

What is an Oyster card?



Oyster is the new ticketing system for Transport for London designed to make journeys in and around London quicker, easier and cheaper. The Oyster card is made of durable plastic and it can be used to pay for your journeys throughout London (see "What are the current fares?")

When purchasing your Oyster card from www.visitbritaindirect.com, you will have a choice of pre-loaded cards with values of \$15.00 or more.

Oyster cards are reusable and transferable. When your travel value (cash) runs out, you can just top it up. You can keep reusing the Oyster Card as long as you like, as well as giving it to someone else who is visiting London.

How do I use Oyster to pay as I go?

When you use Oyster to pay as you go on Tube, Docklands Light Railway or participating National Rail services (see below) you must always touch your Oyster card flat on the yellow readers on the ticket gates at the start and end of your journey. You must do this even if the gates are open or if you are using the side gate.



At ungated stations you must always touch your card flat on the yellow reader on the validators provided. This ensures that the start and end of your journey can be recorded and the correct fare is deducted from your balance. If you do not touch in and out at the start and end of each journey, you may pay more than you need.

When travelling by bus, touch your card on the reader as you board, not as you leave.

When using Trams, touch your Oyster card on the reader on the tram stop platform before you board.

Where can I use my Oyster card?

You can use Oyster to pay as you go on Tube, bus, DLR, tram, and the following National Rail routes:

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate
- Harrow & Wealdstone to Euston (not valid at Kilburn High Road/South Hampstead)
- Kentish Town to Moorgate/Elephant & Castle/London Bridge
- Liverpool Street to Walthamstow Central/Tottenham Hale/Seven Sisters (not valid at intermediate stations)
- Richmond to Gunnersbury
- Stratford to Canning Town
- Stratford to Liverpool Street
- Upminster to Fenchurch Street/Liverpool Street via Barking (not valid at Forest

Gate/Maryland)

– West Ruislip/South Ruislip to Marylebone (not valid at intermediate stations)

You can purchase normal single fares in London for travel other routes not included in this list.

Can I use my Oyster card on Riverboat services?

Passengers presenting an Oyster card will receive a 33% discount off the advertised adult or child (as long as they have a Travelcard) fare on most riverboat services.

Do I need a photocard when I am using my Oyster card?

You do not need to carry a photocard if you have an Adult Oyster card to pay as you go.

What are the current fares?

Tube / DLR

Fare including Travel in Zone 1			
	Oyster Single Fare		Cash Single Fare
Journey in:	Monday to Friday from 0700 and before 1900)	(All other times including public holidays)	
Zone 1 only	\$3.00	\$3.00	\$6.00
Zones 1-2	\$4.00	\$3.00	\$6.00
Zones 1-3 or 1-4	\$5.00	\$4.00	\$6.00
Zones 1-5 or 1-6	\$6.50	\$4.00	\$7.50
Fare not including Travel in Zone 1			
Zone 2, 3, 4, 5 or 6 only Zones 2-3, 3-4, 4-5 or 5-6	\$1.85	\$1.85	\$6.00*
Zones 2-4, 2-5, 2-6, 3-5, 3-6 or 4-6	\$3.50	\$1.85	\$6.00
* \$3.00 for travel on DLR only in Zones 2-3			

BUS / TRAM

Oyster Single Fare		Cash Single Fare
(Monday to Friday from 0700 and before 0930)	(All other times including public holidays)	
\$1.85	\$1.50	\$3.00

What if I don't touch my Oyster card on a card reader?

If using Oyster to pay as you go it is essential that you touch your Oyster card on a reader on each journey to ensure you pay the correct fare. For Tube, DLR and participating National Rail journeys you must touch in at the start and touch out at the end of every journey or at the point of

interchange between Tube, DLR or National Rail. On buses and trams, you must touch in at the start of each trip. If you don't, you are likely to pay more than you need for your journeys. If you think you may have been incorrectly charged as a result of not touching your card to a reader please call 0845 330 9876 whilst in London. You can also go to an Underground ticket office or call the Oyster Helpline on +44 207 222 1234

You must continue to touch your Oyster card on a reader on every journey once you have reached a cap. If you do not do so, you may be liable to a Penalty Fare or prosecution.

How does daily price capping work?

For each Oyster card, the system automatically adds up the cost of each pay as you go journey made that day on Tube, DLR, Buses, Trams and participating National Rail services.

When the total cost reaches a pre-determined limit, a cap is applied and further journeys made in the same zones are free for the rest of the day.

Different caps apply for:

- travel from 0430 and before 0930 on Mondays – Fridays
- travel after 0930 Monday – Friday, anytime at weekends and public holidays
- different combinations of Travelcard zones
- bus/tram only or multi modal travel

Once you reach a cap, you must continue to touch your Oyster card on the card reader on every journey, to ensure you pay the correct fare for the zones you travel through. If you do not, you could end up paying more than you need, you may be liable to a Penalty Fare or you may be prosecuted.

What are the Oyster daily price capping rates?

	Peak	Off-Peak
Zone 1 or Zones 1-2	\$11.00	\$8.50
Zones 1-3	\$12.50	\$9.50
Zones 1-4	\$15.00	\$9.50
Zones 1-5	\$18.50	\$11.00
Zones 1-6	\$22.00	\$11.00
Zones 2-6*	\$13.00	\$7.50

*Some journeys have been defined as requiring travel via Zone 1 and will be charged and capped accordingly, irrespective of the actual route taken.

What is the lowest fare promise for daily price capping?

During a 24 hour period, from 0430 and up to 0430 the following day, you will never pay more than the equivalent One-Day Travelcard price for all your Oyster pay as you go journeys in Zones 1 to 6. For this promise to apply, on the Tube, DLR and participating National Rail services, you must always touch in and touch out at the start and end of every journey you make. On buses and trams you must touch in at the start of each journey.

Are Oyster cards available for children?

We are not able to offer Oyster cards to children. Under 11s can travel for free if accompanying an adult from 0930 Monday to Friday as well as all day at weekends and on public holidays. 11-15 year olds still need to purchase a normal paper travelcard from Visit Britain.

How many children under the age of 11 can travel free with an adult with a valid ticket?

Up to four.

Are day, 3 day or 7 day travel cards available on Oyster?

Currently we are only able to offer pay as you go Oyster cards with a minimum \$15 value.

If my card fails, what should I do?

You will need to get your failed card replaced at a Tube station ticket office in London.

How can I check the balance on my Oyster card?

You can check the travel balance on your Oyster card by holding the card on the yellow reader on the [touch-screen](#) ticket machines located in most Tube stations. You can also get a printout of your balance, and most recent journeys, from Tube station ticket offices.

The ticket gates display both the cost of the journey just completed and the remaining balance when you touch your Oyster card on the yellow reader as you exit a station.

Where can I top up the travel value on my Oyster card?

There are over 3000 places where you can add value to your Oyster card in London. All Oyster card holders can top up their Oyster card at any Tube station ticket office or touch-screen kiosks, newsagents and other shops that are designated an "Oyster Ticket Stop," or at the London Travel Information Centre.

Can more than one person travel together using the same Oyster card to pay as you go?

No, only one person can use the Oyster card at any one time.

Is there a time limit for using Oyster to pay as you go?

No, if you use Oyster to pay as you go, it does not have an expiration date. It will sit on your card until you are ready to use it again.

However, if you do not use for two years it will stop working, even if you still have money on it to pay as you go. You will need to contact the Oyster Helpline to re-start your Oyster.

Further Questions?

If you have any further questions about the Oyster card, please email us at us@visitbritaindirect.com. Alternatively you can call us toll-free: 1800 462 2748 and speak to one of our Travel Consultants.