
Confidential Secretariat memorandum

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Agenda item : 13
CA053
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Passenger Rights Scoping

1 Purpose of report

- 1.1 Members have suggested that we should produce either one or a number of publications providing information on passenger rights. The purpose of this report is to consider what information such publications could contain and what format might be appropriate.

2 Recommendations

- 2.1 That members agree what sort of information they wish to be produced as part of this project and agree format and timescales.

3 Introduction

- 3.1 At the last meeting of Consumer Affairs Committee, members had a preliminary discussion about the Passenger Rights project, and asked officers to come back with some suggestions as to the types of information that could be provided to passengers and the distribution channels for this together with a suggested timetable.
- 3.2 At the last meeting it was agreed that any information produced would cover all modes and that it would not focus solely on "rights" as for some transport users, such as bus users, formal rights are relatively limited.
- 3.3 In considering this issue, we need to ensure that any information we produce does not duplicate information that we already produce or is reasonably accessible elsewhere (in Passenger Charters for example). Also the information contained should not be too specialised and should be of interest to a wide proportion of transport users.

4 Different approaches

- 4.1 I have concluded that there are three different approaches that could be taken to this work :

- 1 A London Passenger Charter

- 2 A series of consumer leaflets
- 3 Travelling in London – a Users Guide

- 4.2 The first approach we could take is to produce a London Passenger Charter. An example draft was provided by Sophia Lambert after the meeting (see Appendix A). This would outline what London TravelWatch would expect from public transport services in London. It could also outline responsibilities of users.
- 4.3 This approach could act as a touchstone for our discussions with operators, but also educate consumers in what it is reasonable to expect from transport operators.
- 4.4 To take this approach, we would need to include both rights and expectations as some users have relatively few formal rights. As such, it could be seen to cross between consumer rights and our policies. It could be seen to be similar to the operators' own Passenger Charters or to be similar to the Manifesto we produced for the Mayoral elections (see Appendix B). The European Union has also produced a leaflet which focuses entirely on the rights available to rail passengers (see Appendix C).
- 4.5 The second approach we could take is to produce a number of "Consumer Leaflets". This is the approach adopted by the Consumer Council for Water on their website in producing leaflets on issues such as Sewer Flooding, Standards of Service and How to save money on your Water Bill (see <http://www.ccwater.org.uk/server.php?show=nav.446>).
- 4.6 In the same way we could produce a number of leaflets each with a theme. Each leaflet could focus on a discrete area such as Getting the right ticket, Refunds and Compensation, Personal Safety or Accessibility issues. The focus of any such leaflets would be to provide some advice and also to direct users to information available elsewhere. An example of what could be produced is provided at Appendix D. Where appropriate, individual questions from the leaflet could be included on the FAQ page on the website.
- 4.7 Lastly, the third approach would be to produce an overarching Users Guide to travelling in London. It is envisaged that this would encompass all areas and form a separate publication. It is likely that such a publication would run to about 15 pages. My concern is that while this approach may attract those interested in transport or new to London such as tourists, it may be of limited use to Londoners themselves who may be more interested in knowing specific information about a subject. We would also need to be careful to ensure that this was distinctive from the Conditions of Carriage or Passengers Charter.

5 Format

- 5.1 We need to consider what format this information should be provided in. The advantage of using the web is that providing this information on our website is likely to be useful both to those transport users who are aware of our role as well as those that do not. As can be seen from our website statistics, many users come to our website through search engines and often where they have "googled" a specific question such as "If my train is late, what compensation can I get?".

- 5.2 No budget provision has been made for the production of more leaflets this year so it is unlikely that we will be able to professionally produce any leaflets this year. However, as demonstrated by the Consumer Council for Water, it is possible to use a template which would enable hard copies to be printed off as and when required. If the information includes web links or fares information, we would also need to reissue leaflets from time to time to ensure they keep up to date.

6 Timetable

- 6.1 The exact timetable would vary depending upon the approach agreed by members and how much input would be required in the final product. However, I would envisage that we should ensure that it is available on the website by the end of this calendar year.

7 Equalities and inclusion implications

- 7.1 There are no specific implications for London TravelWatch arising from this report.

8 Legal powers and financial implications

- 8.1 Section 248 of the Greater London Authority Act 1999 places upon London TravelWatch (as the London Transport Users Committee) a duty to consider – and, where it appears to it to be desirable, to make representations with respect to – any matter affecting the services and facilities provided by Transport for London which relate to transport (other than freight) and which have been the subject of representations made to it by or on behalf of users of those services and facilities. Section 252A of the same Act (as amended by Schedule 6 of the Railways Act 2005) places a similar duty upon it in respect of representations received from users or potential users of railway passenger services provided wholly or partly within the London railway area.

9 Financial implications

- 9.1 The financial implications for London TravelWatch will vary according to approach taken and will need to be taken into account.

LONDON PASSENGER CHARTER

London TravelWatch considers that all passengers are entitled:

1. To be conveyed safely to your destination.

- Carriages and vehicles in a safe condition
- Drivers and staff properly trained
- Bus drivers careful to drive buses smoothly (I was recently told that some huge percentage of A&E cases in London for over-65s are people injured on buses)
- Stations adequately staffed and with CCTV, alarm points etc
- Station premises without hazards – potholes etc.
- Taxi and PHV drivers properly vetted etc.

2. To be conveyed timeously to your destination.

- Passengers should normally expect to arrive according to the timetable or within a short time of it. Obviously delay cannot always be avoided – traffic, mechanical failures etc. But when delayed longer than a certain period, compensation should be paid – specify what compensation is now available, and point up those we do not think do enough.
- Missed connections – what should be expected.
- If a mode cannot operate because of planned disruption (eg engineering works), alternatives should normally be provided.
- If a mode is cancelled – industrial action, snow, etc - compensation payable within certain parameters.
- Taxis – reference to requirement to accept fares within a certain area.

3. To fairly operated fares and ticketing.

- Proper info on fares to be available by phone, web and on site. Mention legislative requirements on misleading fares.
- Right to refund if overcharged.
- Availability of fares outlets – ticket offices open at reasonable hours; no unreasonable queues; ticketing machines etc.

4. To comprehensive and easily accessible information on routes, timetables etc.

- Adequate arrangements for those with a handicap or language difficulties.

5. To be treated politely and with respect by staff.

6. To accessible stations, bus stops and vehicles.

- Spell out what this means per mode – eg all taxis must be wheelchair accessible but not all Underground stations.

7. To clean and tidy stations, bus stops and vehicles.

PASSENGERS HAVE OBLIGATIONS TOO

- Pay the proper fare
- Treat staff and other passengers politely and with respect – no violence
- Give up seats to less able
- Not to litter, soil or damage stops, stations or vehicles.
- Not to interfere with the operation of vehicles (holding doors open, communication cord etc)
- Follow the rules on alcohol, eating, feet on seats, security etc

MANIFESTO FOR THE NEW MAYORAL TERM 2008 - 2012



The voice of London's transport users

FREQUENT, COMPREHENSIVE AND RELIABLE PUBLIC TRANSPORT



London is a 24-hour city and needs transport services to match. The Mayor must use new powers given by the government to bring all our **local railways up to the standards of the Underground**. On the **buses we need more early morning, evening and night journeys**, and expansion of the network to **bring services close to where people live and work**, especially in outer areas. Technology must be harnessed to deliver **up-to-the-minute travel information** at all stages of a journey.

A TRANSPORT NETWORK ACCESSIBLE TO ALL



Making the Underground and other railways **fully accessible** will **increase capacity** and **improve everyone's mobility**, including those who find the system hard to use because they have a disability or are travelling with children, shopping or luggage. The Mayor must ring-fence the money needed to make trains and stations truly step-free.

A FAIR DEAL FOR TRAVELLERS



Public transport must be attractively priced, with tickets that can be used on all forms of public transport. **More places** are needed at which passengers can buy or top up their Oyster cards.

HEALTH SERVICES THAT EVERYONE CAN REACH



Huge changes are being planned for London's hospitals, clinics and other health facilities. Not enough attention has been paid to how patients and visitors will be able to travel to and from new sites. The Mayor must speak up to ensure that decisions are taken with this in mind, and that **ease of access** from their catchment areas is a key consideration **when choosing where health services are located**.

ROOM TO BREATHE



Public transport is for people, and that means that they are **entitled to civilised conditions**. In many places overcrowding is getting worse. Longer and more frequent trains, more spacious stations, and **new lines** are needed **to relieve the pressure on Underground and rail users**. Buses must run as often as is needed to meet passenger demand in reasonable comfort. The 2012 Games will give the Mayor the money and the opportunity to ensure that the facilities provided **bring lasting transport improvements for Londoners**.

PRIORITY FOR BUSES



Buses must be given the **priority** they need to run **reliable services** on London's busy roads. They **must be protected from traffic congestion**, with **extra effort made** at times and in places **where this is getting worse** - such as in much of outer London, and on Sundays too. Highway authorities have a duty to **ensure that parking controls**, bus lanes and other forms of traffic management are **enforced consistently** to ensure that buses and their passengers are not delayed.

TRANSPORT SYSTEMS THAT RESPECT THE ENVIRONMENT



Walking, cycling and all forms of public transport are efficient in their use of energy and of space. They help to keep down pollution, as well as the greenhouse gases which contribute to global warming. **The Mayor's policies must be designed to encourage travel in ways which minimise any adverse effects on the environment**.

TRAVELLING WITH CONFIDENCE



Success in reducing crime on the transport systems must be matched by continuing efforts to **reduce the fear of crime and anti-social conduct**. This requires **proper levels of staffing** and supervision as well as **good lighting, clean and cared-for vehicles, stops and stations**, and technology such as help points and CCTV. We are all entitled to expect good behaviour and consideration from our fellow travellers, and they are entitled to expect it from us.

WALKING WITH PLEASURE



Walking is good for everyone's health – including that of our planet. **London's streets** can and **should be more pedestrian-friendly**. This requires good upkeep of footways, removal of pavement clutter such as guard railing, and fresh thinking about the design of crossings. **Signs** and other information devices **must be accurate, consistent and easy to understand**.

A ROAD NETWORK WHICH IS FIT FOR PURPOSE



The Mayor **must ensure that roads, traffic signs and signals are kept in good repair**, road works are completed quickly, and that the **successful efforts to reduce road casualties** - both by engineering, enforcement and education - **are not relaxed**. Congestion charging has proved that it has a useful part to play in areas and at times when pressure on scarce road capacity is greatest.



6 Middle Street, London EC1A 7JA
T: 020 7505 9000
F: 020 7505 9003
E: info@londontravelwatch.org.uk
W: www.londontravelwatch.org.uk

The voice of London's transport users

THE SIX BASIC RIGHTS THAT APPLY TO ALL RAIL TRANSPORT SERVICES

BUYING YOUR TICKET WITHOUT ANY HASSLE

You have the choice to purchase your ticket in staffed stations, for instance, at tickets counters or at selling machines, or, in most cases, also via the Internet. However, where none of these possibilities are available, you may instead also have the possibility to buy your ticket on the train.

TRAVELLING IN SECURITY

Rail companies, infrastructure managers and station managers are legally obliged to take adequate measures to ensure your personal security in stations and onboard trains.

RIGHT OF TRANSPORT FOR PASSENGERS WITH REDUCED MOBILITY

If you have a disability or a reduced mobility, you are entitled to travel as easily as other citizens. Rail companies and station managers must ensure non-discriminatory access, while reservations and tickets should not cost any extra.

INFORMATION ON ACCESSIBILITY FOR PASSENGERS WITH REDUCED MOBILITY

Upon your request, rail companies, ticket vendors and tour operators shall inform you on the accessibility of rail transport services, on the access conditions of passenger coaches and facilities on board.

COMPENSATION IN CASE OF INJURY OR DEATH AND LIABILITY FOR LUGGAGE

Provided the cause of death or injury is not outside the control of the railway, you or your relatives are entitled to compensation for the loss or damage resulting from death or personal injuries.

The rail company is also liable in case of:

- loss of and damage to hand luggage in case of death/personal injury;
- loss of and damage to registered luggage.

PROTECTION FROM RAIL COMPANIES FAILING TO MEET THEIR LIABILITY OBLIGATIONS

Rail companies have to be properly insured to cover their liabilities under EU passenger rights legislation in respect of their passengers and luggage.

Therefore you are protected against any failure of the railway undertakings to meet their liability obligations.

List of National Enforcement Bodies (NEB Rail) to contact regarding your rail passenger rights

AUSTRIA

Schienen-Control GmbH
(Rail Regulatory Body)
+ 43 1 505 07 07
www.scg.gv.at

BELGIUM

Service Public Fédérale
Mobilité et Transports -
Fédérale Overheidsdienst
Mobiliteit en Vervoer
(Federal Public Service
Mobility and Transport)
+ 32 2 277 48 91 (FR)
+ 32 2 277 48 90 (NL)
www.mobililit.fgov.be

BULGARIA

Изпълнителна агенция
«Железопътна
администрация»
(Railway Administration
Executive Agency)
+ 359 2 9 409 428
+ 359 2 9 409 506
www.iaja.government.bg

CZECH REPUBLIC

Dražni Úrad (Rail Authority)
+ 420 224 229 937
www.ducr.cz

DENMARK

Sekretariatet for Ankenævnet
for Bus, Tog og Metro
(Appeal Board for Bus,
Train and Metro)
+ 45 36 13 18 91
www.abtm.dk

ESTONIA

Tarbijatekaitseamet
(Consumer Protection Board)
+ 372 6 201 700
www.tka.riik.ee

FINLAND

Kuluttajariitalautakunta
(Consumer Disputes Board)
+ 358 10 36 45200
+ 358 400 415 292
www.kuluttajariita.fi

FRANCE

Direction Générale
de la Concurrence,
de la Consommation
et de la Répression
des fraudes - D.G.C.C.R.F.
(Directorate General for
Competition, Consumption
and Anti-Fraud)
+ 33 144 871717
www.service-public.fr

GERMANY

Eisenbahn-Bundesamt
Federal Railway Authority
+ 49 228-30 795 400
www.eisenbahn-bunde-
samt.de

GREECE

Πυθιστική Αρχή
Σιδηροδρόμων
(Rail Regulatory Body)
+ 30 210 65 08 488
www.yme.gr

HUNGARY

Nemzeti Közlekedési
Hatóság (National
Transport Authority)
+ 36 1 815 9679
www.nkh.hu

IRELAND

Department of Transport
+ 353 1 67 07 444
www.transport.ie

ITALY

Ministero delle Infrastrutture
e dei Trasporti (Ministry of
Infrastructure and Transport)
Direzione Generale del trasporto
ferroviario (Directorate
General for Rail Transport)
+ 39 6 41 58 35 70
www.mit.gov.it

LATVIA

Sabiedrisko pakalpojumu
regulēšanas komisija
(Public Utilities Commission)
+ 371 67097200
www.sprk.gov.lv

LITHUANIA

Susisiekimo Ministerija
(Ministry of Transport)
+ 370 5 2393865
www.transp.lt

LUXEMBOURG

Communauté des Transports
(Regulatory Authority
for Transport)
Tél: + 352 26 86 57 1
www.verkeiersverbond.lu

NETHERLANDS

Inspectie verkeer en
Waterstaat (Inspectorate
of Transport and Water
Management)
+ 31 88 489 00 00
+ 31 704564150
www.ivw.nl

POLAND

Urząd Transportu Kolejowego
(Office for Rail Transport)
+ 48 22 630 1840
+ 48 22 630 1844
www.utk.gov.pl

PORTUGAL

Instituto da Mobilidade
e dos Transportes Terrestres
(Institute for Mobility
and Land Transport)
+ 351 217 949 000
www.imtt.pt

ROMANIA

Autoritatea
Feroviară Română
(Romanian Railway Authority)
+ 40 21 3077900
www.afer.ro

SLOVENIA

Ministrstvo Za Promet,
Direktorat za železnice
in žičnice (Ministry
of Transport, Directorate
for Railways and Cableways)
+ 386 1 478 8218
www.mzp.gov.si/en/
areas_of_work/railways_
and_cableways

SLOVAKIA

Úrad pre reguláciu
železničnej dopravy
(Ministry of Transport, Posts
and Telecommunications -
Railway Regulatory Authority)
+ 42 12 50 255 202
www.urzd.sk

SPAIN

Ministerio de Fomento
(Ministry of Public Works)
www.fomento.es

SWEDEN

Konsumentverket
(Swedish Consumer Agency)
+ 46 771 42 33 00
www.konsumentverket.se

UK

Office of Rail Regulation
(for Great Britain)
+ 44 20 7282 2000
www.rail-reg.gov.uk

RAIL PASSENGER RIGHTS

Your passenger rights
when travelling by rail

© Photos: European Commission - iStockphoto.com

What
you need
to know

Your
passenger
rights

at hand



EUROPEAN COMMISSION

More information at
ec.europa.eu/passenger-rights
or via Europe Direct
00 800 6 7 8 9 10 11*

* Certain mobile telephone operators
do not allow access to 00 800 numbers
or these calls may be billed.



EUROPEAN COMMISSION

Cancellation? Long delay? Difficulties with purchasing tickets?

Every day, millions of people take the train throughout Europe. It is important to the European Union to ensure that people are able to travel in safety and comfort. European legislation that came into force in December 2009 intends offering better protection to rail passengers, thus resulting in more reliable and higher-quality rail passenger services.

Rail passenger rights apply to all international rail transport services in the EU. Depending on decisions made by national governments, (see on <http://ec.europa.eu/passenger-rights>), they may also apply to urban, suburban, regional and other domestic train services. In any case, six basic rights apply to all rail transport services within the European Union.



THESE RIGHTS APPLY TO ALL INTERNATIONAL RAIL TRANSPORT SERVICES WITHIN THE EUROPEAN UNION

INFORMATION ABOUT YOUR RIGHTS

Rail companies and station managers are required to inform you about your rights. Rail companies will also keep you informed about their train offers and tickets as well as any delays and other disruptions which may occur on their international rail transport services.

ASSISTANCE FOR PERSONS WITH REDUCED MOBILITY

Railway undertakings and station managers shall assist you when boarding international trains. You should provide at least 48 hours' notice of your intended journey, using the communication tool (e.g. phone number, website...) indicated by the rail company. You will also normally be assisted at connecting stations and at your station of destination.

REIMBURSEMENT AND RE-ROUTING

When the delay in arrival at the final destination under the transport contract is expected to be more than 60 minutes, you shall be given the choice between:

- reimbursement of the full cost of the ticket for the part or parts of the journey not made and for the part already made if the journey is no longer serving any purpose in relation to your original travel plan and you prefer to abandon it and return immediately;
- continuation or re-routing, under comparable transport conditions, to the final destination at the earliest opportunity;
- continuation or re-routing, under comparable transport conditions, to the final destination at a later date at your convenience.

COMPENSATION OF THE TICKET PRICE IN CASE OF DELAY/CANCELLATION DURING YOUR INTERNATIONAL JOURNEY

If, when travelling on board of an international rail transport service, your train arrives at least one hour late at the final destination under the transport contract, you are entitled to compensation, provided the cause of the delay was within the control of the railway, as follows:

- from 60 minutes to 119 minutes of delay: 25% of the fare you paid for the delayed train;
- from 120 minutes of delay: 50% of the fare you paid for the delayed train.

The payment should be made within one month after submitting your claim in vouchers or in cash (on request).

As a rule, compensation will be paid only if it is at least equivalent to €4. Special compensation rules apply to passes such as InterRail, Eurail, etc. and season tickets.



ASSISTANCE IN CASE OF DELAY/CANCELLATION

In case of a delay or cancellation, you must be informed of the situation and of the estimated departure time and estimated arrival time as soon as such information is available. In the case of any delay of more than 60 minutes, you shall be offered, free of charge:

- meals and refreshments, if they can reasonably be supplied;
- if need be, hotel or other accommodation and transportation between the station and place of accommodation and back;
- if the train is blocked on the track, transport from the train to the railway station or to the final destination of the service, where and when physically possible.

If the railway service cannot be continued any more, rail companies must organise alternative transport services for you as soon as possible.

ADVANCE PAYMENT IN CASE OF DEATH OR INJURY

If a passenger is killed or injured in a train accident, the rail company, which was performing the service, is required, within 15 days after the establishment of the identity of the natural person entitled to compensation, to make advance payments that meet the costs for the immediate needs of the affected passenger or of his or her dependants. The payment shall amount to at least €21,000 in the event of the passenger's death.

RIGHT TO COMPLAIN

As a rule, complaints should be made to the issuing ticket office or to a central customer services department of the railway undertaking which sold you the ticket. You can also submit your claim to any other railway undertaking involved in the transport. However, special rules apply in the case of personal injury.

You may also lodge a complaint to the authority responsible for the enforcement of the passenger rights Regulation or another independent complaint handling body in your country. (list in this leaflet and on ec.europa.eu/passenger-rights)

For further information on your rights relating to national long-distance, regional, suburban and urban services, please contact your railway undertaking(s) or ticket vendor or turn to the National Enforcement Body in your country.

Appendix D :

What is the cheapest way to travel around London?

For most passengers travelling within London, the cheapest tickets are now available on Oyster. Oyster is a blue plastic card you can use instead of paper tickets on London Buses, London Underground, Docklands Light Railway, London Tramlink, National Rail services and many river services. When you first get your Oyster card you will need to pay a refundable £3 deposit.

If you want the flexibility of only paying for journeys as you make them, you will need to place credit on your card and then you can pay as you go. The credit on your Oyster card never expires. It stays there until you use it. Once you've used up your credit, you can simply top it up online, at Oyster Ticket Stops, at most ticket machines or any Underground station.

Oyster Pay as you go charges the appropriate single fare for the journey you are taking. You must touch in using the Oyster reader and, unless you are travelling on a bus where a flat fare applies, touch out at the end of the journey. If you take a number of journeys in a day, a daily price cap is applied to ensure that you do not pay more than the equivalent bus pass or Travelcard price.

Oyster single fares can vary according to the route you take for journeys on the Tube, DLR, London Overground and some National Rail services. To find out the correct single fare, visit the [Single Fare finder](#). Where there is more than one fare available, to get the cheapest fare, you may be required to use an [Oyster route validator](#) (a "pink card reader") on route.

Alternatively, you can buy a Travelcard which allows unlimited travel within specified zones. These tickets range in price depending on the area which you wish to travel. The cheapest available is £5.60 a day off-peak and £7.20 any time for central London (Zones 1 & 2), while one for the whole of London (Zones 1-6) will cost £7.50 off-peak and £14.80 any time.

If you prefer to buy your ticket on the bus or at the station, single and return fares will usually be higher. Examples of the difference are set out below:

| | Oyster Pay as you go single fare | Cash single fare |
|---|-------------------------------------|------------------|
| Bus Ticket | £1.20 | £2.00 |
| Oxford Circus to Liverpool Street | £1.80 | £4.00 |
| East Croydon to London Victoria (peak) | £3.90 | £4.40 |
| East Croydon to London Victoria (off- peak) | £2.60 | £4.40 |

Prices correct as at June 2010

On some bus routes, particularly in Central London, you must pay before you board the bus. On these routes, if you do not have an Oyster card or Travelcard, you must purchase a ticket at a roadside ticket machine or Oyster Ticket Stop before you board.

More information on Oyster can be found at <http://www.tfl.gov.uk/tickets/14825.aspx>.

What is the cheapest way to travel if I travel regularly?

If you travel regularly, it can often be cheaper to purchase a season ticket. Season tickets are available on a weekly, monthly or annual basis.

The most popular season tickets are weekly, monthly or annual Travelcards. These allow unlimited travel by London Buses, London Underground, Docklands Light Railway, London Tramlink or National Rail services and are sold according to the zones you use.

Alternatively, bus or tram users can purchase weekly, monthly or annual Bus & Tram passes which are valid on the whole of the London Bus and Tram network and cost less than a Travelcard. Similarly, if your regular journey is wholly on a National Rail service you can purchase a “point to point” season ticket for that journey only.

For some short journeys, particularly if your journey is wholly within one Travelcard zone or within Central London (Zones 1 & 2), it may be cheaper to buy single tickets on Oyster pay as you go than to buy a season ticket. Therefore, before buying a season ticket, you should check the cost of your regular journey on the [Single Fare finder](#) first.

If you use an Oyster card, you can store a Bus & Tram Pass or a Travelcard season ticket and pay as you go credit on the same card. This allows you to make journeys outside the zones in which your Travelcard season ticket is valid on Tube, DLR, London Overground and National Rail services or if you are a regular bus user to also make journeys by Underground or on National Rail.

If you do intend to travel beyond the zone of your Travelcard on National Rail services, you must set an [Oyster Extension Permit](#) on your Oyster card before you travel. These are free but mean that you will use pay as you go once you've gone outside the zone.

Are there any other discounts available?

[To be added. Include information about Railcards and Student fares]

Is there anywhere I can't use Oyster?

Oyster is available on all services within London except Heathrow Express, Heathrow Connect services between Heathrow and Hayes & Harlington or Southeastern high speed service between Stratford and St Pancras International.

Oyster cannot currently be used on most national rail services outside London including services to Luton, Stansted or Gatwick airports or to surrounding towns such as Dartford, Sevenoaks, Potters Bar, St Albans or Slough.

However, you can use Oyster on Underground services to Watford, Amersham and Epping; national rail services to Watford and Grays; and most bus routes that start within London but cross into a neighbouring area.

Transport for London produce a [full map of services where you can use Oyster](#).

What ticket is right for me if I want to travel by train out of London?

For short distance journeys outside London, there are usually two different fares available – “Anytime” tickets which can be used on any service and “Off peak” tickets which are valid on services outside the peaks. It is usually cheaper to buy return than to buy two single tickets, and peak restrictions can vary between different operators.

For longer distance journeys, the cheapest fares are usually available if you book in advance. Operators usually place these tickets on sale 12 weeks before travel and up to 6pm the day before you travel. “Advance” tickets are limited so the earlier you book, the greater the choice of advance tickets you will have.

If you cannot plan your journey in advance, it is much cheaper to travel “Off peak” rather than during the peak when only “Anytime” tickets can be used. It is often cheaper to buy two single tickets rather than a return, especially if you are able to travel in the off-peak on one leg of the journey.

You can purchase a full range of tickets at any staffed station ticket office, on the phone or online while ticket machines provide tickets for immediate travel only. Online ticketing websites are often helpful in enabling you to compare fares and tickets between different trains, but the cost of your ticket may differ between websites based on any booking and credit card fees and costs of ticket collection. All train companies will sell you a ticket for whichever journey you take, but [Cross Country Trains](#) and [East Coast](#) don't charge booking fees for any card type.

<http://www.bestvaluefares.co.uk>