

TRAVELCARD FAQs

Is a 7 Day Travelcard valid for consecutive days only?

Yes, a 7 Day Travelcard is only valid on consecutive days.

Where can I purchase a Travelcard?

You can purchase many different types of Travelcards on our online shop for either 1 day of travel or for 7 days. A 7 Day paper Travelcard can only be purchased online. If you buy a 7 Day Travelcard in London, it will be loaded onto an Oyster card.

Why do you ask for the Travelcard start date?

A Travelcard is a paper ticket which is date stamped when we are fulfilling your order. The Travelcard is valid from this start date only and cannot be used before or after that date. If you are purchasing a weekly Travelcard, two dates are stamped on the Travelcard – one for the start date and one for the end date.

Will the Travelcard have my name on it?

No, your Travelcard will not have your name written on it.

Can a Travelcard be shared with someone else when travelling together?

No. One Travelcard is required for each person travelling.

Is a family Travelcard available?

No, family Travelcards are no longer available. However, you can buy adult and child Travelcards from this website. If you are travelling in a group of 10 or more you can buy Group Day Travelcards.

Can I use my Travelcard to travel on the Emirates Air Line?

No, Travelcards are not valid for use on the Emirates Air Line.

Are there discounted ticket prices for Senior Citizens?

If you have an English National Concessionary Travel Scheme bus pass you can travel free at any time on TfL bus services. You can pay discounted pay as you go fares if you have a Senior Railcard but you will need to buy your Oyster card on arrival in London. To get discounted pay as you go fares, you will need to show your Senior Railcard to a member of staff at a Tube station who will load the discount entitlement onto your Oyster card. There are no other Senior Citizen concessions available.

Are there discounted ticket prices for Students?

London residents in full time education can apply for an 18+ Student or 16-18 Oyster photocard to pay discounted fares. Parents/Guardians of children between the ages of 5 and 15 can apply for an Oyster photocard which gives children discounted travel rates. Applications should be made at least four weeks in advance. There are no other Student concessions available.

I have received my 7 Day Travelcard order and read it's "valid only when shown with a photo card". What does this mean and where do I get one from?

This refers to the previous policy which no longer applies to 7 Day Travelcards. You will not need an accompanying photo card.

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 need 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