



Oyster Cards are a Must Have to get around in London. This pay-as-you-go smartcard is used on London Underground (Tube), bus, tram, Docklands Light Rail, London Overground, TfL Rail, Emirates Air Line cable car, Thames Clippers River Bus and most National Rail services in London.

London Visitor Oyster Cards come preloaded and include the card itself and activation fee. They do not expire, are not date specific, and can be topped up in London as needed.

### Price per London Visitor Oyster Card\*

- Preloaded with £15: R 550
- Preloaded with £25: R 785
- Preloaded with £35: R 1 005

\*while stocks last

### Additional fees & courier

Please note that there will be a **British TIPS service fee** (varies according to the entire booking).

In addition, these are actual cards and require courier. You can arrange a courier to collect (Durbanville) or we can arrange this for you. Our service fee is **R 180** and we usually use Postnet-to-Postnet courier for those with a Postnet nearby, which is speedy and affordable at **R 109 per parcel**. Alternatively, Postnet-to-Door is a little faster and you do not need to collect at your local Postnet and costs **R 185 per parcel**. Remember to order your card early, allowing at least 1 working week.

**Regarding children's travel:** There is no specific children's Oyster card. Children are eligible for special rates if you are staying under 14 days.

- Children aged 12 – 15 years: Travel half price. You will need to go to a staffed ticket office in London with the card and the child's passport. The staff member will add a Young Visitor discount to the card so that journeys are only charged at half-price.
- Children aged 0 – 11 years: Travel free of charge with the parents/guardians. They do not need a card but they must be accompanied by a parent or guardian.

**For use on:** London Underground, bus, tram, Docklands Light Rail, London Overground, TfL Rail, Thames Clippers River Bus and most National Rail services in London.

### London Visitors Oyster Cards in a nutshell

- Pre-loaded smartcard
- Pay-as-you-go
- Top up when you're there
- Never expires
- No photo ID needed



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Read on for answers to your Frequently Asked Questions...

## FREQUENTLY ASKED QUESTIONS

### Why should I use a London Visitors Oyster Card instead of a Travelcard?

Travelcards are pretty much a thing of the past. Whereas ten years ago, paper Travelcards were available in many validities, they are now only available for one day. 7-day travelcards are only available to load onto Oyster cards and, unless you are using it a lot every single day, it is not as cost effective as the Oyster cards.

- **Cost effective:** The cheapest way to pay for single journeys (50% less than buying paper Travelcards or single tickets).
- **Covers London public transport:** London Underground, bus, tram, Docklands Light Rail, London Overground, TfL Rail, Thames Clippers River Bus and most National Rail services in London. It is valid in all travel zones and automatically calculates the cheapest total fare for all the journeys you make in a single day. It even gives you a discount on the Emirates Air Line cable car that crosses the river between the Royal Dock and Greenwich.
- **Ready-to-use:** Your card is activated and preloaded so it is ready to use when you arrive - no need to queue up at the station.
- **Easy:** Touch it to the yellow card reader at the gates (just like tap-and-go credit cards) when you start and end your journey.
- **Pay-as-you-go:** If you decide on doing more travel, you can easily top up the card in London at most Underground, DLR, London Overground, TfL Rail and most National Rail stations, Transport for London visitor centres, as well as over 4000 local shops in London called Oyster Ticket Stops (clearly signposted).
- **Price capping:** You can travel as much as you like in a single day and the amount you pay for your travel is limited (or capped). The cap [depends on which zones in which you travel](#).
- **Offers and discounts:** Various London attractions, restaurants, and experiences, as well as the Emirates Air Line offer discounts or have special offers for London Visitor Oyster Card users.
- **Never expires:** You can stash your Oyster card for your next trip and, even if it is many years later, it will still work. All you need to do is top up when you're there and you're ready to go!
- **No photo ID required.** There is no need for any photo ID, proof of address, passport, etc. Just buy it and go!

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## USING A LONDON VISITOR OYSTER CARD

### How much credit do I need?

Working out fares can get very complex and which card you choose varies greatly, depending on how many journeys you make, in which zones, and at what times but these are our general recommendations:

- One day of frequent travel around zones 1 and 2 will usually add up to around £15 – £20.
- A £25 card should cover 3 days of unlimited central zone travel.
- If you're travelling to and from an airport, this trip can cost anything from £6 to over £30 (depending if you use the Underground or Express trains), so this into account.



## How do I use a London Visitor Oyster Card?

It is very easy! The cards sold by British T.I.P.S. are already activated and preloaded so you can use the card immediately. You will notice card readers at the entrance and exits of stations, and on buses and trams.

On top of the reader is a yellow area – you need to touch the card to this yellow area (like tapping your credit card at a supermarket) when you enter the ticket barriers or get onto the bus/tram/etc. This is called ‘touching in’. When you get to your destination, you need to touch your card to the yellow reader again\* (‘touch out’).

The system automatically works out the fare based on where you started and where you left – if you don’t touch out, it will not know your journey has ended and you will end up being charged a lot more.

\*Note: DO NOT touch out when using buses or you will be charged a penalty fee.

## How do I top up a London Visitor Oyster Card?

If you need more credit and your card is run out, it’s very easy to top it up – no need for internet banking. You will see what look like ATM machines which have the yellow Oyster Card symbol on them. You will need to tap the card and then follow the machine’s prompts to top it up.

You can do this at:

- Tube, DLR, London Overground, TfL rail, and most National Rail stations.
- Over 4000 local shops in London called Oyster Ticket Stops.
- Transport for London (TfL) Visitor Centres.

## How do the fares work?

This is actual pretty complex and charges depend on time of travel and zones through which you pass. All the different transports are run by different operators and there is no standard charge across the board. So, working out your fares can get quite involved.

Most visitors only really travel within zones 1 and 2 (aka the central zone) because this is where the majority of the attractions are. However, these zones are charged at higher rates. You can save money by not travelling in peak times. Visit [TfL’s website](#) to check fare zones and the costs of single journeys.

Capping is a feature which allows you to make a number of journeys in a single day but limits the amount you pay for your travel. Each time you make a journey, you are charged a fare. Once the total cost of all your fares reaches a certain amount you won’t have to pay for any more journeys for the rest of the day. This is called a cap. To benefit, you must touch in and out\* on journeys using the same Oyster card.

\*Note: do not touch out on buses, trams, or Thames clippers.

## What happens if I don’t use all the credit on the card when it’s time to leave London?

Your London Visitor Oyster Card never expires so you can stash it and use it for travel in a few years’ time or even lend it to a friend or family member. We recommend keeping an eye on the credit on your card and don’t add too much so that you end up with loads left at the end of your stay. Hang onto the card – you never know when you might need it or know someone who does!



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However, if you prefer, you can get the remaining credit refunded through Transport for London which effectively cancels the card (i.e. you cannot use it again). You will need to do this yourself through TfL. If there is less than £10 left on the card, you can get the refund at a London Underground ticket machine; if it is more than £10, you will need to visit a TfL visitor centre (except Gatwick).

We strongly recommend that, if you choose to cancel your card for a refund, you do so *before* you leave London as, once you are home, you will need to post the card back to them. Note that the card itself has a cost and this will not be refunded; only the extra credit is refundable.

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## GROUPS AND FAMILIES

### Can people share a card?

Adults cannot share an Oyster Card – each person needs their own one. You can lend your card to someone if they are travelling at a different time.

Children aged 0 – 11 years travel free of charge with the parents/guardians. They do not need a card but they must be accompanied by a parent or guardian with a valid London Visitor Oyster Card (i.e. they share your card).

### Is there a children's London Visitor Oyster Card?

No, there is specific children's card but children are eligible for special rates if you are staying under 14 days.

Children aged 12 – 15 years: Travel half price. You will need to go to a staffed ticket office in London with the card and the child's passport. The staff member will at a Young Visitor discount to the card so that journeys are only charged at half-price. We recommend a £15 card for children as this effectively means it's like a £30 card.

Children aged 0 – 11 years: Travel free of charge with the parents/guardians. They do not need a card but they must be accompanied by a parent or guardian.

### Is there a senior citizens discount?

Unfortunately, at this stage, there is no seniors discount on the London Visitor Oyster Card. Only senior citizens living in London and using the local Oyster photocard are eligible.

### How does a group travelling together use London Visitor Oyster Cards?

Each person will need their own Oyster Card and will need to pass through the card readers as individuals.

If you are a group of over 10 people travelling together on one day only, we would recommend purchasing a group day travel card, which you can only get in London itself. If you will be there for a few days or are a group of less than 10, it is best to get Oyster Cards.



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## WHERE CAN I USE MY LONDON VISITOR OYSTER CARD?

### TRAIN services in London?

You can use it on the Tube (Underground), Docklands Light Rail (DLR), London Overground, TfL Rail and most National Rail services in London.

You must touch your card in and out on the yellow card readers, which you will find at the entrance and exits of the stations.

### London buses and trams?

Yes, you can! Remember to touch your card to the yellow card reader but DO NOT touch out again when you alight or you'll be charged a penalty fare.

### Thames boats?

You can use it on Thames Clippers River Bus services. Note that you cannot top up your card at the pier so be sure to have sufficient credit when you want to travel.

### Emirates Air Line Cable Car?

LVO users receive a 25% discount on Emirates Air Line cable car flights. This is not included in your daily capping (i.e. even if you have reached your daily cap, you will still pay for the flight).

### Can I use my London Visitor Oyster Card outside London?

No. London Visitor Oyster Cards can only be used on London public transport in zones 1 to 9. If your journey goes beyond that, you will need to purchase a separate ticket from the last station to your end destination.

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## AIRPORT TRANSPORT

### Heathrow Express?

Yes, as of 2019, you can use London Visitor Oyster Cards on the Heathrow Express, which travels direct (no stops) between Heathrow and Paddington station. This will cost you around £25 - 35\*\*\*, depending on time of day. Alternatively, you can purchase your Heathrow Express e-ticket to/from Paddington Station from British TIPS

For a budget option, you can take the Underground's Piccadilly line service. This goes into the city and stops at multiple stations on the way as it is a commuter train. Although this is a cheaper option (at around £6\*\*\*), bear in mind that it does take longer (around 1hr by Tube vs 15 minutes by Heathrow Express) and the trains are usually more crowded.

\*\*\*accurate at time of writing and subject to change.

### Gatwick Express?

Yes, you can use your London Visitor Oyster Card on the Gatwick Express between Gatwick and London Victoria Station. This will cost around £20 – 25\*\*\*(peak and off-peak).



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You can also use your London Visitor Oyster Card on Southern Trains services between Gatwick and London, which are cheaper but tend to be more crowded and may take longer as these are commuter trains.

\*\*\*accurate at time of writing and subject to change.

## Stansted Express?

Unfortunately, you cannot use your London Visitor Oyster Card on the Stansted Express. You can purchase your Stansted Express e-ticket, which goes to/from Liverpool Street Station, ticket from British TIPS.

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## GETTING A LONDON VISITOR OYSTER CARD

### How do I get a London Visitor Oyster Card in South Africa?

It is very easy to order a London Visitor Oyster Card from us - we don't even need photo ID or your dates of travel, and the cards are already activated and ready to use!

The cards are actual cards and, therefore, cannot be emailed. You can send a courier/driver of your choice to collect it from us (Durbanville, Cape Town), or we can arrange a courier for you, the cost of which will be added to your invoice. See page one for details. Remember to order your card timeously, allowing at least 1 working week.

If you are not sure which preloaded amount you need, we are very happy to assist you in selecting the most cost-effective option.

### How much credit do I need?

Working out fares can get very complex and which card you choose varies greatly, depending on how many journeys you make, in which zones, and at what times but these are our general recommendations:

One day of frequent travel around zones 1 and 2 will usually add up to around £15 – £20.  
A £25 card should cover 3 days of unlimited central zone travel.

If you're travelling to and from an airport, this trip can cost anything from £6 to over £20 so remember to take this into account.

For more information and advice, please visit our website here: [British TIPS – Oyster Cards](http://www.britishtips.com).

Email us at [sales@britishtips.com](mailto:sales@britishtips.com) and we will assist you in choosing and ordering your cards.