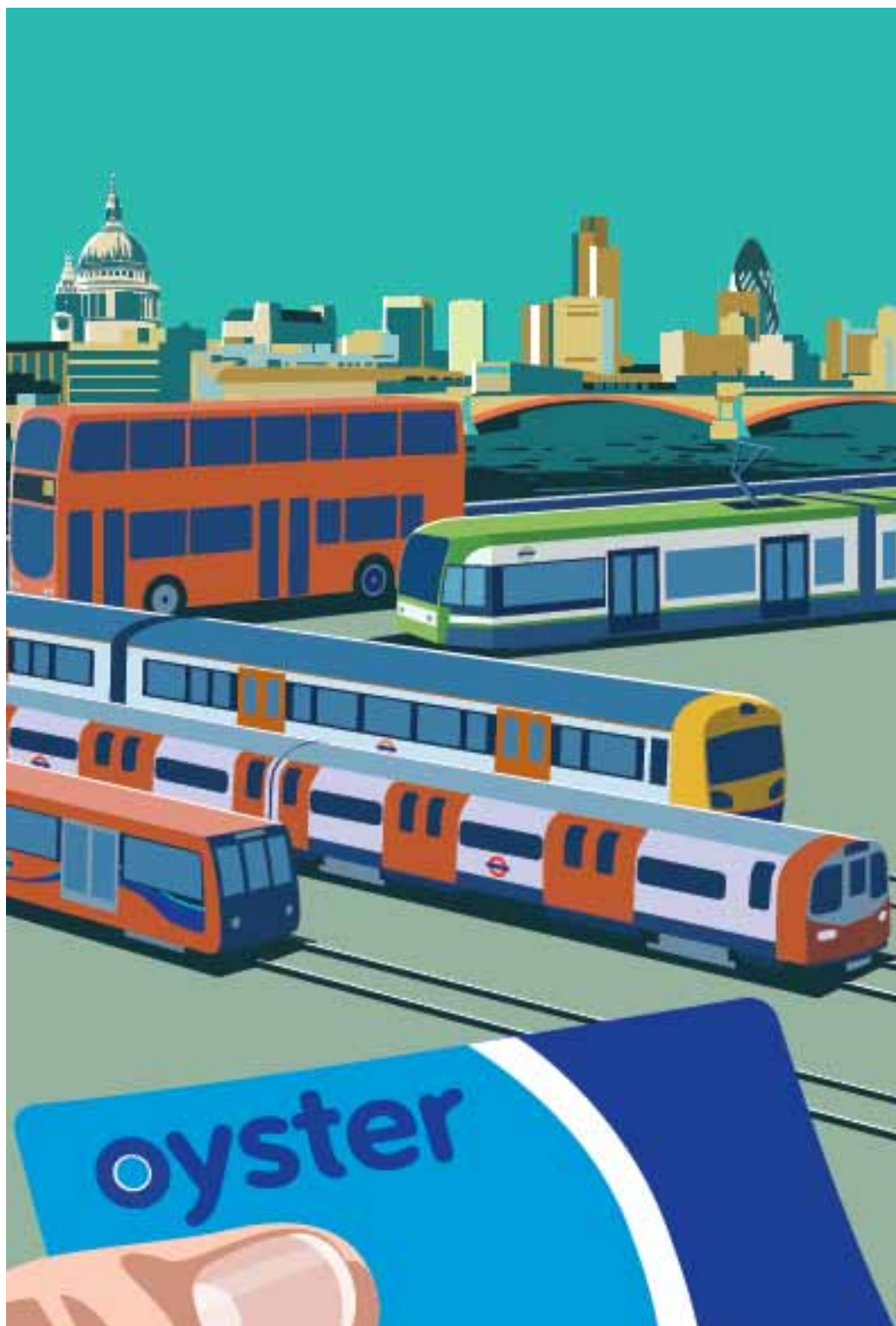


Getting around with Oyster



Contents

What can Oyster do for you?	4
Paying for your journey with Oyster	5
• Pay as you go	5
• Auto top-up	7
• Bus & Tram Pass season tickets and Travelcard	8
• Combining season tickets and pay as you go	9
• Pay as you go on river services	10
How to use your Oyster card	11
• Yellow card reader	11
• Oyster route validator – pink card reader	12
How to get, top-up and protect your Oyster card	14
• Buying tickets in advance	15
• Protect your Oyster card	16
What do I pay with Oyster	17

Using Oyster on National Rail

19

- Pay as you go on National Rail

20

- Combining season tickets and pay as you go on National Rail

22

Frequently asked questions

24

What can Oyster do for you?

Oyster is the cheapest way to pay for single journeys on bus, Tube, tram, DLR, London Overground and National Rail services in London.

Your Oyster card is reusable. You can manage your card and protect your season ticket and pay as you go credit online.

This guide is designed to help you get the most out of Oyster by showing you the best ways to use it – saving you time and money.



Paying for your journey with Oyster

There are a number of ways to use your Oyster card to pay for your journey.

Pay as you go

If you want the flexibility of only paying for journeys as you make them, use Oyster pay as you go.

Pay as you go allows you to store credit on your Oyster card to pay for single journeys, which is cheaper than paying cash. Our aim is to ensure that Oyster always charges the lowest fare. Where it doesn't we will refund the difference.

The credit on your Oyster card never expires. It stays there until you use it. Once you've used up your credit, simply top it up.

What's more, the Oyster daily price cap allows you to travel as many times as you like in a day (from 0430 and before 0430 the next day), and you'll never pay more than the cost of an equivalent Day Travelcard. The system calculates the cap based on when and how you travel. For the correct daily price cap to apply, you must touch in and out

correctly – for details, see ‘How to use your Oyster card’ on page 11.

When you first get your Oyster card you will need to pay a refundable £3 deposit.

Only one person at a time can travel using pay as you go credit on an Oyster card. However, when you are not using it you can lend it to a friend if it only contains credit to pay as you go at adult rate.

Auto top-up

If you use pay as you go, you can save even more time by setting up Auto top-up.

This removes the need for you to queue to add credit. Instead, your Oyster card will be topped-up automatically with either £20 or £40 of credit (whichever you choose) whenever your balance falls below £5. This means you will never run out of credit to pay as you go.

To set up Auto top-up visit tfl.gov.uk/oyster



Bus & Tram Pass and Travelcard season tickets

Up to three season tickets can be stored on your Oyster card.

Bus & Tram Pass season tickets can be used on all London's buses and trams.

Travelcard season tickets

can be used on the Tube, DLR, London Overground and National Rail within the zones covered by your ticket and on all London buses displaying this sign. Any Travelcard covering Zones 3, 4, 5 or 6 is valid on trams.



Please remember that season tickets are for your use only, so you cannot lend your Oyster card to someone else. For more information on season tickets visit tfl.gov.uk/fares

Combining season tickets and pay as you go

Oyster is flexible. You can store your Bus & Tram Pass or Travelcard season tickets and pay as you go credit on the same card.

This allows you to make journeys outside the zones in which your Travelcard season ticket is valid on Tube, DLR, London Overground and National Rail services. Bus & Tram Pass season ticket holders can do the same for journeys on Tube, DLR, London Overground and National Rail services.

When using season tickets and pay as you go on National Rail services certain conditions apply, please see page 22 for more details.

Pay as you go on river services

You can use your pay as you go credit for journeys on Thames Clipper services. Present your Oyster card to a ticket seller either at a kiosk on the departure pier or on the boat and they will issue a paper ticket. The fare for your journey will be deducted from your pay as you go credit - this will not count towards your daily price cap. For details of discounts available on Thames Clippers visit tfl.gov.uk/fares

How to use your Oyster card

Yellow card reader

To ensure you pay the correct fare on Tube, DLR, London Overground and National Rail services, you must always touch in on the yellow card reader at the start of your journey and touch out at the end. If you don't, a maximum Oyster fare will be charged. On buses you must touch in when boarding, on trams you must touch in on the yellow card reader on the tram stop platform before you board – in both cases you must not touch out at the end of your journey.

When you touch your Oyster card flat on a card reader, a green light, accompanied by one beep (more than two beeps for 5-10 and 11-15 Oyster photocard) means that it has been accepted for travel. A red light, accompanied by two beeps, means your Oyster card has been rejected. You must not go further until either your Oyster card has been accepted for travel or you have paid separately for your journey.



Oyster route validator – pink card reader

Oyster single fares vary according to the route you take for journeys on the Tube, DLR, London Overground and some National Rail services.

Oyster route validators have been installed so that you can indicate which route you have taken to ensure you pay the appropriate fare.



You only need to use an Oyster route validator if you are using Oyster to pay as you go for any part of your journey and are changing trains at one of the following stations:

- **Blackhorse Road**
- **Gospel Oak**
- **Gunnersbury**
- **Highbury & Islington**
- **Kensington Olympia**
- **Rayners Lane**
- **Richmond**
- **Stratford**

- **West Brompton**
- **Willesden Junction**
- **Wimbledon**

For more information see tfl.gov.uk/fares

How to get, top-up and protect your Oyster card

You can get an Oyster card at tfl.gov.uk/oyster at Oyster Ticket Stops, from Tube and London Overground station ticket offices, Oyster vending machines at some Tube stations, some National Rail station ticket offices or London Travel Information Centres.

You can add credit and buy or renew season tickets:

- Online at tfl.gov.uk/oyster (Annual Bus & Tram Pass season tickets are only available online for first issue)
- At Oyster Ticket Stops – find your nearest online at tfl.gov.uk/ticketstopfinder
- At Tube and London Overground touchscreen ticket machines and station ticket offices
- At London Travel Information Centres
- At DLR touchscreen ticket machines
- At National Rail touchscreen ticket machines at some stations (only pay as you go and 7 Day Travelcards)

Buying tickets in advance

7 Day, monthly and longer period (including annual) Travelcard and Bus & Tram Pass season tickets can be bought or renewed:

- Up to 30 days in advance online (7 Day, 1, 3 or 6 monthly and annual Travelcard season tickets only) or at Tube, London Overground and some National Rail station ticket offices
- Up to 4 days in advance at Tube, London Overground and some National Rail station touchscreen machines (7 Day and monthly Bus & Tram Pass/Travelcard season tickets)
- Up to 7 days in advance at Oyster Ticket Stops (7 Day and monthly Bus & Tram Pass/ Travelcard season tickets and annual Bus & Tram Pass season tickets) and at London Travel Information Centres (7 Day, monthly and annual Bus & Tram Pass/Travelcard season tickets)

For information about Oyster photocards and discounts for children, teenagers, students and adults go online or pick up a leaflet at Tube stations and Oyster Ticket Stops.

Protect your Oyster card

When you register your Oyster card your credit and season tickets are protected if it is lost or stolen – giving you peace of mind. You can also benefit from the latest travel updates (including planned disruptions) that affect your regular journey and information about new services.

If you have not yet registered your Oyster card pick up a registration form at your local Oyster Ticket Stop, Tube or London Overground station. Take the completed form with your Oyster card to any Tube or London Overground station ticket office, Oyster Ticket Stop or London Travel Information Centre or selected National Rail station ticket offices.

Alternatively you can protect your Oyster card online at tfl.gov.uk/oyster

Remember! Register your Oyster card.

What do I pay with Oyster?

Adult Oyster single fares on Tube, DLR, London Overground and some National Rail services

Adult fares	Pay as you go	
	Peak*	Off-Peak*
Zone 1 only	£1.80	£1.80
Zones 1-2	£2.30	£1.80
Zones 1-3	£2.70	£2.40
Zones 1-4	£3.10	£2.40
Zones 1-5	£3.80	£2.40
Zones 1-6	£4.20	£2.40
Zones 2, 3, 4, 5 or 6	£1.30	£1.30
Zones 2-3, 3-4, 4-5, or 5-6	£1.30	£1.30
Zones 2-4, 3-5 or 4- 6	£2.20	£1.30
Zones 2-5 or 3-6	£2.20	£1.30
Zones 2-6	£2.20	£1.30

***Peak** Oyster single fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** Oyster single fare applies.

Please see page 21 for details of Oyster single fares for most National Rail only routes.

Adult single fares on buses and trams

Oyster single fare	Cash single fare
£1.20	£2.00

Adult Oyster daily price capping on Tube, DLR, London Overground and most National Rail services

Journeys in:	Peak*	Off-Peak*
Zones 1-2	£7.20	£5.60
Zones 1-3	£8.60	£6.30
Zones 1-4	£10.00	£6.30
Zones 1-5	£12.60	£7.50
Zones 1-6	£14.80	£7.50
Zone 2	£7.20	£5.10
Zones 2-3	£8.60	£5.10
Zones 2-6	£9.00	£5.10

*The appropriate **Peak** daily price cap will apply if a customer's travel includes a journey starting between 0430 and 0930 Mondays to Fridays (excluding public holidays).

The appropriate **Off-Peak** daily price cap applies for all journeys on the same day at all other times.

Adult Oyster daily price cap on buses and trams

The Adult Oyster daily price cap for all journeys made on buses and trams from 0430 and any journey that starts before 0430 the following day is £3.90.

Using Oyster on National Rail

Pay as you go and Travelcard season tickets on Oyster can be used on all National Rail services in London in the zones paid for except on:

- Heathrow Express
- Heathrow Connect between Heathrow and Hayes & Harlington
- Southeastern high speed service between Stratford and St Pancras International

Pay as you go on National Rail

Oyster pay as you go fares on National Rail are cheaper than the cost of a single cash fare. You can also benefit from daily price capping on National Rail services.

Like cash fares, pay as you go fares on National Rail services will be different from the TfL fares. The table opposite gives indicative fares for most routes on National Rail.

A combined TfL/National Rail pay as you go fare applies for journeys that incorporate both TfL and National Rail services.

For further information on Oyster pay as you go fares visit tfl.gov.uk/farefinder for information on cash fares visit nationalrail.co.uk/fares

Adult fares	Pay as you go	
	Peak*	Off-Peak*
Zone 1 only	£1.90	£1.50
Zones 1-2	£2.10	£1.70
Zones 1-3	£2.60	£2.00
Zones 1-4	£3.10	£2.30
Zones 1-5	£3.90	£2.60
Zones 1-6	£4.90	£3.20
Zones 2, 3, 4, 5 or 6	£1.40	£1.30
Zones 2-3, 3-4, 4-5, or 5-6	£1.80	£1.50
Zones 2-4, 3-5 or 4-6	£2.20	£1.70
Zones 2-5 or 3-6	£2.70	£2.00
Zones 2-6	£3.20	£2.20

***Peak** Oyster single fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays). At all other times, the **Off-Peak** Oyster single fare applies.

Combining season tickets and pay as you go on National Rail

When using a Travelcard and Oyster pay as you go together on National Rail services in London

If you are planning to use Oyster pay as you go on National Rail services in London to travel beyond the zones covered by your Travelcard, you will need to set an Oyster Extension Permit on your card before you travel.

- You need to set an Oyster Extension Permit just before you start a journey within the zones covered by your Travelcard and want to travel beyond its validity
- You must have a minimum £1.50 credit on your Oyster card to set an Oyster Extension Permit although it is free to set one
- Oyster Extension Permits can be set at
 - Any Tube or London Overground station touchscreen ticket machine or ticket office
 - Oyster Ticket Stops
 - Selected National Rail ticket offices or self-service ticket machines

- An Oyster Extension Permit remains on your card until you touch out at the end of your extension journey
- When touching out at your destination station, the Oyster Extension Permit will allow the correct fare for the extension journey to be deducted from your pay as you go credit

If you travel without an Oyster Extension Permit you may be liable to a Penalty fare or prosecution.

Frequently asked questions

What should I do if my Oyster card is lost or stolen?

If your Oyster card is registered or protected your credit and/or ticket is safe. You can report it online at tfl.gov.uk/oyster or by calling the Oyster helpline on **0845 330 9876**. Your lost/stolen card will be stopped and you will be issued with a new card and any remaining credit or season ticket on your card will be reloaded onto your new card. This is dependent on the number of days remaining on your season ticket and a refund may be issued instead. If your Oyster card is not registered or protected we are unable to replace any credit and/or season tickets on the lost or stolen card.

Is there a minimum top-up value?

At Tube station ticket offices, there is a minimum top-up of £5. You will be able to top-up smaller values at Tube station touchscreen machines and at other Oyster outlets.

Why have I been charged a maximum Oyster fare?

A maximum Oyster fare is charged if you do not touch in and touch out correctly on Tube, DLR, London Overground or National Rail services. Oyster needs to know where your journey starts and ends to calculate the correct fare.

What should I do if I have a negative balance on my Oyster card?

You will need to add credit to clear the negative balance before you next travel. You will not be able to travel until you do this.

I think I have been overcharged.

What should I do?

If your card is registered and you have topped up online in the past, please check your journey history online. Alternatively use a touchscreen ticket machine to see what you have been charged. If you still have a query about your charges, call the Oyster helpline on **0845 330 9876**.

My journey was delayed. Will this affect how much I pay?

If the time between touching in and touching out on Tube, DLR, London Overground and National Rail services when using pay as you go is more than the maximum journey time allowed for your journey, you may be charged twice.

If this has happened, call the Oyster helpline on **0845 330 9876** for information about a possible refund.

If your Tube journey is delayed for more than 15 minutes by circumstances within our control, you can apply for a refund using the Customer Charter form.

If your London Overground journey is delayed for more than 30 minutes by circumstances within our control you can apply for a refund for the value of a single delayed journey.

Customer Charter forms are available at **tfl.gov.uk/fares** or at Tube and London Overground stations.

What happens if my Oyster card doesn't work?

It is rare for Oyster cards to stop working, but if yours does, contact a member of staff or call the Oyster helpline on **0845 330 9876**.

How should I look after my Oyster card?

- Keep it in its wallet
- Keep your Oyster card separate from other credit/debit cards
- Do not bend the card

Need more help?

- Visit tfl.gov.uk/oyster
- Call **0845 330 9876**

January 2010. All information correct at time of going to print. For the most up-to-date information, please visit tfl.gov.uk/oyster



Website
tfl.gov.uk



Oyster helpline number
0845 330 9876