

The Visitor Oyster Card is the easiest way to travel on the London underground and public transport system (Zones 1 - 9)

**The Visitor Oyster Card** can be used immediately and automatically calculates the cheapest fare for each journey, taking it off your credit as you go. When the credit runs out simply top it up locally and keep travelling. The card never expires so keep it and use it next time you're in London!

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#### Why purchase an Oyster Card?

- Save time - buy before you leave
- Great value
- Use on the Tube, bus, tram, DLR, London Overground, TfL Rail, River Bus and most National Rail services in London.
- Use on the Thames Clippers River Bus services

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#### Need help deciding how much credit you will need?

- If you're visiting London for two days, start with £15 credit.
  - If you're visiting London for four days, start with £20 credit.
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## GENERAL INFORMATION

The Visitor Oyster Card is only available to adults and will be pre-loaded with an initial GBP10, GBP15, GBP20 or GBP50 balance. The cards can then be topped up with additional money at Tube stations, Oyster Ticket Stops and London Travel Information Centres and some National Rail stations..

The Visitor Oyster Card covers travel on entire underground network Zones 1 - 9.

### Why buy a Visitor Oyster Card?

This smartcard is the easy way to pay for travel on the tube, bus, London Overground, tram, DLR, River Bus and most National Rail services in London.

- **Save time:** Purchase the card before you leave home. It is ready to use as as soon as you arrive in London, so no need to line up in queues.
- **Excellent value:** Pay as you go, so you only pay for the travel you make. A daily capping allows you travel as much as you like in a single day for a capped price.
- **Transferrable:** The card is re-usable, so you can pass your card on to friends/family who visits London.
- **Bonus offers:** Enjoy special discounts & offers. [Click here for more details.](#)  New for 2019, Oyster cards will be valid on the Heathrow Express. Credit will be deducted from your balance.

## How to use Oyster card for visitors

To ensure you pay the correct fare, always touch in by placing your Oyster card for visitors flat on the yellow readers at the start and end of your journey.

Adding more credit to your card is easily done at the station, at over 4,000 local shops in London called Oyster Ticket Shops and TfL Visitor Centres.

Please note that for bus and tram journeys you only need to touch in when you enter the bus or at the tram stop.

## Payment & Ticketing

### Conditions:

- Oyster Cards are fully transferrable and can be used by anyone. No identification is required.
- There is no expiry date so card can be topped up when you next travel. See refund conditions for information about refunding unused credit.
- Oyster Cards are valid on Tube, bus, DLR, tram, and some National Rail services
- Oyster Cards are available for adults only

Oyster Cards cannot be reissued or refunded if lost or stolen. For refund of unused credit please see below.

## Cancellation & Amendments

### Conditions:

### Refund of pay as you go balance

Should a customer wish to surrender their Oyster card for visitors and obtain a refund of any pay as you go value that remains on the card, a Tube station will refund immediately amounts up to £10 on presentation/cancellation of the card.

If the balance on the card is in excess of this amount, the Tube station ticket office will supply a refund form which must be completed and handed in with the card. A sterling cheque will be posted to the customer, who will be responsible for paying any exchange rate fees.

The £3 card fee is non-refundable.

Refunds cannot be done directly with Rail Plus.