

# 18+ Student Oyster photocard

Terms and conditions for the 18+ Student Oyster photocard scheme 2018-2019.

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## Section 1 - Introduction and details of the discount available

These Terms and Conditions apply to Students applying for the Transport for London ('TfL') 18+ Student Oyster photocard scheme ('the Scheme').

1. It is your responsibility to be familiar with and adhere to these Terms and Conditions.
2. TfL reserves the right to refuse any application for an 18+ Student Oyster photocard.
3. All photocards and tickets are the property of TfL and are issued in accordance with TfL's Conditions of Carriage. They may be withdrawn or stopped by TfL.
4. The Scheme currently allows eligible students attending an education establishment registered on the Scheme to get 30% off the price of adult-rate Travelcards and Bus & Tram Pass season tickets. TfL may revise the 18+ discount at any time.
5. TfL may revise or amend the Terms and Conditions of the Scheme, or terminate the Scheme, at any time. TfL will notify you by email when the terms and conditions have been updated. You can view an up to date version of the Terms and Conditions by signing into your 18+ web account. Up to date information about the Scheme can be found at [tfl.gov.uk/18plus](http://tfl.gov.uk/18plus)
6. Use of the 18+ Student Oyster photocard by you means that you are agreeing to these terms and conditions.
7. If you have an 18+ Student Oyster photocard that is valid for more than a year, continued use of your photocard indicates your acceptance of any changes to the Scheme Terms and Conditions.

## Section 2 – Eligibility criteria

### Full time student eligibility criteria

1. The Scheme is only available to you if you are:
  - A student aged 18 or over;
  - Attending a participating education establishment that has registered with TfL on the Scheme;
  - Resident in a London borough during term time; and
    - Enrolled on a full-time course including at least 15 tuition-led or structured learning<sup>1</sup> hours a week (with attendance at scheduled classes being Monday to Friday only, and not including evening classes) that spans a minimum period of 14 weeks on the same course (courses lasting less than 14 weeks which are repeated so that the total is 14 or more weeks are not eligible); or
    - A full time student receiving NHS bursary money<sup>2</sup>; or
    - A full time postgraduate student (for example, studying or writing up for 15 or more hours a week); or
    - A sabbatical officer
2. If your education establishment is located outside Greater London, you are only eligible if you live in a London borough and regularly travel to and from the education establishment. The concession is not available to you if you don't reside in a London borough during term times and then return to reside in a London borough during, for example, the summer break.
3. You are not eligible if you are studying on a distance or an online course.
4. If you are undertaking on the job training with an employer who pays your wages you are not eligible for the Scheme. If you are on an Apprenticeship you may be eligible for the Apprentice Oyster photocard scheme. For more information visit [tfl.gov.uk/apprenticeoyster](http://tfl.gov.uk/apprenticeoyster).
5. You are not eligible if you already have a valid Oyster photocard, a Disabled Freedom Pass or a Bus & Tram Discount photocard.

## **Part time student eligibility criteria**

1. The Scheme is only available to you if you are:
  - A part time student aged 18 or over: and
  - Attending a participating establishment that is registered with TfL on the Scheme; and
  - Resident in a London borough during term time; and
  - Enrolled on a part time course that spans a minimum period of at least 14 weeks (courses lasting less than 14 weeks which are repeated so that the total is 14 or more weeks are not eligible); and either
    - A part time student receiving NHS bursary money<sup>3</sup>;

Or

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<sup>1</sup> See footnote 1 on page 8

<sup>2</sup> See footnote 2 on page 8

- A part-time postgraduate student receiving financial help from your education establishment's hardship fund.
2. Talk to your education establishment before you apply if you are unsure whether you are eligible.
  3. If your education establishment is located outside Greater London, you are only eligible if you live in a London borough and regularly travel to and from the education establishment. The concession is not available to you if you don't reside in a London borough during term times and then return to reside in a London borough during, for example, the summer break.
  4. You are not eligible if you are studying on a distance or an online course.
  5. Part-time students who were in receipt of the full government funded tuition grant before 1 September 2012 and issued with multi-year 18+ Student Oyster photocard that have not yet expired may continue to use their photocard subject to these terms and conditions.
  6. If you are undertaking on the job training with an employer who pays your wages you are not eligible for the Scheme. If you are on an Apprenticeship you may be eligible for the Apprentice Oyster photocard scheme. For more information visit [tfl.gov.uk/apprentice\\_oyster](http://tfl.gov.uk/apprentice_oyster).
  7. You are not eligible if you already have a valid Oyster photocard, a Disabled Freedom Pass or a Bus & Tram Discount photocard.

## **Work placement student eligibility criteria**

1. The Scheme is open to you if you are
  - Aged 18 or over; and
  - On mandatory work placement in London; and
  - Registered with an education establishment and enrolled on a full-time course including at least 15 tuition-led and/or structured learning<sup>3</sup> hours a week (with attendance at scheduled classes being Monday - Friday only, and not including evening classes) that spans a minimum period of 14 weeks (courses lasting less than 14 weeks which are repeated so that the total is 14 or more weeks are not eligible); and
  - On a placement which is an integral and essential part of your course; and
  - On a placement in London for a minimum period of 14 weeks; and
  - Still under the pastoral care of your education establishment.
2. An 18+ Student Oyster photocard will only be issued on submission of a correctly completed online application, a photograph, payment of the non-refundable administration fee and an original Placement Authority letter from your education establishment.
3. Your Placement Authority letter (see Appendix A for a template) from your education establishment must:
  - Be an original copy;

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<sup>3</sup> See footnote 1 on page 8

- Be on your education establishment's letter headed paper;
  - Confirm you are enrolled on a full-time course consisting of 15 or more tuition-led and/or structured learning hours a week, that spans a minimum period of 14 weeks (courses lasting less than 14 weeks which are repeated so that the total is 14 or more weeks are not eligible);
  - Provide details of your placement and its start and end dates; and
  - Be signed by a person in authority, for example registrar/bursar/university secretary/head of student services.
4. If your Placement Authority letter does not contain all the information we need your application will be rejected.
  5. If you are undertaking on the job training with an employer who pays your wages you are not eligible for the Scheme. If you are on an Apprenticeship you may be eligible for the Apprentice Oyster photocard scheme.
  6. You are not eligible if you already have a valid Oyster photocard, a Disabled Freedom Pass or a Bus & Tram Discount photocard.

### **Section 3 – General Information**

1. You can only apply for a photocard online.
2. You can apply for the 2018/2019 academic year from 1 September 2018.
3. Applications for the 2018/2019 academic year will not be accepted after 31 July 2019.
4. You will need a valid, active email address. If the email address has already been used for another TfL account you will need to use a different email address.
5. You must be fully enrolled on your course at your education establishment before you can apply.
6. You can apply up to four weeks before your course start date or 18th birthday, whichever is later, as long as you have fully enrolled on your course with your education establishment. Any application received more than four weeks in advance of your course start date or 18th birthday will be rejected and the administration fee retained.
7. You cannot apply during August.
8. The photo that is submitted must be a full-face photo of the applicant's head and shoulders. The photo is used on the photocard so photocard holders are recognisable by TfL staff, such as revenue and station staff. It must be a true likeness of the applicant and they should not be wearing anything that covers their head unless it is consistently worn for medical or religious reasons.
9. Your application will be rejected if your photo does not meet TfL's requirements.
10. You must include your enrolment number and your course start and end dates in your application.
11. An 18+ Student Oyster photocard will only be issued on submission of a correctly completed online application, a suitable photograph, payment of the non-refundable administration fee and positive approval by your education establishment.
12. You must pay a non-refundable administration fee for every application.

13. There is a fee payable to replace a lost, stolen or damaged photocard or to update your photo.
14. The administration fee must be paid online using a valid credit or debit card. This fee is non-refundable and will automatically be deducted from your credit/debit card account, even if your application is rejected because it is incorrect and/or incomplete.
15. TfL issues 18+ Student Oyster photocard that span a maximum of 3 academic years at the same education establishment and on the same course. However, if your course is longer than 3 academic years we will send you a new photocard, free of charge, which will cover you for the remainder of your course (up to a maximum of 7 academic years) without needing to pay the administration fee.
16. Once completed, your application will be forwarded to your education establishment for approval or rejection.
17. Your education establishment cannot approve your application until you have fully enrolled on your course, and approval may depend on whether you have paid your fees or provided satisfactory evidence of sponsorship.
18. Your application must be authorised by your education establishment, who must confirm that your details are correct and that you are eligible. By submitting your application, you are giving your consent for your personal data to be used for this purpose.
19. TfL will post your 18+ Student Oyster photocard to the address you supplied during your application. If you need to amend your address please contact us.
20. TfL will only post 18+ Student Oyster photocard to UK addresses. If you provide a non-UK address your application will be rejected.
21. If you gave us your mobile number, we'll text you when we've posted your photocard. Contact us if you haven't received it within two weeks of applying.
22. TfL is not liable for any 18+ Student photocard lost, damaged or delayed in the post, or for any rejection email that is not received. Travel costs incurred whilst waiting to receive your Oyster photocard are not refundable, however we may consider a goodwill payment in cases where it has been proven that there was fault or failure on the part of TfL.
23. It is your education establishment's responsibility to approve your application in a timely manner. TfL is not liable for any expenses, including travel costs, incurred by you as a result of any delay or error by your education establishment.
24. Your education establishment will inform TfL if you cease to be eligible, or if some of your details (for example, course end dates) are incorrect or have changed. As a result, TfL may stop your 18+ Student Oyster photocard without notice. This means you will have to pay adult rate fares for your travel.
25. Your 18+ Student Oyster photocard will stop working on your course end date. It will stop working sooner if you are removed from or abandon the course, or leave the education establishment before the end of the course.
26. If your education establishment changes your course date on our system this will affect the expiry date of your 18+ Student Oyster photocard. This means that your 18+ Student Oyster photocard may stop working before the expiry date printed on the front of your 18+ Student Oyster photocard. We will aim to email you to inform you of the change when we are informed of it.

27. If you attend Kingston University and have been awarded a travel bursary any issues or questions regarding the award should be directed to the Kingston University Student Funds team via the KU Student Hub

## **Section 4 - Obligations of the Oyster photocard holder**

1. TfL will contact you with important updates, using the email address you provide at the time of application.
2. You must notify us of any change to your details, including change of email address.
3. It is your responsibility to regularly check for email notifications from TfL.
4. TfL is not liable for any expenses incurred, including travel costs, where an application is rejected due to your own or your education establishment's error, including any instance where your education establishment fails to complete the registration process with TfL.
5. If you defer study for a year, whatever the reason, you are ineligible for the Scheme during that period. You and your education establishment are obliged to notify TfL that you are no longer eligible.
6. When you return to study after a deferral, if you wish to benefit from the 18+ discount, you must reapply and pay the administration fee.
7. If you change education establishment you will have to reapply and pay the non-refundable administration fee.
8. You must show your 18+ Student Oyster photocard when you buy your season ticket in order to receive the travel discount and so that any ticket you buy can be added to your 18+ Student Oyster photocard.
9. You may only hold one active 18+ Student Oyster photocard at any time. If you apply for an 18+ Student Oyster photocard to replace a lost, stolen, damaged, or faulty photocard, or to update your photo, your existing 18+ Student Oyster photocard will stop working. This may be before your new 18+ Student Oyster photocard arrives. Once your new 18+ Student Oyster photocard arrives you must use it instead of your existing 18+ Student Oyster photocard (if you still have it).

## **Section 5 – How to use an 18+ Student Oyster photocard**

1. You must always touch in when using buses and trams, and touch in and out when using Tube, Docklands Light Railway, London Overground, TfL Rail and National Rail services.
2. If your photocard is lost, stolen or damaged you should report this to TfL immediately. You can report the photocard lost, stolen or damaged by signing into your web account at [tfl.gov.uk/photocard](http://tfl.gov.uk/photocard) or by phoning 0343 222 1234.
3. You will need to pay a non-refundable administration fee when replacing a photocard that is lost, stolen or damaged.
4. If your photocard fails, the failure should be reported to TfL as soon as possible. You may be eligible for a refund for the tickets purchased when your photocard failed. Visit [tfl.gov.uk/refunds](http://tfl.gov.uk/refunds) for more information.
5. If you had a discount-rate season ticket and/or pay as you go credit on your lost, stolen, damaged or faulty 18+ Oyster photocard and have paid for or requested a replacement, TfL will aim to issue a like for like replacement.

Where this is not possible you may receive a refund of the unused value of the student-rate season ticket. Any refund against ticket products may be subject to an administration fee. If TfL has not been able to issue you with a like for like replacement, when you receive your replacement 18+ Oyster photocard you will need to add some credit to pay as you go and/or buy another discount-rate season ticket before you can use it.

## **Section 6 - Enforcement**

1. The 18+ discount provided to you under the Scheme is not a legal right. Any breach of these Terms and Conditions may result, at the discretion of TfL, in the withdrawal or stopping of your 18+ Student Oyster photocard and you may not be able to get another one.
2. The photocard is not transferable and may only be used by you.
3. You may not hold an 18+ Student Oyster photocard and another TfL travel concession at the same time. If you do, TfL may stop your 18+ Student Oyster photocard without notice.
4. Your 18+ Student Oyster photocard, and any season ticket or pay as you go credit held on it, are for your use only.
5. An 18+ Student Oyster photocard can only be used by the person whose photograph and name appears on it. If you allow someone else to use your photocard, we may withdraw your 18+ Student Oyster photocard. The person using your photocard may be subject to a penalty fare and/or prosecution. You may forfeit the right to any refund on the unused value of your season ticket.
6. If you can no longer be identified by the photo on your photocard, you must upload a new photo and order a replacement photocard online. A non-refundable administration fee will be payable. If you continue to use your photocard and cannot be identified from the photo, it may mean that you lose your eligibility for concessionary travel.
7. To benefit from the 18+ discount you are required to carry your 18+ Student Oyster photocard with you at all times. You must show your 18+ Student Oyster photocard when required.
8. TfL monitors the Scheme for fraudulent use. If TfL detects fraudulent use, TfL may cancel or withdraw your 18+ Student Oyster photocard without notice.
9. If you leave the education establishment stated on your online application before the end of your course, you cease to be eligible for the concession, and you must tell us immediately. A refund on the unused value of your Student-rate season ticket may be considered.
10. If you leave your education establishment before the end of your course and you continue to use your 18+ Student Oyster photocard for Student-rate concessionary travel, you may forfeit the right to any refund on the unused value of your season ticket. You may be subject to a penalty fare and/or prosecution.
11. TfL may suspend or revoke your education establishment's registration if it breaches any of TfL's Terms and Conditions. If your education establishment's registration has been revoked, TfL will cancel your 18+ Oyster

photocard. Your education establishment will not be able to process any further 18+ Student Oyster photocard applications. If TfL revokes your education establishment's registration, it is the establishment's responsibility to inform you.

12. TfL will not tolerate its staff or agents being threatened or abused, physically, verbally or in writing. Any such conduct by you may result in any application from you being rejected or your 18+ Student Oyster photocard being cancelled or withdrawn TfL may reject or refuse to consider any future applications from you for concessionary travel, for a period or indefinitely.
13. The photocard should not be used after the date of expiry. Any cardholder attempting to use the photocard after the expiry date may be prosecuted.
  
14. If it is discovered that an applicant has applied fraudulently, their 18+ Student Oyster Photocard (and any other photocards they hold) will be cancelled, they will be investigated by TfL's Fraud and Security team, and they may be prosecuted.

## Footnotes

1. Does not have to be contact hours, but can be the time a student spends working towards a piece of work which is part of their assessment. Many colleges have an expectation of the ratio of contact hours to structured learning hours. For example, if you spend 10 hours a week in a classroom you may be required to spend 20 hours a week in structured learning to support those contact hours. Hours spent on placement do not count towards tuition-led or structured learning hours.
2. You must provide satisfactory evidence of your sponsorship to your education establishment before the establishment's authorised online user validates the application.

## Privacy Notice

Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. TfL will also verify your eligibility for the Scheme with your education establishment. If you use your Oyster photocard in connection with National Rail products or services, or London river services, you will also be authorising TfL to share your personal information with relevant Train Operating Companies (TOCs) river service operators so that they can use it for the same purposes. Your personal information will be properly safeguarded and processed in accordance with the requirements of data protection legislation.



Where you choose to receive information about volunteering opportunities, TfL will pass your name and email address to the Greater London Authority so they can contact you directly about this.

Relevant police services, and Local Authority Anti Social Behaviour units, may provide TfL with details of any 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 this travel concession, and TfL may inform the police of any decision to withdraw your concession.

In certain circumstances, TfL, relevant TOCs and river service operators may also share your personal information 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 you from that date. Further information is available at [www.tfl.gov.uk/privacy](http://www.tfl.gov.uk/privacy)

## **Appendix A: placement establishment letter**

Student: supply your application number below

Transport for London,  
Admail 4121  
London,

SW1P 1AT

Dear Transport for London,

### **Application for Placement 18+ Student Oyster photocard**

This letter confirms that <<insert student's full name>> is a student at <<insert education establishment name>> and enrolled on a full-time course including at least 15 tuition-led and/or structured learning hours a week (with attendance at scheduled classes being Monday-Friday only, and not evening classes) that spans a minimum period of 14 weeks on the same course.

This student is aged 18 years or over (or will be within four weeks of the date of this letter) and his/her date of birth is <<insert student's date of birth>>.

This student will be on a mandatory placement in London, which is an integral and essential part of their course and is for a minimum period of 14 weeks (70 days inclusive of the start date and end date of placement), with <<insert name of

organisation student is to be placed with>> at << insert address of organisation student is to be placed with>>, telephone <<insert telephone number>>.

The student's placement starts on <<insert start date>> and ends on <<insert end date>>.

I am able to authorise this student's application in my position as <<insert job title>>.

By signing this letter, I agree to the Transport for London 18+ Student Oyster photocard scheme's Terms and Conditions for Placement education establishments.

Yours faithfully,

Signed by: .....

Print Name: .....

(Note: all required information highlighted above must be completed and the letter must be printed on education establishment letterhead and posted to the address provided at the top of this letter)