrawn. You must carry your Oyster photocard with you and touch it on a yellow card reader at the tramstop at the start of your journey and when changing from one tram to another. If you do not have your Oyster photocard with you, you must purchase a valid ticket from the ticket vending machine before you board the tram. If you fail to touch in correctly or pay a fare, you will be liable to pay a penalty fare.

If you are aged 11-15 years and you are travelling to, from or via Wimbledon you must hold an 11-15 Oyster photocard.

If you have an 11-15 Oyster photocard with no free travel concession, you can use it to buy child-rate Travelcard season tickets, and to pay as you go at half the adult rate on trams.

If you fail to comply with any of the conditions detailed in this section you will be liable to pay a penalty fare.

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.

#### **7.6 16 and 17 year olds**

For details of how to obtain a 16+ Oyster photocard, see 5.4

If you are aged 16 or 17 years and hold a 16+ Oyster photocard, the following travel concessions are available:

- **holder not in qualifying full-time education or not a resident of a London borough**
  - you can buy and use child-rate 7 Day, monthly and longer period (for up to 4 months) Travelcards and reduced rate Bus and Tram Passes. You can also pay as you go at 50% of the adult-rate.
- **holder in qualifying full-time education or not a resident of a London borough**
  - free travel on trams (except on special tram services). If, following a journey on the London Underground, DLR, London Overground or National Rail the balance on your 16+ Oyster photocard is in debit, you will not be able to travel free on trams and will need to pay the adult cash single fare for each journey until the debit has been cleared. This can be paid at a London Underground or London Overground station ticket office, London Travel Information Centre or Oyster Ticket Stop.

To benefit from the 16+ free or half rate travel concession, you must carry your 16+ Oyster photocard with you and touch it on a yellow card reader at the tramstop at the start of your journey and when changing from one tram to another. If you do not have your 16+ Oyster card with you, you must purchase a valid adult-rate ticket from the ticket vending machine before you board the tram. If you fail to touch in correctly or pay a fare, you will be liable to pay a penalty fare or you may be prosecuted.

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

## **7.7 Student tickets**

For details of how to obtain an 18+ Student Oyster photocard, see 5.5. If you hold a valid 18+ Student Oyster photocard you can buy and use Student-rate season tickets. For details see [tfl.gov.uk](http://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 Student Discount concession expires.

## **7.8 New Deal tickets**

For details of how to obtain a New Deal photocard, see 5.6.

If you hold a New Deal photocard, you can buy and use child-rate Underground 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 and 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.

## **7.9 Bus and Tram Discount tickets**

For details of how to obtain a Bus and Tram Discount Card, see 5.7. If you hold a Bus and Tram Discount Card with the Bus and Tram Discount on it, you can buy and use Bus and Tram Pass season tickets and pay as you go on Oyster at 50% of the adult-rate. Any season ticket you have must not expire later than the photocard which you are using it with.

## **7.10 Veterans Concessionary Oyster photocards**

If you hold a Veterans Concessionary Oyster photocard you can travel free on London Tramlink at any time. You do not need to touch in at a card reader but you must show your photocard when required to do so by a member of our staff.

## **7.11 Payment for tickets.**

At tram stops you must buy your ticket from the ticket vending machine on the platform before boarding the tram. You can only obtain a ticket by paying in cash. The machines will accept coins and £5, £10 and £20 notes. These machines will give change unless they indicate that no change is available, in which case you must either:

- pay the exact fare or
- pay above the fare and receive an exchangeable refund voucher for the amount of the over-payment or
- use another machine at the same tram stop

At local travel ticket outlets, you can usually only pay by cash. Agents may accept payment in other ways if they wish but may make a charge for doing so. The Tramlink shop accepts the main debit and credit cards and also payment by cheque when supported with a cheque guarantee card.

If you buy a Travelcard, Bus and Tram Pass or put credit to pay as you go on your 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 penalty fare for any journeys you make and we can prevent you from using the card on the TfL network.

### **7.11 Buying tickets from a ticket vending machine.**

You may buy single and return Tramlink tickets. The machines also sell:

- One Day Travelcards
- One Day and Seven Day Bus and Tram Passes
- Through tickets to underground stations

If the machine does not sell the particular type of ticket you want, you must buy a ticket for that part of your journey you are making on Tramlink.

If you want to purchase a through ticket to a National Rail, London Underground or Docklands Light Railway station which is not on the machine, you must buy a ticket to the tram stop where you will leave Tramlink and there buy another ticket for the rest of your journey.

If you have a problem using the ticket machines, ask for help from a member of our staff. You may do this by either using the Passenger Help Point on the platform or by telephoning the Tramlink Shop.

### **7.12 Refund vouchers.**

If you purchase a ticket from a ticket vending machine which does not contain sufficient coins to give the correct change, you should pay the exact fare if possible. If you insert coins and notes above the value of your ticket, you will receive (in addition to your ticket) a refund voucher for the amount you have overpaid. You can exchange your refund voucher for the amount of overpayment at the Tramlink Shop. Refund vouchers are not valid for travel and cannot be used as a ticket.

Tramlink Conditions of Travel

	<b>Tramlink Single</b>
<b>Validity</b>	For 90 minutes only from the time of issue stated on the ticket on the day of issue.
<b>Tramlink Availability</b>	For one single journey from the tramstop of purchase to any other Tramlink stop, including change of tram.
<b>Can it be used on other services? (see Note C)</b>	Yes, where the destination or place of purchase is the New Addington area feeder bus routes, (T31, T32, T33, 130, and 314)
<b>Extra Conditions</b>	Break of journey is allowed provided that all sections of the journey are consecutive and the whole journey is completed within the 90-minute validity. Break of journey is not allowed on the T31, T32, T33, 130, and 314 bus routes.

	<b>Bus and Tram Pass Season</b>	<b>One Day Bus and Tram Pass</b>
<b>Validity</b>	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	From 0001 on the day of validity and for any journey that starts before 0430 the following day.
<b>Tramlink Availability</b>	For an unlimited number of journeys on Tramlink.	For an unlimited number of journeys on Tramlink.
<b>Can it be used on other services? (see Note C)</b>	Unlimited bus journeys across the London bus network, including sections outside Greater London. Can also be used on a limited number of other operators' bus services within Greater London – see Note A4  Cannot be used on special bus services.	Unlimited bus journeys across the London bus network, including sections outside Greater London. Can also be used on a limited number of other operators' bus services within Greater London – see Note A4  Cannot be used on special bus services.
<b>Adult photocard needed? (See Note B)</b>	7 Day, monthly and longer period on an Oyster card – No. Printed 7 Day ticket – No. Printed monthly and longer period ticket – Yes.	
<b>Extra Conditions</b>	7-Day tickets can be bought at Tramlink machines only on first day of travel. If on an Oyster card they can be bought at London Underground stations up to 30 days before the start date or 7 Days before at Oyster Ticket Stops and London Travel Information Centres.	Only Adult-rate One Day Bus and Tram Passes are available.  Can be bought up to 7 days before the date needed, except from Tramlink ticket vending machines, Roadside Ticket Machines and London Underground station self-service ticket machines where it can only be bought on the day of travel.

	<b>Free travel on trams for young people</b>	<b>Oyster to pay as you go</b>
<b>Validity</b>	At all times.	At all times.
<b>Tramlink Availability</b>	For any journey on Tramlink.	Any where on Tramlink.
<b>Can it be used on other services?</b>	Yes – for unlimited bus journeys across the London bus network, including sections outside Greater London, on services contracted by London Buses. Can also be used on a limited number of other operators' bus services which cross the GLA boundary - see Note A4.	On buses, London Underground, Docklands Light Railway and on London Overground and National Rail services shown in Note A2.
<b>Extra Conditions</b>	<p>Available to all Under-11s except as outlined in 4.10.</p> <p>All 11 year olds need a valid Oyster photocard which must be carried on every journey and must be touched on yellow card readers at tramstops as outlined in 6.6.</p> <p>Failure to touch your Oyster photocard on the yellow card reader before boarding the tram may result in your free travel concession being withdrawn.</p> <p>Failure to have a valid Oyster photocard or to pay a fare will result in a penalty fare being issued.</p>	<p>Cannot be used on special bus services and on a small number of bus services in the Outer London area – see <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a> for details</p>

	Day Travelcard	3 Day Travelcard
<b>Validity</b>	<p><b>Anytime tickets:</b> 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><b>Off Peak tickets:</b> 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><b>Anytime tickets:</b> From 0001 on each day of validity and for any journey that starts before 0430 on the day following the expiry date.</p> <p><b>Off Peak tickets:</b> 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 the day following the expiry date.</p>
<b>Tramlink Availability</b>	<p>Anywhere on Tramlink when the Travelcard includes Zone 3,4,5 or 6.</p> <p>Travelcards which include only Zones 1 and 2 are not valid for travel on Tramlink.</p>	<p>Anywhere on Tramlink when the Travelcard includes Zone 3,4,5 or 6.</p> <p>Travelcards which include only Zones 1 and 2 are not valid for travel on Tramlink.</p>
<b>Can it be used on other services? (see Note C)</b>	<p>On Underground, Docklands Light Railway, London Overground and National Rail services – 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>On buses – 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>Can also be used on the bus services shown in Note A4.</p> <p>Also entitles the holder to <math>\frac{1}{3}</math> off the cost of travel on most Riverboat services.</p>	<p>On Underground, Docklands Light Railway, London Overground and National Rail services – 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>On buses – 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>Can also be used on the bus services shown in Note A4.</p> <p>Also entitles the holder to <math>\frac{1}{3}</math> off the cost of travel on most Riverboat services.</p>
<b>Extra Conditions</b>	<p>Cannot be used on special bus services.</p> <p>Can be bought up to 7 Days before the date required.</p>	<p>Cannot be used on special bus services.</p> <p>Can be bought up to 7 Days before the date required.</p>

	<b>Travelcard season ticket</b>
<b>Validity</b>	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown
<b>Tramlink Availability</b>	Anywhere on Tramlink when the Travelcard includes Zone 3,4,5 or 6. Travelcards which include only Zones 1 and 2 are not valid for travel on Tramlink.
<b>Can it be used on other services? (see Note C)</b>	On Underground, Docklands Light Railway and National Rail services – 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. On buses – 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. Can also be used on the bus services shown in Note A4. Also entitles the holder to 1/3 off the cost of travel on most Riverboat services.
<b>Adult photocard required? (see Note B)</b>	7 Day, Monthly and longer period on Oyster card – No. Printed 7 Day ticket available within Zones 1-9 – No. Printed 7 Day ticket available to a National Rail station outside Zones 1-9 - Yes Printed Monthly and longer period - Yes
<b>Extra Conditions</b>	Cannot be used on special bus services. 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. 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. Printed tickets can be bought up to 7 days before the start date.

	<b>Freedom Pass</b>
<b>Validity</b>	<p>At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday</p> <p>* restriction does not apply on the London Overground and National Rail services shown in Note A3</p>
<b>Tramlink Availability</b>	Any where on Tramlink
<b>Can it be used on other services?</b>	<p>Yes - at all times on the bus services as shown in Note A4.</p> <p>Can also be used on most other operators' local bus services throughout England as part of the English National Concessionary Bus Scheme. These bus services can only be used by freedom pass holders from 0930 to 2300 on Monday to Friday (all day Saturdays, Sundays and public holidays). To travel free on these services, the Freedom Pass holder must have a sticker on their card showing they are eligible for the English National Scheme.</p> <p>Can be used on some special bus services. Please check with the operator or with London Councils at <a href="http://www.freedom_pass.org">www.freedom_pass.org</a></p>
<b>Extra Conditions</b>	<p>Cannot be transferred from one person to another. Can only be used the person whose name appears on the pass and on the accompanying Elderly or Disabled freedom pass photocard.</p> <p>If you move from the Greater London area your freedom pass must be surrendered to</p> <p><b>FREEPOST FREEDOM PASS RETURNS</b></p>

	<b>English National Concessionary Bus Passes</b>	<b>Veterans Concessionary Travel Scheme (VCTS) Oyster photocard</b>
<b>Validity</b>		<p>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</p> <p>* restriction does not apply on the London Overground and National Rail services shown in Note A3.</p>
<b>Tramlink Availability</b>	Not valid for travel on Tramlink	Anywhere on Tramlink
<b>Can it be used on other services? (see Note C)</b>		<p>Yes - for free travel on buses, London Underground, Docklands Light Railway and London Overground.</p> <p>Can also be used on some special bus services. Please check with the operator or visit <a href="http://tfl.gov.uk">tfl.gov.uk</a></p> <p>Can also be used at all times on the bus services shown in Note A4.</p>
<b>Extra Conditions</b>		Cannot be transferred from one person to another. It can only be used by the person whose name appears on the photocard.

## Notes:

A1 Through tickets from Tramlink to London Underground destinations can also be used on the National Rail services below:

- Amersham to Marylebone
- Finsbury Park to Kings Cross/Moorgate
- Tottenham Hale/Seven Sisters to Stratford
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- Walthamstow Central/Tottenham Hale/Seven Sisters to Liverpool Street
- West Hampstead (Thameslink) to Moorgate/Elephant & Castle/London Bridge
- West Ruislip to South Ruislip

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

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

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

A3 You can use your freedom pass between 0430 and 0930 on London Overground between Watford Junction and Euston/Clapham Junction but not on London Midland/Southern services between Watford Junction and Harrow & Wealdstone

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

A4 The other local bus operators' services within Greater London are limited to the following:

- 84 New Barnet Station – Potters Bar, Cranborne Road
- 402 Bromley North Station – Knockholt Pound, Three Horseshoes
- 477 Orpington Station – Crockenhill Road, Crouch Farm
- 614 Queensbury Station – Barnet, St Albans Road / Christchurch

This information may be changed at any time.

B For child-rate, Student, New Deal and Bus and Tram Discount tickets see sections 7.5 to 7.9

C A map showing London Underground (and other railways) zones can be seen at every London Underground station. A map showing the zones also appears on [tfl.gov.uk](http://tfl.gov.uk)

## **8 Duplicate and replacement tickets and Oyster cards**

### **8.1 Replacement printed tickets.**

If your printed ticket is damaged or can no longer be read easily, or stops operating the ticket gates, it will be replaced free of charge provided it can be confirmed that it is still valid. If you bought your ticket from an Oyster Ticket Stop you must take it to a London Underground station to be replaced. Single or return tickets will not be replaced.

If your ticket was purchased from a Tramlink ticket vending machine you must return it to the Tramlink Shop and enquire about a replacement there.

The Tramlink Shop will not replace any printed tickets purchased from elsewhere, other than from Tramlink ticket vending machines

### **8.2 Replacement Oyster cards**

If your Oyster card is damaged or no longer works card readers or ticket gates you should contact the Oyster Helpline or visit [www.tfl.gov.uk/oyster](http://www.tfl.gov.uk/oyster). Please see the information leaflet with your Oyster card for further information.

### **8.3 Duplicate printed tickets**

If you lose a monthly or longer period ticket which you bought at a London Underground (or other railway) station or London Travel Information Centre, you can apply for a duplicate at the place of issue. The issue of duplicate tickets is discretionary and subject to a special charge. Duplicates are not issued, nor are refunds given for lost tickets which are valid for 7 Days or less.

Tramlink will not issue duplicate season tickets for tickets originally issued elsewhere.

### **8.4 Duplicate Oyster cards**

If your registered Oyster card is lost or stolen, you must report the loss as soon as possible by visiting [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the Oyster Helpline. Arrangements will be made to stop the card as soon as you report it missing so that it cannot be used again.

If you lose your Oyster card which has not been registered with TfL, a duplicate will not be issued, nor will a refund be made of any season ticket or credit on the card at the time of loss. No refund will be made of any additional fares paid following the loss.

For further details contact the Oyster Helpline or refer to TfL's Conditions of Carriage Section 8.2.

If you lose your Oyster photocard or smartcard issued by another organisation with Oyster capability, you can find details of what to do on [www.tfl.gov.uk](http://www.tfl.gov.uk) or by calling the appropriate helpline

## 9 Ticketless travel and Penalty Fares

- 9.1** Up to and including 10 January 2009 a penalty fare of £30 applies on Tramlink. This is reduced to £20 if paid on the spot or within 21 days of the date following issue of the penalty fare notice.
- 9.2** With effect from 11 January 2009 a penalty fare of £50 will apply on Tramlink. This is reduced to £25 if paid on the spot or within 21 days of the date following issue of the penalty fare notice.
- 9.3** When you use Tramlink and you are in a compulsory ticket area, you must hand over your ticket or Oyster card for examination by a member of staff or a Police Officer if you are asked to do so. Where a photocard is required this must also be handed over at the same time.

If an Inspector asks you to hand over your ticket and you fail to produce a ticket valid for the whole of your journey on Tramlink, you will be liable to pay a Penalty Fare.

If you are using an Oyster card and the Inspector is unable to find a record of a valid season ticket or a current credit to pay as you go validation you will be liable to pay a penalty fare.

- 9.4** Compulsory ticket areas on Tramlink generally are the trams and the tram stop and station platforms onto which you alight from a tram. The compulsory ticket areas at Wimbeldon and Elmers End are defined more specifically in Section 3.

## 10 Suspected fare evasion

**10.1** If you are found to be travelling on a tram without either:

- a ticket which is valid and available for the journey being made or
- an Oyster card containing a valid season ticket or
- an Oyster card, when you are paying as you go, showing a record of the start of your trip or
- a valid 11-15 Oyster photocard if you are aged 11 to 15 and are travelling free on a tram or
- a valid 16+ Oyster photocard if you are aged 16 or 17 (and if eligible 18 or 19) and are traveling free on a tram

and we believe that you are trying to avoid payment of the correct fare, you may be prosecuted. If the court finds you guilty you can be fined up to £1,000.

**10.2** We reserve the right to withdraw any ticket or photocard at any time although we will not do so without good reason.

**10.3** If we think that you have used or tried to use any ticket to defraud us we may cancel and not re-issue it. If this happens you will forfeit the right to a refund for the remaining period that it is valid.

**10.4** If we think that your ticket or Oyster card (or your photocard) has been tampered with, we may withdraw it and will not replace it or give a refund. If your ticket or Oyster card (or your photocard) is damaged to such an extent that it cannot be read or will not operate our card readers, it may be withdrawn but at the discretion of TfL may be replaced. In either case you must hand over the ticket or Oyster card and/or photocard if we ask you to do so.

You may also be liable to prosecution.

If your ticket (or your photocard) is damaged to such an extent that it cannot be read we will withdraw it but may, at our discretion, replace it. In either case, you must hand over the ticket and / or photocard if asked to do so.

## 11 Refunds

- 11.1** Refunds on unused tickets purchased from our ticket vending machines, or reimbursement of credit lost in a Tramlink ticket vending machine due to mechanical failure or vandalism, are at the absolute discretion of Tramtrack Croydon Limited, and each application is treated on its merits.
- 11.2** Where a ticket has been purchased for use on a specific day and a passenger can demonstrate that they have been unable to use it on that day they will be able to apply at the Tramlink shop in person for a refund. Any refund will be at the absolute discretion of Tramtrack Croydon Limited. We reserve the right to levy an administration charge of £1.50.
- 11.3** If we fail to run the services we have advertised or if there are delays to those services, we do not undertake to compensate you for any losses you may suffer as a result.
- 11.4 Refunds and Oyster cards**  
For refunds regarding Oyster cards (season tickets or credit to pay as you go) contact the Oyster Ticketing and Refunds Office, London Underground, 55 Broadway, SW1H 0BD. See Section 2

## 12 Access

- 12.1** We want to make travel on Tramlink easier for everyone, and especially for people with special needs, including customers with disabilities and those with young children or pushchairs. The Tramlink system is designed to be fully accessible for those with impaired mobility.
- 12.2** Access to all platforms (except Wimbledon - see 12.3) is either level access or by sloping ramps. Access from the platform to the tram is level access with only a minimal gap between the platform edge and the tram.
- 12.3** At Wimbledon access to the platform is via a staircase down from the concourse. For people whose mobility is impaired a lift is available to enable access to and exit from the platform.
- 12.4** On the tram, spaces are available specifically for pushchairs and wheelchairs.

## 13 Luggage, possessions and animals

### 13.1 General:

For safety reasons, and for the comfort of customers, we have to restrict the amount and type of luggage that you can take with you on our tram services. You may, at the discretion of staff, take with you the following items, provided they do not cause an obstruction, and are not put on seats:

- personal luggage
- pushchairs and buggies
- prams
- folded bicycles
- any other item provided that it is not dangerous or likely to injure anyone

You may not take:

- unfolded bicycles
- any item that is more than 2 metres long
- hazardous or inflammable substances
- any item which you are unable to carry yourself (including up and own stairways).
- any item that is likely to cause injury or offence to our customers or to staff

We can refuse permission for you to take any item on to a tram. If you are in any doubt over a particular item, please contact the Tramlink Shop (see 2.3) for advice before you travel.

We reserve the right to restrict the carriage of any luggage when there is a need for increased security.

Please keep your luggage with you at all times.

If we think that unattended property may be a security threat, the Police or security services may destroy it.

### 13.2 Animals.

You can take with you a guide dog for the blind or a hearing dog for the deaf without charge. At the discretion of staff, you can also take with you a dog or any other inoffensive animal, without charge, provided it is kept under control. Any such animal carried on Tramlink must either be on a lead or be carried in a suitable container and must not be put on seats. We can refuse permission for you to take an animal on our trams if this

Condition is not met or if the animal is likely to cause discomfort to other passengers. Staff are not allowed to take charge of any animal.

For safety reasons, any animal must be carried through an automatic ticket gate. If you have a guide/hearing dog, you must use the special 'courtesy' gate to enter or leave a station with automatic gates.

## **14 Lost property**

If you find any lost property on our trams or premises, please alert a member of staff immediately.

If you lose something on a tram, contact us at the Tramlink Shop (see 2.3) where lost property is normally held. Please contact us as soon as possible but allow 2 working days for the item to be delivered to the Shop prior to collection.

Lost property may be reclaimed from the Tramlink Shop. We reserve the right to charge an administration fee on collection of lost property.

The opening hours of the Tramlink Shop are 0900 to 1700 Monday to Friday (except Bank Holidays).

## **15 Bicycle racks**

Bicycle racks are provided at some of our tram stops. You may leave your bicycle at a rack, providing that it is not left in a position which causes an obstruction or hindrance to other people using the tram stop.

Any bicycles left at the racks are left there entirely at the risk of the owner and Tramlink accept no liability for loss or damage to any bicycle left at Tramlink tram stops.