

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 travel credit on your Visitor Oyster card for unlimited travel in central London (zones 1 and 2). You can always add more pay as you go credit if you run out by topping at stations' ticket machines, Visitor Centres and Oyster Ticket Stops.

Recommended Visitor Oyster card pay as you go credit amounts:

Travelling in London for?

2 days	£15
3 days	£20
5 days	£30

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

No, you can use it at any time. Travel fares vary depending on the day of the week, the time of day and zones you travel in.

On Tube, DLR, London Overground, TfL Rail and National Rail services, peak fares apply from 06:30 to 09:30 and 16:00 to 19:00 Monday to Friday – travel is more expensive at these times. Off peak fares apply at all other times and during public holidays.

Travel on buses and trams is cheaper than the Tube, DLR, London Overground and National Rail services - a flat fare applies on buses and trams at all times.

Is there a daily price cap for using a Visitor Oyster card?

Yes, to save you money there is a maximum charge for using your Visitor Oyster card each day. This varies depending on whether you start travelling in the peak hours of the day, or the off peak hours. The daily fare cap is cheaper if you start travelling in the off peak time of the day.

Eg If you are sightseeing in central London (zones 1 and 2) and are using the Tube, DLR and bus to get around from early in the morning to late at night the most you will pay is £6.50 in one day even if you make 20 journeys.

Where can I top up my Visitor Oyster card?

If you run out of money on your Visitor Oyster card, it's easy to add more pay as you go credit at:

- Ticket machines in Tube, DLR, London Overground and some National Rail stations
- Around 4,000 [Oyster Ticket Stops](#) across London
- [Visitor Centres](#)

You can't top up your Visitor Oyster card online.

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.

Is a Visitor Oyster card valid on Heathrow, Gatwick and Stansted Express services?

From January 2016 you can use your Visitor Oyster card to pay for travel on train services to/from Gatwick Airport, including Gatwick Express.

- A single journey on Southern and Thameslink train services to London terminals costs £14 (peak times) and £8 (off-peak times)
- A single journey on the Gatwick Express train, the fastest way to travel from Gatwick to central London or from central London to Gatwick, costs £19.80 with your Visitor Oyster card.

Your Visitor Oyster card is valid on the Tube and most bus services from and to Heathrow. You can't use your Visitor Oyster card on the Heathrow Connect service (this runs between Paddington Station and Heathrow airport). The cheapest way to travel to/from Heathrow from central London is on the Piccadilly line using a Visitor Oyster card.

Your Visitor Oyster card is not valid on Stansted Express services.

[Find out more about getting to / from London](#)

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

Yes, you can get a 25% discount on the Emirates Air Line if you use pay as you go credit on our Visitor Oyster card to buy a ticket. 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?

Yes, you can get 10% off single tickets on all MBNA Thames Clippers River Bus services (except on route RB6 which runs from Putney to Blackfriars) when you use pay as you go credit on your Visitor Oyster card to pay for your journey or to buy 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, your card never expires so you can keep your card until your next visit to London, or lend it to friends and family. If you run out of pay as you go travel credit, it's easy to add more at:

- Ticket machines in Tube, DLR, London Overground and some National Rail stations
- Around 4,000 [Oyster Ticket Stops](#) across London
- [Visitor Centres](#)

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

The pay as you go credit on your Visitor Oyster card never expires so you can keep it until your next visit to London, or lend it to family and friends.

For a refund of any unused credit, you can:

- Get a refund of up to £10 credit at a Tube station ticket machine (after 48 hours)
- Take your card to a [Visitor Centre](#)
- Post your card to Transport for London with a note, asking for a refund

If you take your card to a Visitor Centre, your Visitor Oyster card will be returned to you for future use.

If you get a credit refund at a ticket machine, your card will be returned to you but it will be cancelled, which means you won't be able to use it again to travel.

If you post your card with a note asking for a refund, we'll refund any credit by cheque in GBP, although we cannot return your card.

Send your card to:

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

There is now not enough shipping time available to place an order – can I buy a Visitor Oyster card upon arrival in London?

It is not possible to buy a Visitor Oyster card in London but you will be able to buy a number of other tickets including an Oyster card or Travelcard. [Find out about buying tickets](#)

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

The following services do not operate on December 25th - normal service resumes on December 26th:

- Tube
- DLR
- London Overground
- Bus
- Tram
- Most National Rail services

The best way to get around in London on Christmas day is by hiring a [Santander Cycles bike](#).