

11-15 Zip Oyster photocard scheme Terms and Conditions: 2020-2021

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Section 1 - Introduction

1. These Terms and Conditions apply to a parent/guardian applying for an 11-15 Zip Oyster photocard (referred to as 'photocard') on behalf of their child.
2. In these Terms and Conditions (except in sections 8,9 and 11) “you” and “your” refer to the parent/guardian applying on behalf of an eligible child.
3. The photocard allows children of the relevant age to travel for free on London's buses and trams and travel at child rate on Tube, DLR, London Overground, TfL Rail (excluding between West Drayton and Reading), the Emirates Air Line and most National Rail services in London.
4. TfL may terminate or revise the Scheme, or amend the Terms and Conditions of the Scheme, at any time. It is the responsibility of the parent/guardian applying on behalf of their child to make sure that they and their child are familiar with these terms and conditions. The most up to date version will always be available [online](#).
5. Use of an 11-15 Zip Oyster photocard is deemed acceptance of these Terms and Conditions.
6. All photocards are the property of TfL and are issued in accordance with [TfL's Conditions of Carriage](#).
7. We may refuse to issue a photocard at our discretion.

Section 2 - Eligibility criteria

1. A child aged 11-15, or 16 if they were aged 15 on 31 August 2020 can hold an 11-15 Zip Oyster photocard.

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2. A young person may only hold one active TfL Oyster photocard at any time. If an applicant has more than one photocard, all photocards will be stopped without notice.

Section 3 - Application process - general information

1. All applications for 11-15 Zip Oyster photocards must be made [online](#).
2. Applications for a photocard must be made by the parent/guardian on their child's behalf.
3. To apply online, the parent/guardian must have a web account. To create a web account they will need a valid, active email address and they will need to provide their name, address and date of birth to confirm they are aged 18 or over. If the email address has already been used for another TfL web account they will need to use a different email address.
4. We define the parent/guardian of someone aged under 18 as an adult that the photocard holder lives with for the majority of the time (if there is dispute about this, we will make a decision based on the information available to us). The address provided on the application should be the address of the parent/guardian.
5. If the parent/guardian needs to update the address in their web account they must do this before they start an application. If they change the address once they have started an application this may affect the expiry date of their child's photocard. If they need to change address mid application, they should delete the application they have started and start a new application once they have updated their address.
6. We will only discuss an application with the parent/guardian (web account holder) who originally made the application and/or your child where we feel it's appropriate to do so.
7. Where an application made by a parent/guardian is accepted by us, there is an agreement between TfL and that parent/guardian.
8. We may contact the parent/guardian and ask them to provide further proof of their child's age. If this happens, a photocard will not be issued (or an existing photocard may be stopped) until satisfactory further proof has been provided.
9. The parent/guardian must pay a £15 non-refundable administration fee for the application.
10. The administration fee is non-refundable even if the application is rejected.
11. There is a £10 non-refundable administration fee if you're replacing a lost, stolen or damaged photocard.
12. Teachers may not apply on behalf of their students. If they do, the application is liable to be rejected and any photocard issued may later be stopped.
13. The parent/guardian will need to upload a photo in PNG or JPEG format for use on the 11-15 Zip Oyster photocard so that the child is identifiable as the holder of the photocard. It must be a true likeness of the child and must be a full-face photo of their head and shoulders. They should not be wearing anything that covers their head or face, unless it is consistently worn for medical or religious reasons. The photo must be:
 - clear and in focus;
 - in colour; and
 - unaltered by computer software
14. Photos including graphics and/or filters will not be accepted.
15. We are not liable for any letter, rejection letter or photocard lost, damaged or delayed in the post or email not received by you or TfL. This includes any delay in the photocard being

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received in the post. TfL is not liable for any fares paid while waiting for applications to be processed or photocard to be received.

16. If a photocard has been sent out and TfL is satisfied that it has not been received, we will generally send another one free of charge. If you gave us your mobile number, we will text you when we have posted your photocard. Contact us if you have not received it within two weeks of applying.
17. When an application is received for a new photocard to replace a lost, stolen, damaged or failed card, or to update a photo, the existing photocard will stop working on or shortly after the issue of the replacement photocard. This may mean that the photocard will stop working before the date printed on the photocard. While waiting for a new photocard the photocard holder will need to pay for their travel if their existing photocard has been stopped.
18. No refunds will be made for fares paid before your child receives their photocard, however a goodwill payment may be considered where TfL is satisfied that there was a fault or failure on the part of TfL.
19. If we have withdrawn a photocard that was previously issued, a replacement photocard may not be issued unless your child has fulfilled all of the conditions necessary to have their photocard reinstated.

Section 4 - Online application process for London residents

1. All conditions outlined above apply.
2. Your photocard will be sent to the address that you've supplied in the web account.
3. You must upload a colour image of your child's valid passport during the online application process. This must be in PNG or JPEG format. The image must clearly show your child's personal details including their photo, name and passport number.
4. Only an image of your child's valid machine-readable passport should be upload. Other documentation is not acceptable.
5. The passport image will be checked as part of your application. If the image does not meet our criteria, we will let you know by email. You will have to upload a new image of your child's passport before we can issue your photocard.
6. If we consider the details or evidence you provide are inaccurate or unreliable, we will not issue you with an 11-15 Zip Oyster photocard.
7. If you don't have a valid machine-readable passport, you will be prompted to download a verification letter. You will need to take it to a Post Office in London along with the required proofs of identity and eligibility and/or to pay the administration fee by credit/debit card or cash. Cheques are not accepted.
8. The verification letter is valid for two weeks from the date of application. If you don't go to the Post Office during that time, the verification letter will expire, and you will need to download another one.
9. If applying online but verifying age in person, the parent/guardian must provide proof of their child's age, using:
 - A passport,
 - An ID card from a European Economic Area country,
 - A birth certificate, or
 - A biometric residency permit

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10. If the date of birth provided in the application doesn't match the date in the identification provided, the application will be rejected.
11. If you do not have the documents described in Clause 9, above, you can ask the school your child attends to verify their age. You will need to download a verification letter and the school will need to confirm that the date of birth you have provided is correct, endorsing the letter with the school stamp.
12. We may contact the Post Office if there are concerns about the proof of eligibility provided at a particular branch. If this happens, we will not issue a photocard (or an existing photocard may be stopped) until it has been investigated.
13. We may contact your child's school to provide further proof of the applicant's eligibility. If this happens, we will not issue a photocard (or an existing photocard may be stopped) until satisfactory further proof has been provided by the school.
14. If you provide a mobile number, we can text you to let you know that we have sent your Oyster photocard to you.

Section 5 - Telephone support for London residents

1. All conditions outlined above apply.
2. If you have trouble applying online or you are unable to do so, phone us on 0343 222 1234 for help.
3. If you have internet access but need some support our customer service staff will guide you through the online process.
4. If you do not have internet access, we will create an application for you over the phone.
5. If you are unable to complete the whole application over the phone, we will send you a verification letter. You will need to take this to a Post Office in London along with the required proof of age and/or to pay the administration fee by credit/debit card or cash. If you are verifying your child's age at their school, you will need to complete this before going to the Post Office.
6. The verification letter is valid for two weeks from the date of application. If you do not go to the Post Office during that time, the verification letter will expire, and you will need to request another one.
7. If you have not been able to apply online, we will also send you a photo form. You need to affix a photo of your child to it and return it to us in the pre-paid envelope provided. We cannot return the photo to you.
8. We cannot process your application until you have completed your application at the Post Office, and we have received your photo. You should allow a **minimum** of three weeks for the processing of an application made over the phone.

Section 6 - Applications for non-London residents

1. All conditions outlined in section 3 apply.
2. If we have been able to verify your child's age online, and you live in the UK, we will post the photocard to you.
3. If we are unable to verify your child's age online, or you live overseas, the photocard will have to be collected from a [Visitor Centre](#). You will be able to select your preferred Visitor Centre during the application process. Once your application is complete, we cannot

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change the collection place or date. If you want to change, you'll need to make a new application and pay the £15 administration fee.

4. If you're collecting your photocard from a Visitor Centre, you must apply at least 28 days before your preferred collection date.
5. If the image of your child's passport is rejected, you will need to upload a new one.
6. If your child's photo is rejected, you will need to upload a new one. If after uploading the new photo, there are fewer than 28 days before the collection date, then you will have to select a new collection date.
7. The photocard will only be available at the Visitor Centre you have chosen. It will be available from the collection date you have specified in your application, for a maximum period of 14 days. After that time, it will no longer be available for collection.
8. You will need to bring your confirmation email with you when you go to the Visitor Centre to collect your child's Oyster photocard. This is needed to locate your photocard and to verify you have completed your application successfully.
9. Visitor Centre staff will not issue your child's photocard if you do not provide the required proof of age. This should be either your child's passport, ID card from a European Economic Area country or birth certificate. No other documents will be accepted as proof of age.

Section 7 - Obligations of the parent/guardian

1. The parent/guardian applying on behalf of their child is expected to ensure that the photocard holder is aware of and adheres to the [Behaviour Code](#).
2. You must complete all parts of the application and confirm that your child accepts the Terms and Conditions.
3. If your child's appearance changes significantly, or the photo becomes faded, damaged or scratched, you should order a new photocard immediately and upload a new photo where necessary. If the photocard holder can't be identified by the photo, their photocard may be withdrawn and they may lose their eligibility for concessionary travel for a period of time. If their photocard is withdrawn, you'll need to apply for and pay for a new photocard for your child.
4. You must notify us of any change to the photocard holder's details, including change of address.
5. If your child is using their 11-15 Zip Oyster photocard to travel on services other than buses and trams you need to make sure they have enough pay as you go credit for their journey, or a valid Travelcard.
6. If your child doesn't have their photocard with them, then they need to pay for their travel.
7. If the photocard is lost, stolen or damaged, you must report it to TfL as soon as possible, even if you are not going to order a replacement straight away. You can do this by signing into your web account, online at tfl.gov.uk/photocard or by phoning 0343 222 1234.
8. You will need to pay a non-refundable administration fee when replacing a photocard that is lost, stolen or damaged.
9. If your child's photocard stops working, you should contact TfL as soon as possible. You may be eligible for a refund for the fares paid for travel while your child was waiting for a replacement photocard. Visit our [refunds pages](#) for more information. If there was a discount rate season ticket and/or pay as you go credit on the lost, stolen, damaged or

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failed Oyster photocard, or if your Oyster photocard has expired and you have ordered a new one, we'll aim to issue a new photocard with the remaining products on it. Where this is not possible, we may at our discretion arrange a refund. Visit our [refunds pages](#) for more information.

10. If your child needs to change the name on their photocard (whether they have changed it by deed poll or not) call us on 0343 222 1234 for advice.

Section 8 - Obligations of the Oyster photocard holder

1. The clauses below (8.2 and 8.3) apply to the 11-15 Zip Oyster photocard holder
2. You must adhere to the Behaviour Code and follow its guidance at all times when using public transport.
3. You must make sure that TfL is notified immediately if you lose your Oyster photocard.

Section 9 - How to use an 11-15 Zip Oyster photocard

1. The clauses below (9.2, 9.3 and 9.4) apply to the 11-15 Zip Oyster photocard holder.
2. The photocard holder must always touch in when using buses and trams, and touch in and out when using Tube, Docklands Light Railway, London Overground, TfL Rail, the Emirates Air Line and most National Rail services in London.
3. If the photocard holder is travelling on services other than buses and trams they need to make sure they have enough pay as you go credit for their journey, or a valid Travelcard.
4. If there is insufficient pay as you go credit on their photocard or they do not touch in or out properly when using pay as you go, their photocard may stop working, even on buses and trams. If this happens, they must top it up before they can travel again.

Section 10 - Enforcement

1. The travel concession is not a legal right. Any breach of the Terms and Conditions and the Behaviour Code, may, at the discretion of TfL, result in the withdrawal of a photocard and the photocard holder may not be able to get another one.
2. The photocard is not transferable and may only be used by the photocard holder. If your child allows others to use it they may lose their eligibility for concessionary travel for a period of time.
3. Use of the photocard to obtain free or discounted travel when your child is no longer eligible is fraudulent and may lead to prosecution.
4. We do not tolerate our staff or agents being threatened or abused, physically, verbally or in writing. Any such conduct by you or your child may result in any application being rejected or the 11-15 Zip Oyster photocard being cancelled or withdrawn. TfL may, for a period or indefinitely, reject or refuse to consider applications for concessionary travel from anyone who engages in such conduct.
5. If we are aware of fraudulent activity relating to the usage of the 11-15 Zip Oyster photocard by you or your child, the photocard will be stopped and your child may not be allowed another Zip Oyster photocard.
6. If your child's photocard is withdrawn by a ticket inspector, or a bus driver you need to contact us to arrange for a new 11-15 Zip Oyster photocard to be issued. You will need to pay an administration fee for this. If a sanction is applied to your child, their 11-15 Zip

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Oyster photocard will be stopped and you will need to phone us to pay the administration fee for a non concessionary 11-15 Zip Oyster photocard. Once you have it your child will be able to travel at half the adult rate on buses and trams.

7. Once your child's sanction has expired, you will need to apply for a new 11-15 Zip Oyster photocard that allows free travel on buses and trams. You will need to pay an administration fee for this.
8. If your child has had their photocard withdrawn and you want to contact the enforcement team, you can email them at IAP@tfl.gov.uk

Section 11 - Behaviour Code

The Behaviour Code below applies to the 11-15 Zip Oyster photocard holder and it is the parent/guardian's responsibility to ensure they understand it and adhere to it.

TfL's Behaviour Code exists to ensure you travel safely and show respect for our passengers, staff and property. You must follow it or you might lose your travel concession or Zip Oyster photocard. Expected behaviours include, but are not limited to, the following:

Act in a considerate and responsible manner

- Act safely
- Cooperate with our staff and treat them and other passengers with respect
- Use language that does not cause offence to others
- Ensure you are the only person that can hear your music
- Ensure you pick up all your litter
- Keep your feet off the seats
- Give up your seat for others

Look after your Oyster photocard

- Ensure it is not used by another person
- Ensure your photo is clearly recognisable and the card is in good condition
- If it is lost, stolen or damaged, report it to TfL immediately, even if you do not plan to get a replacement straight away

Use your Oyster photocard correctly

- Always touch in on the yellow reader on buses and trams
- Always touch in and touch out on the Tube, London Overground, DLR, TfL Rail and National Rail services
- Pay the correct fare if you do not have your valid photocard with you, or it is damaged
- Pay any penalty fare that has been issued to you

You must not:

- Smoke, or use an electronic cigarette, take drugs or drink alcohol on our vehicles and/or premises
- Behave in a way that we consider to be antisocial
- Commit any crime that affects our services, passengers, staff or property

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- Breach the Conditions of Carriage Public Service Vehicles Regulations (1990) or any TfL Byelaw

Earn your travel back

If you've had your Zip Oyster photocard removed for breaching the Young Person's Behaviour Code, you can earn it back by volunteering in your local community.

We'll let your parent or guardian know that your travel concession has been withdrawn and give them details about how you can earn your travel back via volunteering opportunities.

You can't take part if:

- You had your concession removed because of criminal behaviour
- You've taken part in the Earn Your Travel Back scheme before for a previous withdrawal

Section 12 - Privacy notice

Transport for London (TfL), its subsidiaries and service providers, will use your personal information and that of the child named in this application for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. The use of this Oyster photocard, in connection with National Rail products or services, or London river services will authorise TfL to share the concession holder's personal information with relevant Train Operating Companies (TOCs) and river service operators so that they can use it for the purpose of fraud prevention.. Any personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation. Further information is available at www.tfl.gov.uk/privacy

Relevant police services, and Local Authority Anti Social Behaviour units may provide TfL with details of any breaches of the Behaviour Code and/or criminal convictions, warnings, reprimands, or other sanctions issued in relation to offences that have been committed by the concession holder on, or in relation to, London's public transport network. Such information may be used as the basis for the withdrawal of the concession and TfL may inform the police of any decision to withdraw the concession.

In certain circumstances, TfL, relevant TOCs and river service operators may also share the personal information provided in this application form with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.

TfL may contact you, shortly before the expiry of this travel concession, to inform you of the ticketing options available to the holder of this travel concession from that date.