

## **Oyster for Visitors**

### **What Is An Oyster Card?**

Oyster is London's smart ticketing system designed to make journeys in and around London quicker, easier and cheaper. Over 5 million people now use Oyster for their travel in London.

Oyster cards are re-usable and transferable. When your travel value (cash) is running low you can top it up, and you can keep reusing your Oyster card as long as you like or give it to someone else who is visiting London.

### **What Is Pay-As-You-Go?**

Pay-As-You-Go uses the same principle as mobile phone top-ups. The Oyster card holder can add value through a number of channels (Tube booking offices, retail outlets, on-line etc) as and when required. When travelling on the system the Oyster card holder must touch the card in and out by placing the card on the yellow readers at entry and entrance points. If you fail to do this the system will charge you the maximum single fare. Depending on how much you travel Oyster will always calculate the best deal for you.

When travelling by bus you only need to touch your card on the reader as you board, not as you leave. When travelling by tram you must touch your Oyster on the reader on the platform before you board.

Pay As You Go is ideal for visitors in that it does not need to be used on consecutive days. Value is only deducted on days that the card is used.

### **Where Can I Use My Oyster Card?**

You can use Oyster to Pay As You Go on Tube, Bus, DLR and 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 or 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- Stratford to Canning Town (withdrawn after 10/12/06)
- 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 at intermediate stations)

This list will be extended over the next three years.

## 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, Bus, 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. Once you reach a cap you must continue to touch in and out to ensure you pay the correct fare.

## What Is The Lowest Fare Promise For Daily Price Capping?

During a 24 hour period, from 04.30 to 04.30 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 to apply you must always touch in and out (touch in only on buses and trams)

## Do I Have To Pay A Deposit?

If you are starting with Pay As You Go as your first Oyster product there is a £3 deposit to be paid. When you no longer require your Oyster Card you can reclaim the deposit although it may be easier to retain the card for future use or to give it to someone else.

## Can I use Oyster on River Services?

Passengers presenting an Oyster will receive a 33% discount off the advertised adult or child fare on most River Services.

## What Are The Differences In Price Between Oyster And Standard Tickets?

The chart below indicates the savings to be made with Oyster from January 2007

**Oyster Fares Comparison - January 2007**

	Oyster Single Fare M-F 07.00 - 19.00	Oyster Single Fare All other times inc PHs	Cash Single Fare	% Saving M-F 07.00- 19.00	% Saving All other times inc PHs
Journey in:					
Zone 1 only	£1.50	£1.50	£4.00	62%	62%
Zones 1-2	£2.00	£1.50	£4.00	50%	62%
Zones 1-3 or 1-4	£2.50	£2.00	£4.00	37%	50%
Zones 1-5 or 1-6	£3.50	£2.00	£4.00	12%	50%
Fares not including Zone 1					
Zones 2,3,4,5 or 6 only	£1.00	£1.00	£3.00	66%	66%
Zones 2-3,3-4,4-5 or 5-6	£1.80	£1.00	£3.00	40%	66%
Zones 2-4,2-5,2-6,3-5,3-6 or 4-6	£1.00	£1.00	£1.50	33%	66%

The capped One Day Travelcard fare on Oyster is cheaper than purchasing the paper equivalent. The table below shows selected comparisons:

<b>One Day Travelcard – January 07</b>		
Journey In	Oyster Capped Price	Non Oyster Price
	Off - Peak	Off - Peak
Zones 1-2	£4.60	£5.10
Zones 1-4	£5.20	£5.70
Zones 1-6	£6.20	£6.70

### **Do I Need A Photocard To Use An Oyster Card?**

Adults do not need a photocard to travel with Pay As You Go.

### **What If I Don't Touch My Oyster Card On A Reader?**

If using Oyster Pay As You Go it is essential to touch your Oyster card on a reader on each journey to ensure you pay the correct fare. If you fail to touch in and out correctly it will charge the maximum fare for a single journey. If you think you have been incorrectly charged as a result of not touching your card on a reader call the Oyster Helpline on 0845 330 9876.

### **Are Oyster Cards Available For Children?**

No. Under 11s travel free if accompanying an adult from 09.30 Monday to Friday and any time at weekends. Under 14s travel free on Buses and Trams.

### **What Happens If My Card Fails?**

You should call the Oyster Help Line or go to any London Underground Ticket Office

### **How Can I Check My Oyster Balance?**

You can get a print-out of all journeys from any Underground Ticket Office you can also touch your Oyster on to the touch screen ticket machines

### **How Do I Add Value Onto My Oyster Card?**

There are over 3000 where you can add value to your Oyster card in London including Underground Ticket Offices, touch screen kiosks, on-street shops designated as 'Oyster Ticket Stops', or TfL Travel Information Centres.

### **Can More Than One Person Use Oyster Pay As You Go At The Same Time?**

No, only one person can use it at one time. However, the card can be used by other people at other times.

