

Transport for London

Docklands Light Railway



# Rules for Using Tickets

## (Conditions of Carriage)



**12 September 2016 until further notice**

**MAYOR OF LONDON**

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## 1. Introduction

**1.1.** These Conditions of Carriage set out your rights and duties as a customer of Docklands Light Railway Limited. In addition, the documents listed below set out your rights and duties in other particular circumstances.

Your rights and duties set out in these Conditions of Carriage do not affect your rights and duties contained in the following documents:

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### **Transport for London (TfL) Railways Byelaws**

- These relate to behaviour on Docklands Light Railway (DLR) trains and at DLR stations, on London Underground trains and at London Underground stations and on London Overground trains and at London Overground stations.
  - Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.
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### **Greater London Authority Act 1999**

- This shows when, where and why we can charge penalty fares on DLR.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
  - Also available at [legislation.gov.uk](http://legislation.gov.uk)
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### **London Transport Act 1982**

- This shows how we look after lost property.
  - You can see a copy at main public libraries in the London area.
  - To buy a copy, go to [tsoshop.co.uk](http://tsoshop.co.uk) or call 0333 200 2425.
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### **Docklands Light Railway Customer Charter**

- Available from TfL Customer Services

Any reference to legislation in this booklet is deemed to be a reference to that legislation as amended, re-enacted or substituted from time to time.

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**1.2.** These Conditions of Carriage, which may be amended from time to time, replace all previous versions published by Docklands Light Railway Limited.

They come into force from the date shown on the front and will remain in force, with any amendments that we may make from time to time, until we republish them. Go to [dlr.co.uk](http://dlr.co.uk) for the most up-to-date version and any amendments,

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

**1.3.** Separate Conditions of Carriage (or Travel) apply on other TfL services:

## Transport for London Conditions of Carriage

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from TfL Customer Services.

## Emirates Air Line Conditions of Carriage

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms)

## National Rail Conditions of Carriage

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or at [www.nationalrail.co.uk/nrcc](http://www.nationalrail.co.uk/nrcc). These Conditions also apply to London Overground and TfL Rail.

Further information is included in the Rail for London, London Overground and TfL Rail Services Ticketing and Travel Guide available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms).

## Oyster Conditions of Use on National Rail services

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or at [www.nationalrail.co.uk/nrcoc](http://www.nationalrail.co.uk/nrcoc)

## Contactless Payment Cards – Conditions of Use

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms)

## Trams Conditions of Travel

Available at [tfl.gov.uk/terms](http://tfl.gov.uk/terms) or from Trams at Unit 5, Suffolk House, George Street, Croydon CR0 1PE.

1.4. Information about the tickets we sell and the fares we charge is at [tfl.gov.uk/fares](http://tfl.gov.uk/fares)

## 2. Useful contacts

2.1. Addresses and telephone numbers of the offices mentioned in these Conditions are shown below.

Transport for London, Customer Services	14 Pier Walk North Greenwich London SE10 0ES	telephone: 0343 222 1234 online: <a href="http://tfl.gov.uk/contact">tfl.gov.uk/contact</a> textphone: 020 7027 8511
Penalty fare Appeals	IRCAS PO Box 212 Petersfield GU32 9BQ ( <a href="http://www.ircas.co.uk">www.ircas.co.uk</a> )	Appeals in writing to this address or at <a href="http://www.ircas.co.uk">www.ircas.co.uk</a> Payments only to: 0845 434 8292
Lost Property Office	Transport for London 200 Baker Street London NW1 5RZ	telephone: 0343 222 1234 fax: 020 7918 1028 online: <a href="http://tfl.gov.uk/lostproperty">tfl.gov.uk/lostproperty</a>
London TravelWatch	169 Union Street London SE1 0LL ( <a href="mailto:enquiries@londontravelwatch.org.uk">enquiries@londontravelwatch.org.uk</a> )	telephone: 020 3176 2999 fax: 020 3176 5991

**2.2.** We try to be fair and helpful in all dealings with our customers. We always welcome comments or suggestions.

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

**2.4.** If you are not satisfied with our answers, you can contact London TravelWatch, the independent transport watchdog, at [londontravelwatch.org.uk](http://londontravelwatch.org.uk).

### **3. Special meanings**

**3.1.** In these conditions:

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

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

Auto top-up	A facility available to customers who have a TfL online account which enables them to automatically have pay as you go credit added to their Oyster card.
Available / availability	Where a ticket or Oyster card with pay as you go credit on it or a contactless payment card can be used. See also ‘Valid/Validity’.
Child rate tickets	Ticket which can only be used 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 pay as you go at child-rate. An 11-15 Oyster photocard is needed for child-rate Travelcard season tickets. Oyster photocards 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 Jobcentre Plus Travel Discount Cards (applies to season tickets on Oyster and pay as you go fares).</li></ul>
Compulsory ticket area	Generally, parts of DLR stations within the red line area or ticket gates on DLR or London Underground stations, and all DLR and London Underground trains. There are warning signs at all entrances to compulsory ticket areas.
Concession	A travel benefit that is not an entitlement and which may be withdrawn from an individual customer or may be withdrawn in its entirety at our discretion. Sometimes referred to as a discount.
Concessionary or discounted fare	A cheaper fare that can be obtained by some customers, such as holders of National Railcards or Oyster photocards.
Contactless payment card	A Visa, MasterCard or American Express branded contactless payment card or other device enabled for contactless payments which allows contactless payment for travel on DLR, bus, Tube, tram, London Overground, TfL Rail, Emirates Air Line, Thames Clippers River Buses and most National Rail services in London.
Deposit	A returnable sum that must be paid to get an Oyster card. This does not apply to Oyster photocards or smartcards which include Oyster issued by

	organisations other than us.
Docklands Light Railway (DLR)	Trains and stations run by Docklands Light Railway Limited (or by another company under contract to it)
Emirates Air Line	The cable car service between Emirates Greenwich Peninsula and Emirates Royal Docks managed by DLR Limited.
London Overground	Trains and stations operated on behalf of Rail for London.
London Underground	Trains and stations run by London Underground Limited (some of which stations are used by DLR trains).
National Rail (NR)	Trains run by Train Operating Companies on the National Rail network and stations managed by Train Operating Companies or Network Rail.
National Rail pay as you go area	<p>These are the stations and services where pay as you go can be used. Pay as you go can be used on all National Rail services within Zones 1-9, on Southeastern high speed services between St Pancras and Stratford International and can also be used at Broxbourne, Chafford Hundred, Earlswood, Gatwick Airport, Grays, Hertford East, Horley, Merstham, Ockendon, Purfleet, Redhill, Rye House, St Margarets (Herts), Salfords, Shenfield, Ware and Watford Junction stations.</p> <p>It cannot be used on Heathrow Express or on Heathrow Connect services between Hayes &amp; Harlington and Heathrow.</p>
Oyster online and Customer Services	Visit <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a> or call Customer Services on 0343 222 1234 to buy adult-rate Travelcard and Bus & Tram Pass season tickets, add pay as you go credit or set up Auto top-up.
Oyster card	<p>A smartcard on which up to three season tickets and/or pay as you go credit can be held.</p> <p>The term Oyster card also includes Oyster photocards and smartcards issued by other organisations that can be used for travel on TfL services except where we say that they cannot. Oyster cards issued to visitors from outlets abroad have special Terms and Conditions.</p>
Oyster photocard	<p>A smartcard that operates in the same way as an Oyster card but that includes the holder's photograph. These photocards are only issued to customers who qualify for concessionary travel and include 5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans concessions.</p> <p>Discount rate Travelcards and pay as you go top ups can be ordered from an Oyster photocard web account.</p>
Oyster Ticket Stops	Shops, usually newsagents, across London that issue Oyster cards and at which you can add season tickets and pay as you go credit to your Oyster card.
Pay as you go fare	The fare charged when you pay as you go on DLR, Tube, tram, Emirates Air Line, London Overground, TfL Rail, Thames Clippers River Buses and National Rail services within the National Rail pay as you go area.
Pay as you go balance	Credit held on an Oyster card, which you can use to pay as you go. It can also be used to buy single tickets, some of which are specially discounted for pay as you go users, on the Emirates Air Line, Crown River and Thames River services (TRS).
Penalty fare	A higher fare that can be charged in circumstances set out in the Greater London Authority Act 1999 and as amended by the Transport for London Act 2008.
Pink card reader	A device that, when an Oyster or contactless payment card is touched on it, ensures that you pay the appropriate Oyster single fare for the route you are taking.

Printed ticket	A ticket that is printed on paper, often with a magnetic stripe on the reverse.
Protected Oyster card	An Oyster card that has been protected online against loss or theft at <a href="http://tfl.gov.uk/oyster">tfl.gov.uk/oyster</a> .
Rail for London	A subsidiary of TfL, whose operating names are London Overground and TfL Rail.
Registered Oyster card	An Oyster card that has been registered with TfL and on which a Travelcard can be added. Once registered it is protected against lost or theft.
Season ticket	Any ticket valid for unlimited journeys for 7 days, one month or longer. Including point-to-point tickets which are available between two named stations.
Smartcard	A card that is able to contain one or more electronic tickets and/or electronic funds.
TfL Rail Ticket	Trains and stations operated on behalf of Rail for London Any of the types of ticket listed in these conditions.
Ticket selling outlets	DLR, London Underground, London Overground and TfL Rail stations, Visitor Centres and Oyster Ticket Stops that sell tickets available on TfL services.
Train Operating Company	Companies running train services and managing some stations on the National Rail network.
Trams	The tram network between New Addington, Elmers End, Beckenham Junction and Wimbledon running through Croydon.
Unregistered / Unprotected Oyster card	An Oyster card that has not been registered or protected with TfL.
Valid/validity	When a ticket, Oyster card or contactless payment card can be used. See also 'Available/availability'.
Validate	Touching an Oyster card, smartcard or a contactless payment card on a yellow card reader at the start and end of a DLR, London Underground, London Overground, TfL Rail, National Rail, Emirates Air Line or Thames Clippers River Bus journey.
Validator	A free standing yellow card reader adjacent to gates and at entrances/exits at DLR, Underground, Emirates Air Line, Overground, TfL Rail and National Rail stations and at river piers.
Yellow card reader	A device that when: <ul style="list-style-type: none"> <li>• an Oyster card or smartcard is touched on it, checks that it is valid, checks to see what season tickets and/or pay as you go credit are on the card and, where appropriate, charges the Oyster single fare for the journey being made.</li> <li>• a contactless payment card is touched on it, checks the card can be used and where appropriate charges a pay as you go fare for the journey being made.</li> </ul> <p>Other than on buses and on ticket machines, it can also be used to activate Auto top-up where it has previously been arranged through Oyster online or by phone. It can also be used to collect a refund or a season ticket and/or pay as you go credit ordered online or by phone. On a ticket machine, it can be used to add a season ticket or pay as you go credit to your Oyster card.</p>
Zones	The zones shown on maps at stations and at <a href="http://tfl.gov.uk/maps">tfl.gov.uk/maps</a>

## 4. Services and safety

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

**4.2.** You can use any of our services if you have a valid ticket (or tickets) available for the whole of the journey you are making or if you have a permit to travel, free travel concession or other travel authority. You can also do so if you have one of the following:

- sufficient pay as you go credit on your Oyster card for the whole of the journey you are making
- Auto top-up set on your Oyster card
- A contactless payment card and have validated it

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

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

**4.4.** You must not do anything forbidden by our Byelaws.

**4.5.1** For safety reasons on DLR trains and stations you must not:

- Smoke or use an electronic cigarette ('vape');
- use bicycles, roller skates, roller blades, scooters, skateboards, hover boards **or similar equipment**;
- take flash photographs and/or use a tripod or other camera support equipment;
- use emergency exits except in an emergency or when instructed to do so by our staff.

You may be prosecuted for disobeying these requirements.

**4.5.2** Alcohol ban – on DLR trains and stations, you must not:

- consume alcohol
- be in possession of an open container of alcohol

You may be prosecuted for disobeying these requirements.

### **Additionally:**

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

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

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



## 5. Photocards and Oyster photocards

**5.1.** All photocards and Oyster photocards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel your photocard or Oyster photocard at any time.

**5.2. 5-10 Oyster photocards** can be used by anyone aged 5 to 10 years. You need a 5-10 Oyster photocard to travel free on DLR, Tube, London Overground and TfL Rail services unless you are accompanied by an adult (see clause 7.3.3). You do need a 5-10 Oyster photocard to travel free on most National Rail services within the National Rail pay as you go area, regardless of whether you are accompanied by an adult.

Find out more and apply online at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.3. 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).

On DLR, you may buy and use child-rate single, return and Day Travelcards without the need for an 11-15 Oyster photocard.

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

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

Find out more and apply online at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.4. 16+ Oyster photocards** can be used by anyone who meets the eligibility criteria of the scheme.

On DLR, you can put credit on your 16+ Oyster photocard to pay as you go at half the adult-rate and can buy and use child-rate Travelcard season tickets.

Find out more and apply online at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.5. Behaviour Code compliance.** A Behaviour Code applies to the use of 11-15 and 16+ Oyster photocards. If you do not comply with the Behaviour Code when on London's public transport network or premises, we may withdraw your free bus travel concession which comes with an 11-15 Oyster photocard and may withdraw your entire 16+ travel concession that comes with a 16+ Oyster photocard.

If you are an 11-15 Oyster photocard holder and we withdraw your free bus travel concession, providing you hold an 11-15 Oyster photocard without the free travel concession loaded, you can use it to buy child-rate Travelcard season tickets, reduced rate Bus & Tram Pass season tickets and to pay as you go at half the adult rate.

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

Your 11-15 or 16+ Oyster photocard may be withdrawn if you do not pay any penalty fare issued to you.

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

DLR's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or Zip Oyster photocard. Expected behaviours include, but are not limited to the following:

Act in a considerate and responsible manner:

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure that you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats
- Give up your seat for others
  
- Look after your Oyster photocard
- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately even if you do not plan to get a replacement straight away
  
- Use your Oyster photocard correctly
- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, London Overground, TfL Rail, DLR and National Rail services
- Pay the correct fare if you do not have your valid photocard with you or it is damaged
- Pay any penalty fare that has been issued to you

You must **not**:

- Smoke or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property
- Breach Dockland Light Railway Ltd's Conditions of Carriage, Transport for London's Conditions of Carriage, PSV Regulations (1990), GLA Act (1999) or any TfL Byelaw

**5.6. 18+ Student Oyster photocards** can be used by students enrolled at participating universities, colleges and schools.

Any discounted season ticket that you have must not expire later than the date your 18+ Student Oyster photocard expires.

You are only eligible for the 18+ Student concession if you meet the criteria set out on [tfl.gov.uk/fares](http://tfl.gov.uk/fares). If you cease to be eligible, you must tell us and your university/college or school immediately. Your 18+ Oyster photocard will not be valid and you must stop using it.

If you continue to use your 18+ Student Oyster photocard to buy and use discounted season tickets when you are no longer eligible, we will stop the concession on your Oyster photocard without notice and you may be prosecuted.

Find out more and apply online at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.7 Apprentice Oyster photocard**s can be used by apprentices on a SASE (Specification for Apprenticeship Standards in English) compliant apprenticeship that is delivered through a further education college or training organisation approved or funded by the Skills Funding Agency.

You are only eligible for the Apprentice concession if you meet the criteria set out on [tfl.gov.uk/fares](http://tfl.gov.uk/fares). If you cease to be eligible, you must tell us and your training provider immediately. Your Apprentice Oyster photocard will not be valid and you must stop using it.

If you continue to use your Apprentice Oyster photocard to buy and use discounted season tickets when you are no longer eligible, we will stop the concession or your Oyster photocard without notice and you may be prosecuted.

You cannot buy discounted season tickets for Apprentice Oyster cards at London Overground or TfL Rail stations.

Find out more and apply online is at [tfl.gov.uk/apprenticeOyster](http://tfl.gov.uk/apprenticeOyster)

**5.8. Jobcentre Plus Travel Discount Cards** are issued by the Employment Service.

If you hold a Jobcentre Plus Travel Discount Card and you also hold an Oyster card with the Jobcentre Plus Travel Discount Card discount on it, you can buy and use child-rate Travelcard season tickets and reduced rate Bus & Tram Pass season tickets. You can also pay as you go at half the adult-rate on bus, Tube tram DLR, London Overground, TfL Rail and most National Rail services. You cannot buy Underground cash single and return tickets, Day Travelcards or Group Day Travelcards at a special rate.

Find out more at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.9 60+ London Oyster photocard**s are available to London residents aged 60 and older and not yet eligible for a Freedom Pass.

If you hold a 60+ London Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground, TfL Rail and some National Rail\* services at all times (see Note A2). You can also travel on most National Rail services in London from 0930 Monday to Friday and anytime on public holidays.

Find out more and apply online at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.10. Veterans Oyster photocard**s 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.

If you hold a Veterans Oyster photocard you can travel free on bus, tram, Tube, DLR, London Overground, TfL Rail and some National Rail\* services at all times (see Note A2). You can also travel on most National services in London Rail from 0930 Monday to Friday and anytime on public holidays.

Find out more at [tfl.gov.uk/fares](http://tfl.gov.uk/fares).

**5.11. Your photograph.** The photograph on your photocard or Oyster photocard must show your full-face and must be a true likeness of you: also, it must be without a hat and

other head coverings unless the head covering is worn consistently for religious or medical reasons. Additionally, the serial number on your photocard must match the one which is shown on your printed season ticket or is encoded on your Oyster card. If the numbers do not match, your ticket or Oyster card and accompanying photocard will not be valid and we may withdraw them and they may not be returned for further use.

If you hold a printed season ticket with an adult photocard and your appearance has changed significantly, you must have your photocard replaced with one showing your new appearance. You can replace your adult photocard at any London Overground, TfL Rail station or National Rail 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+, 18+, Apprentice, 60+ London or Veterans Oyster photocard** and your appearance has changed significantly, you must go online and upload a new photograph.

You must also replace your 5-10, 11-15, 16+, 18+, Apprentice, 60+ London or Veterans Oyster photocard if it becomes damaged or illegible.

If you have a **Jobcentre Plus Travel Discount Card** and your appearance has changed significantly you must contact your Jobcentre Plus 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 a London Underground or London Overground station, Oyster Ticket Stop or Visitor Centre where the details on your Oyster card can be updated.

## 6. Oyster card

### General information

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



Oyster cards are available at Oyster online, London Underground, London Overground and TfL Rail stations, Oyster Ticket Stops, Visitor Centres, some National Rail station ticket offices and other authorised outlets. We will not accept responsibility for an Oyster card obtained from anywhere else.

TfL, London Underground Limited, London Overground, TfL Rail and National Rail will not generally issue an Oyster card to you unless, at the same time, you are buying a season ticket and/or adding pay as you go credit to the card. This does not apply where TfL issues concessionary Oyster cards, or where another organisation issues smartcards that can be used as an Oyster card.

Where a smartcard is issued by another organisation and can be used for travel on TfL services, special terms and conditions may apply – check with your card issuer.

Contactless payment cards can be used to pay as you go within the pay as you go area and they will generally show the contactless symbol:



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

If you are using a contactless payment card to pay as you go, you can only travel if your card is accepted.

**6.1.3.** If your Oyster card only has pay as you go credit on it to pay at adult rate, you can lend your card to someone else, even if it is registered in your name. They must carry the Oyster card with them when travelling.

If the Oyster card is registered/protected in your name, it will remain in your name and we will only be able to deal with you about any enquiries about the Oyster card. You will still be responsible for the Oyster card and any use made of it. We will not accept responsibility for any losses arising out of the transfer and use of your Oyster card.

If you have an Oyster photocard or Oyster card with a discount on it, you cannot lend or transfer it to anyone else. If you do, we may withdraw the Oyster photocard and you may forfeit the right to any refund on the unused value of your season ticket, pay as you go credit and/or the deposit. The person using your Oyster photocard or Oyster card may be subject to a penalty fare and/or prosecution.

**6.1.4.** We reserve the right to prevent the use of your Oyster card, smartcard or contactless payment card for travel. We reserve the right to withdraw your Oyster card if it is misused or if it is used in a way that is not permitted by these Conditions of Carriage and it may not be returned whether or not the misuse was by the registered holder of the card. All Oyster cards remain our property and must not be intentionally damaged, altered or tampered with in any way. We may withdraw or cancel any Oyster card at any time. Where, for whatever reason, we cancel an Oyster card without telling you, you will need to call TfL Customer Services to find out why we have done so and what to do next.

## **6.2. Registered and protected Oyster cards and online accounts for contactless payment cards**

**6.2.1. Registered Oyster cards.** If you wish to register your Oyster card to protect it against loss or theft or must do so because you are buying a season ticket valid for longer than one month, you must complete an Oyster card registration form. If you already have an unregistered/unprotected Oyster Card you can register it at an Underground, London Overground or TfL Rail station, some National Rail stations, Oyster Ticket Stops or Visitor Centres by handing in your completed Oyster card registration form together with your Oyster card. Alternatively, you can protect your Oyster card online against loss or theft. You must always register your Oyster card if you are using it in conjunction with a photocard which entitles you to a travel concession.

If any of your personal details change after you register your Oyster card, you must go online or call TfL Customer Services to update your details.

Special registration conditions apply to smartcards issued by other organisations that can be used to travel on TfL services.

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

**6.2.2. Protected Oyster cards.** You can protect your Oyster card online against loss or theft at [tfl.gov.uk/oyster](http://tfl.gov.uk/oyster). If you subsequently need to register your Oyster card because you are buying a season ticket valid for longer than one month, you should complete an Oyster card registration form.

If any of your personal details change after you protect your Oyster card, you must go online to update your details.

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

**6.3. Unregistered or unprotected Oyster cards.** You do not need to register or protect your Oyster card if you only intend to use an adult-rate 7 Day or one month season ticket and/or add pay as you go credit but you can do so if you wish. If you have an unregistered or unprotected Oyster card, you can register or protect it against loss or theft at any time. See also clause 12.1.2.

**6.4 Online accounts for contactless payment cards.** If you create or sign into an online account, you can see your journey and payment history for up to 12 months. If any of your personal details change after you have created an online account, you must sign into your account and update them.

**6.5. Card deposit.** You have to pay a deposit to get an Oyster card. We will refund this if you return the original card to us when you no longer need it. You may be asked to provide proof of your name and address.

If your Oyster card has a negative pay as you go balance when you return it to us, you will be asked to clear it before we refund the deposit.

You do not pay a deposit for a Visitor Oyster card.

If the pay as you go balance on your card is £10 or less, you can get a refund of it and the deposit at Underground station ticket machines. Once you have done this, you cannot use your card again.

**6.6. Duty to show your Oyster card or contactless payment card.** You must be prepared to show your Oyster card (and photocard, where needed) your Oyster photocard, smartcard or your contactless payment card (which you have used to pay for your journey) on each journey, whether we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

**6.7. Using a season ticket on your Oyster card or smartcard**

**6.7.1.** When you use DLR services, you must touch your Oyster card or smartcard on the yellow card reader at both the start and the end of your journey. If the ticket gates at stations are open and at DLR stations where there are no barriers, you must still touch your Oyster card or smartcard on the yellow card reader.

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

You can use the Travelcard on your Oyster card or smartcard provided it is available and valid at the time you travel and any pay as you go balance on your card is not in debit. If the pay as you go balance on your card is in debit, you must clear the debit before you next use your Travelcard.

**6.7.2.** If you have a season ticket on your Oyster card or smartcard which only covers the start or end of your journey, or only an intermediate section of it, you can use pay as you go to pay for that part (or those parts) of your journey not covered by your season ticket providing pay as you go is available. You must have a valid season ticket and/or use pay as you go for the whole of the journey you are making. Alternatively you must buy a printed ticket for that part of your journey not covered by your season ticket.

**6.7.3.** If you are using National Rail services outside the National Rail pay as you go area and you do not have a valid season ticket for the whole of the journey you are making, you must buy a printed ticket for that part of your journey not covered by your season ticket.

**6.7.4.** If your Oyster card or smartcard has more than one Travelcard on it and they are valid on the same date or dates, you must ensure that your tickets cover all the zones you travel through at all times.

**6.7.5.** When you buy a season ticket on your Oyster card which is valid for 12 months we will issue a Record Card or receipt to you showing details of the season ticket you have bought. It is not valid for travel.

If you buy an adult rate annual Travelcard, we will issue you with a Gold Record Card. You must show your Gold Record Card and Oyster card when buying a discount ticket under the terms of the Gold Card scheme. It is not necessary to show your Gold Record card to have the Gold Card discount set on your Oyster card. A Gold Record Card is not valid for travel. If using your Gold Card to buy a ticket beyond your Travelcard zones, you must show your Gold Card and have it with you when you travel.

## **6.8. Paying as you go with your Oyster or contactless payment card**

**6.8.1.** You can pay as you go with an Oyster card on all Tube, DLR, London buses, tram, London Overground, TfL Rail, Emirates Air Line and Thames Clippers River Bus services. You can also pay as you go on National Rail services (standard class only) within the National Rail pay as you go area.

You can pay as you go with a contactless payment card on DLR, Tube, tram, London Overground, TfL Rail, Emirates Air Line and Thames Clipper River Bus services. You can also pay as you go on National Rail services (standard class only) within the National Rail pay as you go area.

**6.8.2.** Only one person at a time can travel using the pay as you go credit on an Oyster card. You must carry the Oyster card with you at all times when travelling.

**6.8.3.** Only one person at a time can use a contactless payment card for travel. You may pay another person's pay as you go fare by contactless payment card only if they are travelling with you and you have paid your fare by another means.

**6.8.4.** To check the fare before you travel, go to [tfl.gov.uk/fares](http://tfl.gov.uk/fares). For individual journey fares, you should use TfL's single fare finder.

#### **6.8.5. Paying as you go on DLR**

To record the start of your journey, you must touch your Oyster or contactless payment card flat on a yellow card reader at the station as you enter the compulsory ticket area. If you are using an Oyster card, a charge set by TfL, will be deducted from the balance on your Oyster card. Your card will be accepted if your pay as you go balance is at least the minimum fare from the station, but before travelling you must have either sufficient pay as you go credit for the whole of the journey you are making, or Auto top-up set, on your Oyster card. If you are using a contactless payment card, a check will be made to ensure that it is valid for travel.

When you touch your contactless payment card on a yellow card reader, or a portable card reader held by staff, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your card account.

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

If you do not touch in at the start and touch out at the end of your journey, you may be charged a maximum fare and this journey will not be included in any daily capping. You may also be liable to a penalty fare or you may be prosecuted.

Your pay as you go journey must be completed by touching out at the end of your journey within a time limit from when you touched in at the start of your journey. The time limit varies between 70 minutes for a one zone Monday to Friday daytime journey up to 5 hours and 15 minutes for a longer distance journey on a Sunday or public holiday – go to [tfl.gov.uk/fares](http://tfl.gov.uk/fares) for full information. If the time between touching in at the start and touching out at the end of your journey is more than the applicable time limit, you will be charged more than the Oyster single fare for your journey. If this happens, we may in some instances correct this over-payment automatically. Otherwise, you may need to sign into your online account or call TfL Customer Services so that they may, depending on the circumstances for the journey having taken longer than the appropriate time limit, refund any over-payment.

You must touch in and out your Oyster or contactless payment card in the same way for journeys to and/or from London Underground, London Overground, TfL Rail or National Rail stations within the National Rail pay as you go area. There is no need to touch your Oyster card on a yellow card reader again when transferring within the same station. If you are transferring from London Overground/TfL Rail to a National Rail service on which pay as you go is not available you must touch out at the station when you transfer to complete your pay as you go journey.

If you enter and leave the same station without undertaking a journey, we may charge you a fare up to a maximum fare.

If you enter at one station and do not touch out at another, we may charge you a fare up to a maximum fare.

#### **6.8.6 Paying as you go on the Emirates Air Line**



When you pay as you go on the Emirates Air Line, you must touch your Oyster or contactless payment card on the yellow card reader as you enter and exit the Emirates Air Line station. If you travel without having correctly validated your Oyster or contactless payment card on the yellow card reader, or having bought a boarding pass, you may be liable to a penalty fare or you may be prosecuted.

### 6.9. Yellow card reader

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



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

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

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

### 6.10. (Pink card reader)

Pink card readers are located at a number of interchange stations.



If you pass a pink card reader when changing from one train to another, and you are using your Oyster or contactless payment card to pay as you go for any part of your journey, but not starting or finishing your Oyster pay as you go journey at the station concerned, you must touch your card on the pink card reader to ensure you pay the appropriate Oyster single fare for the route you are taking. If using a Travelcard that does not include Zone 1, you must also touch your card on any pink card reader that you pass when changing trains.

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

### 6.11. Daily and Weekly (Monday-Sunday) capping

Although you may have reached a daily or a Weekly (Monday-Sunday) cap, you must continue to touch your Oyster or contactless payment card on a yellow card reader at the start (and end where appropriate) of every journey. If you do not do so, you may pay too much, be liable to pay a penalty fare or be prosecuted.

The following will not count towards any daily or Monday-Sunday cap:

- Tickets, bought using pay as you go credit, for Crown River and TRS services
- pay as you go journeys on the Emirates Air Line
- pay as you go journeys on Thames Clippers River Bus services
- pay as you go journeys on Gatwick Express services
- pay as you go journeys on Southeastern highspeed services between St Pancras and Stratford International

### 6.12. Visitor Oyster cards

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

- The card can only be used for to pay as you go
- A non-refundable £3 charge is applied
- The card cannot be registered/protected

Sample Oyster cards issued to visitors:



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

### 6.13. Data Protection

If you have registered or protected your Oyster card or created an online account for your contactless payment card, you agree to us holding personal information about you and using it as described below.

### 6.14. Retention of personal travel data

The TfL ticketing system retains details of the journeys made using your Oyster for eight weeks: after this time it is de-personalised. Journey data from use of your contactless payment card is retained for up to 13 months: after this time it is de-personalised.

### 6.15 How we use your personal information

TfL, its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. If you use your Oyster or contactless payment card in connection with National Rail products or services, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) so that they can use it for the same purposes.

In certain circumstances, TfL and relevant TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

If, having used your contactless payment card for travel, you check your journey and charging data without creating an online account, you will need to enter your contactless payment card number, expiry date, card security code and billing address each time you check your journey and payment history. TfL will use the information you provide to carry out an authorisation check with your card issuer and will not use or retain it for any other purpose.

Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

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

### **7.1. Printed tickets**

**7.1.1** If you do not have an Oyster card with a valid season ticket and/or pay as you go credit on it, a contactless payment card to pay as you go, a valid permit to travel, free concession or other authority to travel, valid and available for the whole of the journey you are making, you must have with you (a) printed ticket(s) which is/are valid and available for the whole of the journey you are making.

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

**7.1.2.** You must use your printed ticket(s) in accordance with these Conditions of Carriage. All printed tickets remain our property and we may withdraw or cancel any printed ticket at any time and it may not be returned for further use.

You must only buy printed tickets from an authorised outlet. If you buy a printed ticket from anyone else, it will be invalid, may be withdrawn and will not be returned for further use. It may also result in the seller and/or you being prosecuted.

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

**7.1.3.** The single fare that you must pay at DLR stations for journeys on DLR and for through journeys to places served by other operators, is the fare from the station where your journey starts to the station where your journey finishes.

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

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

Some of our tickets and Oyster cards are available for travel on other companies' services. Information about this is shown in the tables on pages 22 to 26.

**7.2.2 Duty to insert printed ticket into ticket gate.** You must insert your printed ticket into the ticket gate at the start and end of a Tube, DLR, London Overground or National Rail journey. At stations where there are no ticket gates, or where the ticket gates are open or not in use, you must be prepared to show your printed ticket (and photocard, if needed) to a member of staff before starting or ending your journey.

**7.2.3. Duty to show printed tickets.** You must be prepared to show your printed ticket (and photocard, if needed) on each journey, whenever we ask you to do so. You must let a member of staff or a Police Officer examine it at any time during your journey if they ask you to do so. If you fail to do so you may be liable to pay a penalty fare or you may be prosecuted.

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

### **7.3. Using travel concessions**

**7.3.1** If a photocard is needed, you can only use your ticket or Oyster card when you have your photocard with you. This also applies to Oyster photocards when used with a printed ticket.

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.

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 or Oyster photocard with a valid discount concession on it, you can only use it if you have the appropriate supporting photocard or National Railcard with you at all times, including when you are buying a ticket or adding credit to pay as you go, irrespective of the service you are using.

If you have a paper photocard or an Oyster photocard, you cannot transfer or lend it to anyone else.

**7.3.2.** Any season ticket you have must not expire later than the expiry date of the photocard which you are using it with or later than the expiry date of your Oyster photocard.

### **7.3.3. Under 11 year olds**

#### **On the DLR**

**Under 5 years old.** A person under 5 years old can travel free at all times on DLR when with a person aged 16 years or older who holds a valid ticket or is using to pay as you go.

**Aged 5 to 10 years.** If accompanied by an adult, up to 4 children aged 5 to 10 can travel free at all times. For this purpose, an adult can be any of the following:

- Persons aged 16 or over using any adult-rate ticket (excluding Group Day Travelcards) or when using pay as you go at adult-rate
  - 60+ London Oyster photocard holders (no additional ticket needed)
  - Older person Freedom Pass holders (no additional ticket needed)
  - Disabled person Freedom Pass holders aged 18 or over (no additional ticket needed)
  - Veterans Oyster photocard holders aged 18 or over (no additional ticket needed).
- 
- 18+ Student Oyster photocard holders when holding a valid travel ticket or when using pay as you go
  - Apprentice Oyster photocard holders when holding a valid travel ticket or when using pay as you go
  - Jobcentre Plus Travel Discount Card holders when holding a valid travel ticket or when using pay as you go

Children aged 5 to 10 years travelling without an adult as defined above may travel free if holding a valid 5-10 Oyster photocard.

#### **7.3.4. Aged 11 to 15 years.**

You may buy and use child-rate single, return, Day Travelcards without the need for an 11-15 Oyster photocard.

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

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

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

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

**7.6. Our ticket types and conditions.** The tables below give information about the availability and validity of our most popular tickets, the rules controlling their use and any special conditions that may apply to them. For more information on child-rate, 18+ Student, Apprentice, 60+ London, Veterans, Jobcentre Plus Travel Discount Card tickets go to [tfl.gov.uk/fares](http://tfl.gov.uk/fares)

It is your responsibility to ensure you have the correct ticket or have validated your Oyster or contactless payment card correctly for the journey you are making.

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

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

## Our ticket types and conditions

Ticket type	DLR or London Underground single or return	Free travel on DLR for children aged under 11 years old
Validity	<p>On any train on the date of validity and journey that starts before 0430 the following day.</p> <p>Return ticket holders must make both the outward and return journey within this period of validity.</p>	At all times.
Availability	<p>A single DLR, London Underground and tram journey from the station where it is bought to any station/tram stop within the fare value shown on the ticket or to the destination shown on the ticket. Return tickets are available for the same journey in reverse to any DLR or London Underground station where the fare value is the same or less. The journey must be made without leaving DLR (or other operator's system) at intermediate stations unless this is specifically mentioned.</p>	<p>On DLR services, provided they are accompanied by an adult using a valid ticket or pay as you go (see clause 7.3.3)</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be used.</p>
Can it be used on other Services?	<p>On London Underground, London Overground and tram services, and on the National Rail services shown in Note A1.</p>	<p>Free travel available on DLR, London Overground and TfL Rail services, provided they are accompanied by an adult using a valid ticket or pay you go (see clause 7.3.3)</p> <p>If unaccompanied by an adult, a 5-10 Oyster photocard must be used.</p> <p>Free travel on the National Rail services shown in Note A1 if accompanied by an adult using a valid ticket or pay as you go (see clause 7.3.3). Free travel with a 5-10 Oyster photocard within the National Rail pay as you go area (except on Southeastern high speed and Gatwick Airport services).</p>
Extra conditions	<p>Can be used to travel by any reasonably direct route to the destination, unless a particular route is specified by the words on the ticket, the ticket machines or price list or by one of our staff.</p>	<p><b>Under 5 years old.</b> Available to all children at all times when they are with a ticket holder or someone using pay as you go.</p> <p><b>Aged 5 to 10 years.</b> Available for up to four children when travelling with an adult who has a ticket (see clause 7.3.3) and to children who hold a valid 5-10 Oyster photocard.</p>

Ticket type	Day Travelcard	Group Day Travelcards
Validity	<p>Anytime tickets - From 0001 Mondays to Fridays (except public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p> <p>Off-Peak tickets - From 0930 on Mondays to Fridays (from 0001 on Saturdays, Sundays and public holidays) on the day of validity and for any journey that starts before 0430 the following day.</p>	<p>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>
Availability	<p><b>On Tube, DLR, London Overground, TfL Rail and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern highspeed services, Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <p><b>On buses</b> – unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On trams</b> – unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p><b>On Tube, DLR, London Overground, TfL Rail and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Not available on Southeastern highspeed services, Heathrow Express and on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On trams</b> - unlimited journeys across the tram network.</p>
Can it be used on other services?	<p>On a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3<sup>rd</sup> off the cost of travel Thames Clippers River Bus services and River Tours and to discounted fares on the Emirates Air Line.</p>	<p>On a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3<sup>rd</sup> off the cost of travel Thames Clippers River Bus services and River Tours and to discounted fares on the Emirates Air Line.</p>
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date required.</p>	<p>Groups must be at least 10 people and must travel together at all times. Cannot be transferred from one person to another.</p> <p>Can be bought up to 7 days before the date needed.</p>



Ticket type	Travelcard season ticket	Pay as you go
Validity	From 0001 on the start date and for any journey that starts before 0430 on the day after the expiry date shown.	At all times.
Availability	<p><b>On Tube, DLR, London Overground, TfL Rail and National Rail services</b> - unlimited journeys within the zones shown on the ticket. Also available to and from any station shown on the ticket and any station in between.</p> <p>Cannot be used on Southeastern highspeed services, Heathrow Express or on Heathrow Connect services between Hayes &amp; Harlington and Heathrow or on the Emirates Air Line.</p> <p><b>On buses</b> - unlimited journeys across the London bus network including sections outside Greater London. This applies to all Travelcards irrespective of the zone(s) shown on the ticket.</p> <p>Cannot be used on special bus services.</p> <p><b>On trams</b> - unlimited journeys where the Travelcard includes Zone 3, 4, 5 or 6.</p>	<p>Oyster and contactless payment cards can be used to pay as you go on bus, London Underground, tram, DLR, London Overground and TfL Rail services, the Emirates Air Line and Thames Clippers River Buses.</p> <p>Also on National Rail services within the National Rail pay as you go area.</p> <p>Oyster cards can be used to pay as you go on the Emirates Air Line.</p> <p>Cannot be used on special bus services and on a small number of bus services in the outer London area. Go to <a href="http://tfl.gov.uk">tfl.gov.uk</a> for information.</p> <p>Cannot be used on Heathrow Express or on Heathrow Connect services between Hayes and Harlington &amp; Heathrow.</p>
Can it be used on other Services?	On a limited number of other operators' bus services within Greater London. Also entitles the holder to 1/3 <sup>rd</sup> off the cost of travel on Thames Clippers River Bus services and most River Tour services and to discounted fares on the Emirates Air Line.	Pay as you go credit can be used to buy tickets on the Emirates Air Line, Crown River and TRS services.
Adult photocard needed?	7 Day, monthly and longer period on an Oyster card – No. Printed 7 Day ticket (issued by TfL) available within Zones 1-9 - No. Printed monthly and longer period ticket – Yes	No
Extra conditions	<p>Cannot be transferred from one person to another.</p> <p>Can be bought up to 30 days before the start date at London Underground stations and Visitor Centres and 7 days before at Oyster Ticket Stops.</p> <p>Where more than one Travelcard, covering the same date or dates of</p>	Pay as you go journeys on the Emirates Air Line, Thames Clippers River Buses, Southeastern high speed and Gatwick Express services and tickets bought using pay as you go credit for use on Emirates Air Line, Crown River and TRS services will not count towards any daily or weekly cap.

	validity, is on an Oyster card, the zonal availability of any such Travelcard must cover adjacent zones at all times.	
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<b>Ticket type</b>	<b>Freedom Pass</b>	<b>Veterans Oyster photocard</b>
Validity	At all times except* on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays. * Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.	At all times except on National Rail where they are not valid for journeys that start between 0430 and 0930 Monday to Friday, excluding public holidays Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.
Availability	On all services shown in the booklet issued with freedom passes or in other notices about them.  Can also be used on some special bus services. Please check with the operator or with London Councils at <a href="http://www.freedompass.org">www.freedompass.org</a>	On bus, Tube, tram, DLR, London Overground, TfL Rail and National Rail services. A map showing where you can use a Veterans Oyster photocard is at <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a>  Can also be used on some special bus services. Check with the operator or go to <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a>
Can it be used on other services?	For details, see the booklet issued with freedom passes or go to <a href="http://www.freedompass.org">www.freedompass.org</a>	On a limited number of other operators' bus services within Greater London.  Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services.
Extra conditions	Cannot be transferred from one person to another. It can only be used by the person whose name and photograph appears on the pass.  We may withdraw any Freedom Pass which appears to be invalid or is being misused and the pass may not be returned whether or not the misuse was by the registered holder of the pass.  If you move from Greater London your Freedom Pass must be surrendered by sending it to: Journeycall James Chalmers Road ARBROATH DD11 3RQ	Can only be used by the person whose name and photograph appears on the photocard.

<b>Ticket type</b>	<b>60+ London Oyster Photocard</b>
Validity	At all times except on National Rail where they are not valid for journeys

	that start between 0430 and 0930 Monday to Friday, excluding public holidays. Restriction does not apply on the London Overground, TfL Rail and National Rail services shown in Note A2.
Availability	On bus, DLR, Tube, tram, London Overground, TfL Rail and National Rail services.  A map showing where you can use a 60+ Oyster photocard is at <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a>  Can also be used on some special bus services. Please check with the operator or go to <a href="http://tfl.gov.uk/fares">tfl.gov.uk/fares</a>
Can it be used on other services?	At all times on the bus services as shown in Note A3.  Can be used to get discounted fares on Thames Clippers River Bus and Emirates Air Line services
Extra Conditions	Can only be used by the person whose name and photograph appears on the photocard.

## Notes

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

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Stratford to Liverpool Street
- Tottenham Hale/Seven Sisters to Stratford
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- Tottenham Hale/Seven Sisters/Walthamstow Central to Liverpool Street
- Harrow & Wealdstone to Clapham Junction (Southern service)
- Bushey to Euston (London Midland service)
- West Hampstead Thameslink to Elephant & Castle/London Bridge
- West Ruislip to South Ruislip

**A2** Freedom Passes, 60+ London Oyster photocards and Veterans Oyster photocards can also be used between 0430 and 0930 on the following National Rail services:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Clapham Junction via Kensington (Olympia)\*
- Harrow & Wealdstone to Euston

- West Hampstead Thameslink to Elephant & Castle/London Bridge
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street (not via Romford)
- New Cross Gate to West Croydon / Crystal Palace /Clapham Junction (London Overground services only)
- Watford Junction to Harrow & Wealdstone (London Overground service only)
- West Ruislip to South Ruislip

\* Freedom Pass, 60+ London Oyster photocard and Veterans Oyster photocard holders can travel free at all times on London Overground services.

On Southern services between Clapham Junction and Harrow & Wealdstone, holders of Veterans Oyster photocards and Disabled person freedom passes can travel free at all times; holders of Older person freedom passes and 60+ London Oyster photocards can travel free from 0900 on Mondays to Fridays (excluding public holidays) and at all times on Saturdays, Sundays and public holidays.

A map showing where Freedom Passes, 60+ London Oyster photocards and Veterans Oyster photocards can be used on National Rail between 0430 and 0930 can be found at [tfl.gov.uk/fares](http://tfl.gov.uk/fares)

## 8. Replacement and duplicate tickets and Oyster cards

**8.1. Replacement Oyster cards.** If your Oyster card is damaged or will not work on our yellow or pink card readers we may replace it free of charge. You can ask us to do this at any London Underground station, from an online account or by calling TfL Customer Services. You may be asked to give your name and address.

If your Oyster photocard doesn't work when you touch it on a yellow card reader, it may be faulty. If there is no visible damage such as scratches, cracks or bends, call TfL Customer Services to get a free replacement. We may ask you to send in the failed card to confirm that it's faulty.

You can report your Oyster photocard as lost, stolen or damaged online at [www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard). Once reported, we'll cancel it and send you a replacement. You will need to pay an admin fee for a replacement.

If your Oyster card or Oyster photocard has a negative pay as you go balance, you will be asked to clear it before we replace your card.

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

If your Oyster card or Oyster photocard had a discount on it e.g. Railcard, you should get the discount set on your replacement card.

**8.2. Duplicate printed 7 Day season tickets.** We do not issue duplicate tickets or give refunds for lost printed 7 Day season tickets.

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

**Unregistered or unprotected Oyster cards** - If your unregistered/unprotected Oyster card is lost or stolen, we will not issue a duplicate or make a refund of any season ticket or

pay as you go credit on your card at the time of loss/theft or make a refund of any additional fares paid following the loss/theft.

**Registered and protected Oyster cards** - If you lose your registered or protected Oyster card or it has been stolen, you must report this to us as soon as possible. You can report it from your online account or call TfL Customer Services. Once we have verified your details, we will stop your card. If you subsequently find/have returned to you your lost/stolen Oyster card, you must not start using it again. Instead, you should dispose of it securely.

If you lose your registered/protected Oyster photocard, smartcard or Oyster card with a reduced rate travel concession, or it has been stolen, go to [tfl.gov.uk/refunds](http://tfl.gov.uk/refunds) to find out what to do or call TfL Customer Services.

**Season tickets** – If your registered/protected Oyster card has an adult-rate season ticket on it, we will generally aim to replace your ticket. You should get a new Oyster card, create an or sign into your online account or call TfL Customer Services to arrange to transfer your ticket to this new card. We may, in exceptional circumstances send you a replacement Oyster card with your ticket loaded on it.

In some cases, generally where there are fewer than five days left on your ticket, we will arrange a refund. We will refund the remaining value of the season ticket, less an administration fee (currently £5). The amount of the refund will be worked out from the time and date that we verify your details once you have reported your card missing. If your missing Oyster card also has pay as you go credit on it, any credit remaining on the missing card will be refunded to you.

Any deposit paid for the lost/stolen Oyster card will not be refunded.

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

If the loss of your Oyster card is a result of theft, fire or other exceptional circumstances which have been reported to the police, the fire service or other appropriate organisation, you should be able to provide confirmation of the circumstances from the relevant authority on request e.g. a crime reference report from the police or a Victim Care Card. We will then refund any daily fares paid whilst waiting for your duplicate season ticket to be transferred to a new Oyster card or for a new Oyster card with a duplicate season ticket to be issued. You must claim within 28 days of the date your duplicate season ticket or new Oyster card is received. Claims cannot be made after this time. When you apply for a refund, you will need to provide proof that you bought tickets or used pay as you go on each additional day. We refund additional fares where they are covered by the availability of your season ticket. We will not refund for the period before you reported the

theft/ destruction of your Oyster card and we have verified the details or if we do not agree to issue a duplicate.

We issue duplicate season tickets for Oyster cards at our discretion. We may ask you to provide additional information or to attend a meeting to discuss your application for a duplicate season ticket. We reserve the right to refuse to issue a duplicate season ticket. We do not issue duplicates (or give refunds) for lost printed season tickets that are valid for 7 days or less.

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

**Pay as you go credit** - If your registered or protected Oyster card only has pay as you go credit on it, you should create an or sign into your online account or call TfL Customer Services to arrange to transfer your pay as you go credit to a new Oyster card. Alternatively, we may refund the remaining pay as you go credit to you, less an administration fee (currently £5). Any refund or transfer will be worked out from the date and time that you report the loss the details of which have been verified.

We transfer pay as you go credit to a new Oyster card or make a refund at our discretion. We may ask you to provide additional information or to attend a meeting. We have the right to refuse to issue a new Oyster card with pay as you go credit or to refund any pay as you go credit. Where we issue a new Oyster card with pay as you go credit you may have to pay an administration fee.

We will not refund any deposit paid for the lost/stolen Oyster card or of the value of any daily fares paid.

## 9. Ticketless travel and penalty fares

**9.1.** A penalty fare of £80 applies on DLR. This is reduced to £40 if paid within 21 days of the date following issue of the penalty fare notice.

If you are issued with a penalty fare, the Appeals process is outlined on the penalty fares notice issued at the time. Details of who to contact about this and how are shown in Section 2.

**9.2.** If you are travelling on DLR without:

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

you may be issued with a penalty fare or may be prosecuted.

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

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

Your Oyster photocard may be withdrawn if you do not pay any penalty fare that is issued to you.

## **10. Suspected fare evasion and prosecutions**

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

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

and we believe that you are trying to avoid paying the correct fare, you may be prosecuted. If the court finds you guilty you risk a fine or imprisonment.

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

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

## **11. Refunds if you are delayed on Dockland Light Railway services**

**11.1.** If we or our contractors fail to run the advertised DLR services or if there are delays to those services, we will not compensate you for any losses you may suffer as a result, except in the circumstances and in the ways as set out below.

**11.2.** If your DLR journey was delayed for reasons within our control by 15 minutes or more, we will refund you the single pay as you go fare for the journey on which you were delayed. We will refund the cash value for the delayed DLR journey, if you bought a paper single or return ticket.

**11.3** You can't get a refund if your journey was delayed as a result of planned service changes and engineering work or for a reason outside our control, such as:

- a security alert
- a customer incident, for example, a person ill on a train
- adverse weather conditions

**11.4** You must apply within 28 days of the delayed journey.

**11.5** If you use an alternative route to your destination due to planned or advertised service changes, you are not eligible for a refund.

**11.6** If you have a free travel concession, you are not eligible for a refund.

**11.7** If our services are disrupted by strike action and your journey takes longer than normal, refunds are not payable. Service delay refunds will be suspended during strike action. We may offer a goodwill payment - contact TfL Customer Services to find out more.

### Refunds if you are delayed on DLR services

<b>If this happens</b>	<b>We will...</b>	<b>What to do next...</b>
<p>You make your journey but are delayed for reasons within our control by 15 minutes or more on our services.</p> <p>This does not include any delay caused by strike action</p>	<p>refund the single pay as you go fare for the delayed journey if you were using an Oyster or contactless payment card</p> <p>refund the cash value, for the delayed journey, if you bought a paper single or return ticket</p>	<p>Sign in to your online account to apply. You must apply within 28 days of the delayed journey.</p> <p>Find out how to apply for a refund at <a href="http://tfl.gov.uk/service-delay-refunds">tfl.gov.uk/service-delay-refunds</a> or call TfL Customer Services</p>
<p>You make your journey but are delayed, or have to pay additional or higher fares on alternative routeings, for reasons outside our control.</p>	<p>give no refund.</p>	<p>Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.</p>
<p>You make your journey but are delayed, or have to pay additional or higher fares on alternative routeings, as a result of planned service changes or engineering works.</p>	<p>give no refund.</p>	<p>Contact TfL Customer Services if you have any suggestions about how we could have handled the situation better.</p>
<p>When using pay as you go, you have touched your Oyster or contactless payment card on a yellow card reader, but are unable to start or finish your journey because of service disruption:</p>	<p>attempt to charge the right fare by automatically completing the journey.</p>	<p>Sign into your online account after 48 hours and within 28 days to apply for a refund or call TfL Customer Services.</p>



## 12. General refund policy for travel on DLR

### 12.1 Season ticket refunds on Oyster cards

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

**12.1.3** We will normally refund the remaining value of a season ticket that you no longer need provided that as soon as you stop using it you ask us to cancel it on your Oyster card or you do so via your online account. The amount of the refund will be worked out from that date.

**12.1.4** Where a refund is payable, it will be based on what you paid for the ticket and how long you actually used it for. We will calculate the difference between the price you paid and the cost of a ticket(s) for the period you actually travelled. This means that the amount that we pay back will not usually be in direct proportion to the cost of the season ticket. If it is near to its expiry date when you return it to us or cancel it, there may be no refund due. An admin fee (currently £5) will usually be charged. Any deposit paid will be refunded.

When you apply for a refund, there must be at least seven days remaining on a Monthly ticket and three days remaining on a 7 day ticket. On some 7 Day tickets, there may be no refund due after three days of use. Generally on an Annual ticket, no refunds are due after about 10½ months.

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

In cases of illness, the refund can be backdated if you provide suitable documentary evidence for a period before you hand in your ticket, provided that you have not travelled using your season ticket since your illness. If you cancel your season ticket within six weeks after the start of your illness, we will work out your refund from the start of your illness. If you cancel your season ticket more than six weeks after the start of your illness, we will work out your refund based on your season ticket having been used six weeks prior to the cancellation date.

If you have an Oyster card with a season ticket on it, you must not use your Oyster card again if you intend to claim a refund. You should contact TfL Customer Services who will tell you what to do. If you do use your season ticket again or the pay as you go credit on your Oyster card, before the season ticket is cancelled, we will not give you a refund.

**12.1.6** Where your Oyster card is unregistered/unprotected and you contact TfL Customer Services for a refund, you will be required, for administration purposes, to provide your name and address.

### 12.2 Refund of maximum fares

**12.2.1** If you don't touch in and out correctly when using rail services, you may be charged a maximum fare for an incomplete journey. Where we can, we will try to automatically correct this so that you are charged the correct fare for your journey.

## General refund policy for travel on DLR

If this happens	We will...	What to do next
You have bought a single or return ticket but have not used it for reasons other than service disruption	generally not refund; however we may consider such requests on a case by case basis.  not refund for service disruption caused by strike action	You should send your ticket(s) to TfL Customer Services, explaining why you have not used it (them).
You have bought a single or return ticket but have only partially used it for reasons other than service disruption	not give a refund on partially used single or return tickets.  not refund for service disruption cause by strike action	
You buy a Day Travelcard but do not use it	give a refund provided that the ticket is handed in before the day of validity.	You should send you ticket(s) to TfL Customer Services, explaining why you have not used it (them).
You buy a Day Travelcard but only partially use it on the day of validity	Not give a refund on partially used One Day tickets.	
You have credit on your Oyster card to pay as you go but no longer need it	Give a refund of the credit on your Oyster card.	If the balance on your Oyster card is £10 or less, you can get a refund at Underground station ticket machines. Once you have done this, you cannot use the card again. Alternatively, create an or sign into your online account or contact TfL Customer Services.
You have paid more than the advertised pay as you go fare when paying as you go and have correctly touched in and touched out	refund the amount overpaid where pay as you go is available when making the journey.	Sign in to your online account (or call TfL Customer Services) after 48 hours but within 8 weeks, to apply for one maximum fare refund per calendar month.  Claims cannot be made after this time.
You have paid more than the advertised pay as you go fare when paying as you go and either did not touch in or did not touch out	not normally make any refund unless there were reasons beyond your control for not touching in and touching out.  Where we can we will attempt to adjust the credit on your card automatically. The credit will be sent to the station you use most often.	Sign in to your online account, after 48 hours but within 8 weeks, to apply for one maximum fare refund per calendar month.  Call TfL Customer Services after 48 hours but within 6 weeks of making the journey and we will consider your request. Claims cannot be made after this time.

<p>You forget to bring your season ticket or registered/protected Oyster card with a season ticket on it with you for a day</p>	<p>consider a request for a refund provided you buy (an) additional ticket(s) for the journey(s) you make before or at the time you travel on that day. The refund will be based on the cost of your original ticket which you forgot to bring with you and will generally be less than the cost of cash single/return fares.</p> <p>not normally do this if you have used your season ticket already for the day you are claiming.</p> <p>not normally do this more than twice in any 12 month period.</p> <p>not give a refund where your Oyster card is unregistered or unprotected</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	<p>You should call TfL Customer Services with details of the ticket(s) you bought or the Oyster or contactless payment card you used to pay as you go.</p>
<p>You forget to bring your 5-10 Oyster photocard with free travel concession with you and are not travelling with an adult</p>	<p>not give a refund of any additional fares paid.</p>	
<p>You forget to bring your 11-15, 16+ Oyster photocard with free travel concession with you</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your 18+ or Apprentice Oyster photocard with you</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your Veterans Oyster photocard with you</p>	<p>not give a refund of any additional fares paid.</p> <p>have the right to charge you a penalty fare if you do not pay your fare before travelling.</p>	
<p>You forget to bring your 60+ London Oyster photocard</p>	<p>not give a refund of any additional fares paid.</p>	

with you	have the right to charge you a penalty fare if you do not pay your fare before travelling.	
You forget to bring your Freedom Pass with you	not give a refund of any additional fares paid.  have the right to charge you a penalty fare if you do not pay your fare before travelling.	
You forget to bring your Jobcentre Plus Travel Discount Card and any accompanying Oyster card with you	not give a refund of any additional fares paid.  have the right to charge you a penalty fare if you do not pay your fare before travelling.	

## 13. Luggage and possessions

### 13.1. General

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

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

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

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

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

**13.1.4.** You may bring full size bicycles on DLR railway services throughout the system apart from the section between Shadwell and Bank. Bicycles will be accepted in off-peak hours only. Bicycles will therefore not be accepted between 0730 to 0930 and 1600 to 1900 on Mondays to Fridays (excluding Bank Holidays).

Passengers wishing to bring bicycles onto DLR services should note the following:

- they must be in possession of a valid ticket for the journey being made (there is no additional charge for bicycles)
- bicycles must not be more than 2 m long (see condition 13.1.3)
- passengers with bicycles must not use moving escalators
- passengers must ensure that they take responsibility for their bicycles and ensure that they do not obstruct the doors or gangways, cause annoyance or injury to other

passengers or soil their clothing in any way, nor cause damage to any DLR Limited property.

- DLR reserves the right to suspend the carriage of bicycles at any time (this is likely to be the case during periods of extreme crowding during major exhibitions or events around the railway such as the London Marathon - if you need specific advice as to whether bicycles will be allowed, please contact TfL's customer services)

All passengers must abide by the instructions of an authorised person.

For safety reasons we do not allow them on the buses that we run in place of DLR trains when part of the network is temporarily closed.

**13.1.5.** Staff can refuse permission for you to take any item onto our services. If you are not sure if a particular item will be allowed, contact TfL Customer Services for advice before you travel.

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

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

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

**14.1.1.** For information about travelling with assistance dogs on our services, see section 14.

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

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

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

## **15. Animals**

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

**15.2.** If you bring an animal with you, for safety reasons you must carry it through automatic ticket gates.

**15.3.** If you bring an animal with you, you must use a staircase or lift where provided.

## 16. Lost property

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

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

**16.3.** If you lose something on the DLR, you can go to [tfl.gov.uk](http://tfl.gov.uk) and complete an enquiry form, telephone 0343 222 1234 or visit our Lost Property Office at 200 Baker Street, London NW1 5RZ. It is open 08:30 to 16:00 Mondays to Fridays (except public holidays).

**16.4** Property can take a minimum of three working days before reaching the Lost Property Office. Go to [tfl.gov.uk](http://tfl.gov.uk) for further information about the Lost Property Office.

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

## 17. Bicycle stands

**17.1. Bicycle stands.** Some DLR stations have facilities where bicycles can be left free of charge at owner's risk.