

Travel Support Card

For customers who need assistance when travelling around London, the Travel Support Card is available.

For more information, visit tfl.gov.uk/travelsupportcard

For more information about how you can purchase tickets online visit tfl.gov.uk/waystopay

If you would like a copy of this leaflet in large print, audio, or another language, please call 0800 298 3009 or write to:

K International
14 Davy Avenue
Knowlhill
Milton Keynes
MK5 8PL

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*Service and network charges may apply.
See tfl.gov.uk/terms for details.

London Underground

Improving London Underground

Find out how our new ticket facilities will improve your service on the Tube during 2015



MAYOR
OF LONDON



TRANSPORT
FOR LONDON
EVERY JOURNEY MATTERS

What's happening?



To provide a Tube service that is fit for London now and in the future, we are moving our staff into ticket halls where they can assist you more effectively. As a result, we are making changes to the layout of ticket halls in our stations, including closing ticket offices. We are also improving leaflets, maps and signage to help customers find what they need.

Customers can now get refunds for up to £10 Oyster credit (and their deposit) at ticket machines, and replace a failed Oyster card. Other new ticket machine functionality includes the ability to add a journey extension to an Oyster card, and add a monthly season ticket to an Oyster card without the need for registration.

Staff will have portable hand-held devices loaded with all the information needed to help customers get around, including maps, real-time service levels, Journey Planner, ticketing options and prices and local information.

For more information about the timing of improvement works at individual stations visit tfl.gov.uk/futuretube

How does this affect me?

If you normally use a ticket office to pay for your travel, there are a wide range of alternative ways to pay available including:

- Our improved ticket machines offer guidance in 17 languages (including English), as well as selling all ticket types, with a few exceptions such as annual season tickets which are now available online. Company cheques are no longer accepted at stations.
- Pay as you go with 'contactless' – if you have a contactless payment card issued in the UK, just touch in and out on the yellow card readers at the start and end of your journey.
- If you don't have a contactless payment card, you can get an Oyster card online, from one of 4,000 Oyster Ticket Stops in newsagents and shops across London, or from our many ticket machines.
- You can top up your Oyster card with pay as you go credit or add a Travelcard online, at an Oyster Ticket Stop, or at ticket machines in Tube, DLR and our London Overground stations.