



Transport for London website Terms and Conditions for TfL Visitor Shop

These Terms and Conditions apply to the use of the Transport for London Visitor Shop ("the Shop") at <http://visitorshop.tfl.gov.uk/>. The Shop is run by VisitBritain.

This website is operated by VisitBritain on behalf of Transport for London (TfL).

Travel cards and tickets sold from the Shop are sold by VisitBritain, which is a statutory corporation incorporated under the Development of Tourism Act 1969 as the British Tourist Authority.

Enquiries by email to tfl.world@visitbritainshop.com

Main VisitBritain website: <http://www.visitbritain.com>

All contracts for the purchase of travel cards and tickets shall be between the purchaser and VisitBritain, not TfL. Accordingly, any enquiries, notices or support requests about purchases from the Shop should be directed to VisitBritain, not TfL.

In these Terms and Conditions "we" and "us" refers to VisitBritain.

Please read through these Terms and Conditions and if you do not agree with them do not use this website. If you do access the website and/or place an order, by doing so you agree to be bound by these terms and conditions as set out below.

How to order

To purchase from the Shop you must be aged 18 or over.

All orders for tickets from the Shop must be placed using the shopping basket facility provided on the website. When you submit your order, you are offering to purchase tickets at the prices indicated on this website.

To make your order you will be directed to a secure website operated by our provider of on-line payment facilities where you can enter your payment information. Please do not e-mail your card details to us as we can only take payment via the website.

Once you have entered your payment information and your payment has been confirmed, you will then be directed to a final confirmation screen displaying the details relating to your order.

We will acknowledge receipt and acceptance of your order by email. The contract between us is not formed until we confirm that we have accepted your order.

If you discover you have made a mistake with your order please contact us immediately.

Method of payment

The prices indicated in the Shop do not include taxes (including VAT in the UK or applicable sales tax in other countries) which may be payable in respect of the tickets unless otherwise stated. Payment is due in the currency shown on the website during the ordering process.

You can pay for tickets from the Shop using the payment methods specified on the website. We are unable to accept payment by any other method, including cards that are not specified on the website and cheques, cash, or postal orders.

We can only process your order if you enter the card holder's name as it is shown on the card being used for payment and the postcode that appears on the card statement. It is your responsibility to ensure that the payment details you enter on the website are correct and complete. Neither VisitBritain nor TfL is responsible for supplying tickets if the details you submit when making your order are incorrect or incomplete.

No payment will be deemed to have been made until we have cleared funds and we will not accept your order or dispatch the tickets until we receive payment in full.

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Postage

We aim to despatch your order within 1-2 working days of receiving it, but we cannot give an exact delivery date. We will arrange for delivery of the tickets by the means specified on the website during the ordering process. Please refer to the delivery details on the website for further information and our delivery charges, which depend upon which country you are in.

If you have not received the tickets you ordered within the period shown on the website during the ordering process please let us know as soon as possible. You may cancel the order and we will refund any money paid by you if we have not delivered your tickets in time for your departure to London as indicated during the ordering process. If the tickets ordered are subsequently delivered to you, these should be returned to us.

The tickets will be delivered to the address of the holder of the credit or debit card used to make the purchase, or a different address if specified by you when making your order. If you order more than one ticket in a single order then they may be despatched separately and arrive with you at different times.

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Pricing and availability of tickets

The prices on this website are checked regularly to ensure they are accurate and up-to-date. However, if we find they have changed when we receive your order we will contact you and ask if you wish to proceed.

We do our best to ensure that all tickets shown on our website are available to order. If however any ticket you order is out of stock or unavailable we will endeavour to contact you to arrange a refund or alternative delivery date. In addition, if the tickets that you have ordered are no longer available, we may offer you substituted tickets of a similar nature. Again, in this case, we will contact you and ask if you wish to proceed.

We cannot currently accept orders from and/or deliver to certain countries. The website will not permit you to place an order if you are in, or specify a delivery address in, one of those countries.

Other conditions applicable to Visitor Oyster cards and Travelcards

All tickets are sold subject to [TfL's Conditions of carriage](#).

All Visitor Oyster cards are sold subject to TfL's [Oyster Terms and Conditions](#).

Returns policy and your right to cancel

Returns Policy

You should inspect the tickets when you receive them for defects or damage. If you find a defect or damage you must tell us as soon as possible and we will arrange for their return, at no cost to you. If the tickets are found to be damaged prior to delivery to you, or defective, we will replace them or if replacement is not possible (for example if there is insufficient time before your visit to London) refund the price paid by you.

Change or cancellation of your Visitor Oyster card order

You may cancel your order for a refund within 14 calendar days starting the day following receipt of your order. But you must cancel an order to qualify for a refund. If you wish to cancel an order please write to us using our contact us form quoting your order number and other information mentioned in the attached model cancellation form. To meet the cancellation deadline it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. If you wish to return your Visitor Oyster card, we will be happy to refund or exchange provided it has not been used and it is in fully re-saleable condition. Returns should be made in the original packaging within 14 calendar days of receipt your goods and in any event no later than 14 days after the day on which you give notice of cancellation. You are responsible for the cost of returning goods to us. Refunds are subject to receipt by us of the returned goods or (if earlier) 14 days after the day you provide evidence that you have returned the goods and will be made to the credit, debit or charge card used as payment for the original order. Please allow 14 days for the adjustment to your account.

VisitBritain accepts no responsibility for any loss or damage to returned goods in transit and for this reason we recommend that you use a recorded delivery service.

If the product returned is not in fully re-saleable condition or is unnecessarily damaged, we reserve the right to refuse a refund on the item, or deduct up to 20% of the original selling price from the refund amount. This does not affect your statutory rights.

We are happy to refund returned goods which are covered within our terms and conditions, provided they are returned by mail in an unused and complete condition to the following address:

VisitBritain
E-Commerce Team - TfL
Sanctuary Buildings,
20 Great Smith Street,
London SW1P 3BT
United Kingdom

Change or cancellation of your Travelcard order

We are unable to offer refunds and cancellations for this date specific card as once issued to you, we are unable to re-sell this ticket.

TfL refund conditions for unused balances on Visitor Oyster cards

The travel credit on your Visitor Oyster card never expires so you can keep your card until your next visit to London, or lend it to friends and family to use when they visit London.

Please check the credit balance on your Visitor Oyster card before you leave London at a Tube, DLR or London Overground station ticket machine or Oyster Ticket Stop as you cannot do this from home.

If you have used your Visitor Oyster card but would like a refund for the remaining credit balance on your card (not the £3 card fee or delivery cost) this is available from TfL in the following ways:

1. Refunds at Tube station ticket offices:

TfL will ask you for proof of your name and address. Your refund will be paid in cash or by debit/credit card depending on how you paid for the credit originally.

Your Visitor Oyster card will be returned to you for future use.

Acceptable proof of your identity:

- A valid passport or an ID card from an European Economic Association country
- NHS medical card
- Birth certificate
- Driving licence

Acceptable proof of your address:

- Current council tax bill
- Current council or housing association rent book or statement
- Residential utility bill (dated within the last three months)
- Residential bank or building society statement (dated within the last three months)
- Credit card statement (dated within the last three months)

TfL do not accept mobile phone bills as proof of name and address.

2. Refunds by post

Send your card and a covering letter explaining why you are returning it to:

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

TfL will send you a cheque for the unused amount in Sterling. TfL cannot return your Visitor Oyster card to you.

Data protection and privacy

We take your right to privacy very seriously. We will treat any personal information that you provide to us via this website or in connection with an order in accordance with the Data Protection Act 1998 and other applicable UK privacy legislation. By submitting your details when making an order you allow us to use the personal information you provide for the purposes set out in these terms and conditions and in accordance with our Privacy Policy. We will only use your personal information in accordance with these terms and conditions and our Privacy Policy unless we have your consent to use it in any other ways.

We will never disclose or sell your personal information to any other organisation without your express permission except to our relevant service providers for the purposes of carrying out maintenance of this website, to our provider of online payment facilities in connection with processing your order, to couriers and other subcontractors for the purpose of supplying tickets.

The types of personal information we collect from you are as follows:

- Contact information for order fulfilment and customer services purposes (such as name, email address, delivery address and telephone number). This information may be used to contact you in case of difficulty in processing an order or to deal with customer services issues.
- Financial information relating to your payment for tickets (such as credit card number and expiry date). We do not obtain any payment information from you. This is collected and held securely by our provider of online payment facilities on our behalf. Please ensure you read the privacy policy on their website in relation to the information you submit in relation to payments. This information is used for billing purposes and to fulfil your orders. No financial information is stored on our servers or those of our partners..

We use the information you give us to fulfil your order and to contact you in case of issues with your order. We also use your personal details and contact information for the following reasons:

- internal record keeping;
- to improve the website and service provided by the Shop;
- to respond to enquiries submitted by you;
- to follow up as part of our customer care procedures; and
- to contact you for market research purposes.

We may contact you by e-mail, phone, fax or mail for these reasons, unless you have registered with the appropriate preference service. More information about Preference Services can be found at <http://www.mpsonline.org.uk/>.

We will notify you of any changes to the ways we will treat your personal information by placing a notice on this website and by e-mail. We will always give you the option whether or not you wish us to use your information for any new purposes before going ahead.

We have in place security systems and encryption technology to help ensure the security of your personal information. The servers on which we collect and store personal information are kept in a secure environment.

Please refer to our Privacy Policy (below) for further details of how we use and protect your personal information.

Privacy Policy

VisitBritain is committed to protecting your privacy as a user of our website and the confidentiality of any personal and transactional information is protected to the highest standards

Any personal information which you provide to us or which is available to us from which we can identify you is held in accordance with our registration under the Data Protection Act 1998 and will be used only for the following purposes:

- Processing your orders
- To supply website content and advertisements to you
- To administer this website
- If you consent, to notify you of products and services which may be of interest to you

When you enter this website we will use cookies. Cookies are small pieces of information which enables our website to store information on your computer. We use cookies to keep track of your current shopping session and to personalise the website according to your requirements. If you do not wish to accept new cookies or wish to disable cookies altogether, you can set your browser accordingly using its menu bar. However our website will then be unable to offer you a personalised service.

When you place an order online you will be given the option of being notified by post or e-mail about products, services and promotions which we think may interest you. If you do not wish to be contacted for such purposes remember to tick the opt-out box. You may unsubscribe from our contact list at any time by pressing the “unsubscribe” button on any e-mail communication or by sending us an email.

Finally we draw your attention to our use of a cookie which collects anonymous data to analyse traffic to our website.

Our liability to you

These terms and conditions do not exclude our/TfL’s liability (if any) to you for:

- personal injury or death resulting from our negligence;
- fraud;
- any matter which it would be illegal for us to exclude or to attempt to exclude our liability.

We will make every effort to perform our obligations under these terms and conditions but we/TfL cannot be held responsible to you for any failure or delay, or for the consequences of any failure or delay, in the performance of our obligations due to any event beyond our reasonable control.

We are only liable to you for losses which you suffer as a result of a breach of these terms and conditions by us. We/TfL are not responsible to you for any losses which you may incur which were not a foreseeable consequence of us breaching these terms and conditions - for example, if you and we could not have contemplated those losses before or when we enter into a contract.

Our/TfL's liability to you shall not in any circumstances include any business losses that you may incur, including but not limited to lost profits or business interruption.

The information we/TfL make available on this website is given for general information and interest purposes only. Whilst we try to ensure that the information we make available on the website is accurate and up to date, we/TfL cannot be responsible for any inaccuracies in this information.

While we try to ensure that this website is functioning correctly this may not always be achievable. We/TfL do not guarantee that this website will be available all the time or at any specific time. We/TfL do not guarantee that this website will be compatible with all or any hardware and software which you may use.

We take steps to ensure that this website is free from computer viruses or any other malicious or impairing computer program, however we/TfL cannot guarantee this due to the nature of the Internet. You are advised to use appropriate firewall and anti-virus software.

Linking to this website

This website may contain links to other websites over which TfL has no control. Such links are supplied solely for the convenience of users. TfL is not responsible for the contents or reliability of the linked websites and does not necessarily endorse the views expressed within them or the organisation or persons providing them in any way. TfL does not guarantee that these links will work all of the time and has no control over the availability of the linked pages. It is your responsibility to check the terms and conditions and privacy policy on any other website which you visit.

If you make a contract with another person who is named or referred to on this website, this is entirely at your sole risk and it is your responsibility to ensure that you are comfortable with the terms of that contract and to take legal advice if necessary.

You must not create links to this website without our prior written permission.

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Copyright & intellectual property

We/TfL have made this website available to you for your personal non-commercial use. We/TfL do not give you permission to do anything with this website except to browse its contents, order tickets and use any other facilities we/TfL expressly offer to you.

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You must not copy, redistribute, republish or otherwise make the materials on this website available to anyone else without TfL's written consent, except for your own personal non-commercial use.

You may print or download materials made available on this website for your own personal non-commercial use provided that:

- no materials are modified in any way;
- no graphics are used separately from accompanying text;
- our/TfL's copyright and trade mark notices appear in all copies and you acknowledge this website as the source of the material;
- you obtain any necessary permissions before printing or downloading any materials made available on this website by a third party (for example, advertisers).

Please note, any unauthorised use of TfL's copyright and trademarks is an infringement of TfL's intellectual property rights and may lead to legal action and other remedies, for example under the Trade Marks Act 1994 and the Copyright Design and Patents Act 1988.

Overseas orders

When ordering goods from this website for delivery overseas you may be subject to import requirements, duties and taxes. Any import charges must be borne by you - we have no control over these charges and cannot predict what they may be. Customs policies vary from country to country, so you should contact your local customs office for further information of any relevant charges. You are responsible for complying with all laws and regulations of the country in which you are importing the goods. Please be aware that cross-border deliveries are subject to opening and inspection by customs authorities and delivery times can be affected due to packages being inspected by customs.

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Other information of which you need to be aware

Nothing on this website is intended to be an offer to enter into a contractual relationship with you or anyone else, except for these terms and conditions and our Privacy Policy (above).

We/TfL may modify this website at any time, for instance to comply with changes in the law or to add new features. We/TfL will try as far as possible to ensure that any modifications do not reduce the quality of the Shop.

We/TfL reserve the right to withdraw, suspend or discontinue any functionality or feature on this website at any time.

We/TfL advise you to keep a copy of these terms and conditions and your order details for your future reference.

You can download a pdf version of these terms and conditions by clicking [here](#)

Any notices we send to you will be sent to the most recent e-mail address or postal address provided to us by you.

Neither you, us or TfL intend that these terms and conditions will be enforceable by any other person by virtue of the Contracts (Rights of Third Parties) Act 1999.

These terms and conditions and all communications between you, us or TfL will be conducted in the English language.

Jurisdiction

The laws of England and Wales apply to these terms and conditions.

If any disputes arise between you, us and/or TfL in relation to this website or your order(s) and you want to take court proceedings, you must do so in the courts of England and Wales.