

VISITOR OYSTER CARD FAQs

I am coming to London for a long weekend. How much pay as you go credit should I get on my Visitor Oyster card?

For a 2 day trip, we recommend that you get £15 pay as you go credit on your Visitor Oyster card. You can always add more pay as you go credit if you run out by topping up at any Tube station, Oyster Ticket Stop, Travel Information Centres and some National Rail stations.

Recommended pay as you go credit amounts			
Travelling in London for:			
1 day	£10	2 days	£15
3 days	£20	4+ days	£30

Are there any time restrictions when using the Visitor Oyster Card?

No, you can use it at any time. Different fares apply depending on the time you travel. On Tube, DLR, London Overground and National Rail services, peak fares apply from 06:30 to 09:30 and 16:00 to 19:00, Monday to Friday. Off peak fares apply at all other times and during public holidays. A flat fare applies on buses at all times.

Can more than one person share a Visitor Oyster Card when travelling together?

No. One Visitor Oyster Card is required for each person travelling.

Can I use the Visitor Oyster Card as soon as I receive it?

Yes, once you have received your Visitor Oyster Card it is ready to use.

Will the Visitor Oyster Card have my name on it?

No, your Visitor Oyster Card will not have your name written on it.

Do I need to provide a passport photo to buy a Visitor Oyster Card?

No, you do not need to provide a passport photo.

Where can I top up my Visitor Oyster card?

You can top up your Visitor Oyster card at any Tube station ticket office and touch screen machines, Oyster Ticket Stops, Travel Information Centres and some National Rail stations. You can't top up your Visitor Oyster card online.

Is the Visitor Oyster Card valid from Heathrow?

Your Visitor Oyster card is valid on the Tube and some bus services from and to Heathrow. You can't use your Visitor Oyster Card on the Heathrow Connect and Heathrow Express service. The cheapest way to Heathrow is on the Piccadilly line using the Visitor Oyster Card.

Can I use a Visitor Oyster card on the Emirates Air Line?

You can use a Visitor Oyster card to pay the discounted adult Boarding Pass fare on the Emirates Air Line. Pay as you go journeys made on the Emirates Air Line will not count towards any daily price cap.

Can I use a Visitor Oyster card on River services?

You can get 10% off single tickets on KPMG Thames Clippers when you use pay as you go credit on your Visitor Oyster card to purchase a single ticket. This does not count towards any daily price cap.

I bought a Visitor Oyster Card a couple of years ago. Can I still use this when I come to London?

Yes, Visitor Oyster cards never expire. You can top up your pay as you go credit at any Tube station ticket office or machine, Oyster Ticket Stops, Travel Information Centres and some National Rail stations.

Can I get a refund of any unused credit at the end of my trip to the UK?

If you send the Visitor Oyster Card to the address below, you can get a refund of any remaining credit:

TfL Customer Services, 14 Pier Walk, 4th Floor, London, SE10 0ES.

Please remember to include a covering letter explaining why you are returning the card. You will then be sent a cheque in GBP.

There is now not enough shipping time available to place an order – Can I purchase upon arrival in London.

Yes, you will be able to purchase what you require upon arrival in London from any London Underground train station or travel information centre

Does the London Underground / London buses operate on Christmas day?

The London Underground / London buses do not operate at all on December 25th and normal service resumes on December 26th