

Transport for London

# Getting around with Oyster



**MAYOR  
OF LONDON**



**National  
Rail**

**Transport  
for London**



## Mayoral introduction

Oyster is the quickest and easiest way to travel on public transport in London, with millions of journeys made every day. Oyster keeps our transport systems running smoothly. It reduces the need to queue or use a ticket



office, and enables passengers to speed through ticket gates fuss and fumble free, by touching in and out. It's the cheapest way to pay for a single fare on buses, Tube, trams, DLR, London Overground and National Rail services. And now you can also get discounts on some river services.

London's Tubes and buses provide 3.4 billion journeys every year, while the DLR and London Overground are carrying more passengers than ever before. So sustained levels of investment are absolutely vital to meet passenger demand.

In 2012 we will complete an upgrade of the Victoria line that will mean more frequent services and shorter journey times, we will introduce a new bus for London with a hop on and off platform, and London Overground will become the capital's first orbital railway when work is completed on the final south London link in the chain.

These are just some examples of the huge investment programme happening in London that is helping to deliver a transport system befitting of this great city.

A handwritten signature in black ink, which appears to be 'Boris Johnson'.

**Boris Johnson, Mayor of London**

## What can Oyster do for you?

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

Get an Oyster card with a £5 deposit and top up with pay as you go credit and/or add your season ticket. And remember your Oyster card is reusable!

See the table on page 4 to find out how much you could save if you use Oyster to pay for single journeys instead of cash.

Also if you register your Oyster card, the cash and tickets on it will be protected against loss or theft. Pick up a registration form at stations or Oyster Ticket Stops, or protect and manage your card online at [tfl.gov.uk/oyster](http://tfl.gov.uk/oyster)

Discounts are available for children, teenagers, students and some adults – visit [tfl.gov.uk/tickets](http://tfl.gov.uk/tickets) or call **0845 330 9876** for more information.



## Examples of savings on adult single fares with Oyster

Journeys in:	Cash	Oyster pay as you go	
		Peak <sup>1*</sup>	Off-Peak <sup>2*</sup>
Tube, DLR, London Overground, some National Rail services <sup>3*</sup>			
Zone 1 only	£4.30	£2.00	£2.00
Zones 1-2	£4.30	£2.70	£2.00
Zones 1-4	£5.30	£3.60	£2.60
Zones 1-6	£5.30	£4.80	£2.90
Most National Rail services			
Zone 1 only	£2.40	£2.10	£1.60
Zones 1-2	£2.90	£2.30	£1.80
Zones 1-4	£4.50	£3.50	£2.40
Zones 1-6	£6.20	£5.50	£3.40
Bus and tram			
Any journey	£2.30	£1.35	

<sup>1\*</sup> **Peak** Oyster single fares apply from 0630 to 0930 and from 1600 to 1900 Monday to Friday (excluding public holidays).

<sup>2\*</sup> **Off-Peak** Oyster single fares apply at all other times.

<sup>3\*</sup> **Off-Peak** Oyster single fares also apply from 1600 to 1900 Monday to Friday for journeys starting outside Zone 1 and ending in Zone 1.

For more details, visit [tfl.gov.uk/tickets](https://tfl.gov.uk/tickets)

## Paying for your journey with Oyster

### Pay as you go

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

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

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

### Oyster daily price capping

Allows you to travel as many times as you like in a day (from 0430 and before 0430 the next day), and you'll never pay more than the cost of an equivalent Day Travelcard.\* The system calculates the cap based on when and how you travel. For the correct daily price cap to apply, you must touch in and out correctly – for details, see 'How to use your Oyster card' on page 8.

\*Does not apply for travel to/from Grays, Purfleet, Ockendon or Chafford Hundred

## Auto top-up

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

No need for you to queue to add credit again. With Auto top-up your Oyster card will be topped up automatically with either £20 or £40 of credit (whichever you choose) whenever your balance falls below £8. This means you will never run out of credit to pay as you go. To set up Auto top-up visit [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)

## Travelcard and Bus & Tram Pass season tickets

**Add and renew your season tickets onto your Oyster card in advance.**

Travelcard season tickets (valid for 7 days or longer) can be used on the Tube, DLR, London Overground and National Rail within the zones covered by your ticket and on all London buses displaying this sign.



Any Travelcard covering Zones 3, 4, 5 or 6 is valid on trams. Also get 1/3 off Riverboat fares with a Travelcard on your Oyster card.

Bus & Tram Pass season tickets (valid for 7 days or longer) can be used on all London's buses and trams.

Please remember, if your Oyster card holds a season ticket, it is for your use only and so you cannot lend your card to someone else. For more information on season tickets visit [tfl.gov.uk/tickets](https://tfl.gov.uk/tickets)

## Combining season tickets and pay as you go

**Store pay as you go credit and your season ticket on the same card.**

This allows you to travel:

- Outside the zones of your Travelcard
- On other transport modes if you hold a Bus & Tram Pass season ticket only on your Oyster card

## Pay as you go on river services

**Use your pay as you go credit for journeys on Thames Clipper services.**

Get 10% off when you use Oyster pay as you go. Present your card to the river services ticket seller and they will issue a paper ticket. The fare for your journey will be deducted from your pay as you go credit – this will not count towards your daily price cap. For more details visit [tfl.gov.uk/tickets](https://tfl.gov.uk/tickets)



## How to use your Oyster card

### Yellow card reader

To ensure you pay the correct fare on Tube, DLR, London Overground and National Rail services, you must always touch in on the yellow card reader at the start of your journey and touch out at the end. If you don't, a maximum Oyster fare will be charged.



On buses you must touch in when boarding, on trams you must touch in on the yellow card reader on the tram stop platform before you board – in both cases you must not touch out at the end of your journey.

When you touch your Oyster card on a card reader, a green light and one beep means that it has been accepted for travel. A red light and two beeps, means your Oyster card has been rejected. You must not proceed until your Oyster card has been accepted for travel or you have paid separately for your journey, otherwise you will be liable to a penalty fare or prosecution.

### Oyster route validator – pink card reader

Pink card readers are located at some Tube, London Overground and National Rail stations, so you can indicate which route you have taken to ensure you pay the appropriate fare. You only need to touch your Oyster card on the pink card reader if you are using Oyster pay as you go for any part of your journey and are changing trains at one of the stations that has a pink card reader.



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

You can get an Oyster card at:

- [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)
- Oyster Ticket Stops – find your nearest online at [tfl.gov.uk/ticketstopfinder](https://tfl.gov.uk/ticketstopfinder)
- Selected touchscreen ticket machines at Tube stations
- Tube and London Overground station ticket offices
- London Travel Information Centres
- Selected National Rail station ticket offices

You can top up with credit and buy or renew season tickets at:

- [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) (Annual Bus & Tram Pass season tickets are only available online for first issue). Pick up your credit/season ticket 24 hours after buying online by touching in as part of your journey at a designated station
- Oyster Ticket Stops – find your nearest online at [tfl.gov.uk/ticketstopfinder](https://tfl.gov.uk/ticketstopfinder)
- Tube and London Overground touchscreen ticket machines and station ticket offices
- London Travel Information Centres
- DLR touchscreen ticket machines
- Most National Rail touchscreen ticket machines (only pay as you go and 7 Day Travelcards) and selected ticket offices

## Register and protect your Oyster card

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

If you have not yet registered your Oyster card pick up a registration form and return your completed form to your local Oyster Ticket Stop, Tube or London Overground station or London Travel Information Centre. Alternatively, you can protect your Oyster card online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster)

A photograph of an Oyster card registration form. The form is titled 'Oyster card registration form' and includes instructions: 'Please complete this form writing clearly within the boxes in BLOCK CAPITALS and return it to any London Underground ticket office, London Overground ticket office or London Travel Information Centre.' It is divided into sections for personal details, contact information, and a declaration. The form includes fields for Mr, Mrs, Miss, Ms, Other, First name, Surname/Family name, Address, Town/City, Postcode, Mobile phone number, and Email. There are also checkboxes for 'I agree to the terms and conditions' and 'I agree to provide my details for marketing purposes'. The form is designed with a grid of boxes for each character in the text fields.

**Remember!**  
**Register your Oyster card.**

## Frequently asked questions

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

If your Oyster card is registered or protected, your credit and/or season ticket is safe. For more information and to report it lost or stolen, go online at [tfl.gov.uk/oyster](https://tfl.gov.uk/oyster) or call the Oyster helpline on **0845 330 9876**. You cannot get a refund on an unregistered/unprotected Oyster card that is reported lost or stolen.

### Why have I been charged a maximum Oyster fare?

A maximum Oyster fare is charged when using Oyster pay as you go if you do not touch in and touch out correctly on Tube, DLR, London Overground or National Rail services.

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

Add credit to clear the negative pay as you go balance before you next travel. You will not be able to travel until you do this.

### I think I have been overcharged. What should I do?

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

## Need more help?

- Visit **tfl.gov.uk/tickets** for more information and detailed fares
- Ask a member of staff at stations where Oyster is accepted
- Call **0845 330 9876**
- This leaflet is available in large print and in the following languages: Arabic, Bengali, Chinese, French, German, Greek, Gujarati, Hindi, Italian, Polish, Punjabi, Spanish, Tamil, Turkish, Urdu. Visit **tfl.gov.uk** or call **0843 222 1234\*** for copies

\*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

January 2012. All information correct at time of going to print. For more Oyster information, please visit **tfl.gov.uk/oyster**



Website

**tfl.gov.uk**



Oyster helpline number

**0845 330 9876**