

60+ London Oyster photocard scheme: Terms and conditions

Section 1 – Introduction	1
Section 2 – Eligibility criteria	1
Section 3 – Online application process	1
Section 4 – Post Office verification letters	2
Section 5 – Obligations of the Oyster photocard holder	2
Section 6 – How to use a 60+ London Oyster photocard	3
Section 7 – Enforcement	3
Section 8 – Privacy notice	4

Section 1 – Introduction

1. These Terms and Conditions apply to all applicants for an Oyster photocard under the Transport for London ('TfL') 60+ London Scheme ('the scheme').
2. It is the applicant's responsibility to ensure they are familiar with these Terms and Conditions.
3. The travel concession provided to applicants under the scheme is not a statutory right. TfL reserves the right to refuse any application for a 60+ London Oyster photocard.
4. All photocards are the property of TfL and are issued in accordance with [TfL's Conditions of Carriage](#).
5. The scheme allows holders to travel free of charge on TfL bus, Tube, tram, Docklands Light Railway (DLR), London Overground, TfL Rail and some National Rail services at all times. 60+ London Oyster photocard holders can also travel free of charge on certain other National Rail services in Greater London after 09:30 Monday-Friday and at all times on Saturdays, Sundays, and public holidays.
6. The 60+ London Oyster photocard is not valid on:
 - Virgin Trains
 - London Midland and Southern services between Harrow & Wealdstone and Watford Junction
 - ScotRail services
 - Heathrow, Gatwick and Stansted Express services
 - Heathrow Connect between Hayes & Harlington and Heathrow, until 20 May 2018 when the service transfers to TfL Rail
 - South Eastern High Speed 1 services
7. TfL may terminate or revise the scheme, or amend the Terms and Conditions of the scheme, at any time. The most up-to-date Terms and Conditions is online at [here](#).
8. Use of a 60+ London Oyster photocard is deemed acceptance of these terms and conditions.

Section 2 – Eligibility criteria

1. You are eligible for a 60+ London Oyster photocard if:
 - your main residence is in a London borough AND
 - you are aged 60 or over
2. You are not eligible for the 60+ London scheme if you meet the criteria for an Elderly Freedom Pass or already have an Elderly Freedom Pass
3. You are not eligible for the 60+ London scheme if you have either a Disabled Freedom Pass or a Veterans Oyster photocard.
4. If your application is successful, your date of birth will determine the expiry date of your 60+ London Oyster photocard.
5. The expiry date will be printed on the front of your 60+ London Oyster photocard.

Section 3 – Online application process

1. To apply for a 60+ London Oyster photocard, you must apply online at www.tfl.gov.uk/photocard
2. You will need an active email address.
3. Where possible you should complete all sections of the online application form and confirm your agreement to the Terms and Conditions.
If you are unable to complete all sections of the online application form, you may be able to print off a verification letter and take it, along with the required proofs of identity to a Post Office in London.
4. Where possible you should upload a photo. 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. Their full face must in any case be clearly visible. If you are unable to upload a suitable photograph, TfL will send you a form with a prepaid envelope so you can return the completed form and a passport-sized photograph in the post. Ink jet quality photos are not accepted. Your application will be rejected if your photograph does not meet our requirements.
5. You must pay a non-refundable administration fee for every application, including when replacing a lost, stolen or damaged photocard.
6. The administration fee must be paid online using a valid credit or debit card that is in the cardholder's name and has the same billing address as the address used in the application.
7. This fee is non-refundable and will automatically be deducted from your credit/debit card account, even if your application is rejected.
8. TfL will post your 60+ London Oyster photocard to the address provided on your application.
9. No refunds will be made for tickets bought before you receive your 60+ London Oyster photocard, except where it has been proved that there was a fault or failure on the part of TfL.
10. TfL is not liable for any application, rejection letter or photocard lost, damaged or delayed in the post, or any undelivered emails.

Section 4 – Post Office verification letters

1. If online passport or driving licence checks fail and you cannot complete your application online, you will be able to print off a verification letter and take it to a Post Office in London with the required proofs of eligibility. The Post Office clerk will check your documentation and then return the letter to you with your transaction receipt.
2. If you need to present a verification letter at a Post Office in London, your application will not be progressed if you do not take the necessary documents to prove your name, age and address.
3. If you need to pay the administration fee at a Post Office, you can pay by cash, credit/debit card or postal order. Cheques are not accepted.

Section 5 – Obligations of the Oyster photocard holder

1. You must notify us immediately of any change to your details, including change of email address.
2. TfL will contact you with important updates, using the email address you provided at time of application. It is your responsibility to regularly monitor that email address or update the email address in your web account. You must notify TfL immediately if you lose your 60+ London Oyster photocard, even if you are not going to order a replacement.
3. If you contact TfL to discuss your application or 60+ London Oyster photocard, you must have the 11 digit application number or TfL will be unable to respond. We will ask you security questions to verify your identity.
4. When travelling on Tube, London Overground, Docklands Light Railway (DLR), TfL Rail and National Rail services you will need to touch your card on the yellow reader at the start and end of your journey.
5. If using National Rail services, please make sure that you are aware of the time restrictions before starting your journey. Full details are available at www.tfl.gov.uk/tickets.
6. On buses and trams you will only need to touch your card on the yellow reader when boarding

7. You may only hold one active 60+ London Oyster photocard at any time. If you apply for a new 60+ London Oyster photocard to replace a lost, stolen, damaged or failed photocard, or to update your photo, your existing photocard will stop working on or shortly after the issue of the replacement photocard. While waiting for a new photocard you will need to pay for your travel if your existing photocard has been stopped. (In general, however, in the absence of unusual delays, a replacement photocard will be issued before the old photocard stops working). Once your new 60+ London Oyster photocard arrives you must use it instead of your existing photocard (if you still have it).

Section 6 – How to use a 60+ London Oyster photocard

1. You will not be able to add pay as you go to your photocard.
2. If your 60+ London Oyster photocard is lost, stolen or damaged you will need to request a replacement online or by calling our helpline on 0343 222 1234. A fee is payable for all replacement photocards.
3. If your 60+ London Oyster photocard fails, the failure should be reported to TfL as soon as possible on 0343 222 1234. If it is confirmed that the Oyster photocard has failed, TfL may refund the costs incurred by the Oyster photocard holder for travel between the date that the failure was reported and the failed photocard stopped, and the date of delivery of a replacement.
4. TfL will aim to replace the photocard within five working days. To be eligible for a refund, you will need to send TfL:
 - the failed Oyster photocard, as soon as possible AND
 - the tickets you bought, within one month from the date of failure of the Oyster photocard or seven days from the delivery of a replacement Oyster photocard

If we do not receive the failed photocard and copies of tickets within this timeframe, we will be unable to process a refund. You must send us the tickets for every journey you are claiming for.

Section 7 – Enforcement

1. London Councils share Disabled Freedom pass data with TfL for eligibility purposes.
2. You are not entitled to hold both a Disabled Freedom Pass and a 60+ London Oyster photocard at any one time. If you do, then TfL will stop your 60+ London Oyster photocard without notice.
3. Your 60+ London 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 travel concession and the person using your photocard may be subject to a penalty fare and/or prosecution.
4. To benefit from the travel concession, when travelling, you must carry your 60+ London Oyster photocard with you. You must show your 60+ London Oyster photocard when required.
5. TfL monitors the 60+ London scheme for fraudulent use. If TfL detects fraudulent use, TfL may stop your travel concession and/or 60+ London Oyster photocard without notice.
6. TfL may verify your continuing eligibility for the 60+ London Scheme by sharing personal data with relevant third party agencies, including London Councils, to ensure that you are not in receipt of the travel discount when no longer eligible.
7. 60+ London Oyster photocard data may be provided to the Cabinet Office for the National Fraud Initiative and used for the prevention and detection of fraud.
8. If the photocard holder can no longer be identified by the photograph on their photocard, a replacement photocard must be ordered online and a new photograph uploaded. An administration fee will be charged for this.
9. 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, your travel concession being stopped and/or your 60+ London Oyster photocard being cancelled or withdrawn. TfL may in those circumstances, depending on the gravity of the conduct, reject or refuse to consider applications from you for concessionary travel for a period or indefinitely.
10. If you become ineligible for the concession by ceasing to live in London or the Oyster photocard is no longer required you must inform us immediately on 0343 222 1234.

11. Any breach of TfL's Conditions of Carriage or these Terms and Conditions may result, at TfL's discretion, in the withdrawal of your 60+ London Oyster photocard. If this happens, any further applications under the scheme may be refused.

Section 8 – 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. If you use your 60+ London 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) and 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 privacy and data protection legislation. Further information is available at www.tfl.gov.uk/privacy

TfL may verify your eligibility for the 60+ London Scheme against information received from London Councils (the body who issue Freedom Passes on behalf of the London Boroughs), to ensure that you do not already benefit from one of their concessionary travel schemes.

TfL may verify your continuing eligibility for the 60+ London Scheme by sharing personal data with relevant third party agencies, including London Councils, to ensure that you are not in receipt of the travel discount when no longer eligible.

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 also contact you about our offers and promotions, please mark X here if you would like to receive this information []

TOCs and their subsidiaries, whose services you have used, may contact you about their offers and promotions. Please mark X here if you would like to receive this information []

To ensure you continue to receive free travel in London, TfL would like to provide your personal details to London Councils shortly before the expiry of your 60+ London photocard, so that they can offer you an Older Person's Freedom Pass.

Please mark X here if you would like TfL to share your details with London Councils for this purpose.[]