

## 60+ London Oyster Photocard Scheme: Terms and conditions

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### Section 1 – Introduction

1. These Terms and Conditions apply to all applicants for a 60+ London Oyster photocard and holders of a 60+ London Oyster photocard.
2. 60+ London Oyster photocards are issued as a travel concession under Transport for London's ('TfL') 60+ Oyster Photocard Scheme ('the Scheme').
3. The provision of the travel concession is not a statutory right and TfL reserves the right to refuse any application for a 60+ London Oyster photocard.
4. It is the responsibility of applicants and holders to ensure they are familiar with these Terms and Conditions.
5. All 60+ London Oyster photocards are the property of TfL and are issued in accordance with [TfL's Conditions of Carriage](#).
6. The Scheme allows holders of a 60+ London Oyster photocard to travel free of charge on TfL bus, Tube, tram, Docklands Light Railway (DLR), London Overground and TfL Rail (excluding between West Drayton and Reading) after 09:00 Monday to Friday and any time on weekends and public holidays.

60+ London Oyster photocard holders can also travel free of charge on most National Rail services in Greater London after 09:30 Monday to-Friday and any time on weekends and public holidays.

Discounted fares for River Services and the Emirates Air Line are also available for 60+ London Oyster photocard holders.

7. 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; or
  - Southeastern high speed services.
8. TfL may terminate or revise the Scheme or amend these Terms and Conditions, at any time.
9. Use of a 60+ London Oyster photocard is deemed to constitute acceptance of these [Terms and Conditions](#).

## Section 2 – Eligibility criteria

1. You are eligible for a 60+ London Oyster photocard if:
  - your permanent, sole or principal address is in a London borough; and
  - you are aged 60 or over (subject to the following paragraph).
2. You are ineligible for a 60+ London Oyster photocard if you hold or meet the eligibility criteria to hold an Older Persons Freedom Pass, a Disabled Persons Freedom Pass or a Veterans Oyster photocard.
3. If your application is successful, your date of birth will determine the expiry date of your 60+ London Oyster photocard.
4. The expiry date will be printed on the front of your 60+ London Oyster photocard.

## Section 3 – Online application process

1. [Applications for 60+ London Oyster photocard](#)s must be made online.
2. You will need an active email address.
3. You must complete all sections of the online application form where possible including passport or driving licence checks and confirm your agreement to these Terms and Conditions.
4. You must upload a colour image of your machine-readable passport during the online application process. The image must clearly show your personal details including your photo, name and passport number.
5. Only an image of your machine-readable passport should be uploaded. Other documentation is not accepted.
6. 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 passport before we issue a 60+ London Oyster photocard.
7. You will need to upload a photo for use on the 60+ London Oyster photocard so that you are identifiable as the holder of the Photocard. The photo should be a true likeness of you and must be a full-face photo of your head and shoulders. You should not be wearing anything that covers your head or face, unless it's consistently worn for medical or religious reasons. Your photo must be:
  - clear and in focus;
  - in colour; and
  - unaltered by computer software.
8. Photos including graphics and/or filters will not be accepted.
9. Ink jet quality photos are not accepted.
10. Your application will be rejected if your photograph does not meet the above requirements.
11. If we consider the details or evidence you provide are inaccurate or unreliable, we will not issue a 60+ London Oyster photocard.
12. If you are unable to complete all sections online, you will be able to print off a verification letter (see section 4) and take it, along with the required proofs of identity and eligibility, to a Post Office in London.
13. You must pay a non-refundable administration fee for every application.
14. The administration fee must be paid online using a credit or debit card that is in your name and has the same billing address as the address used in the application.
15. The administration fee will automatically be deducted from your credit or debit card account, even if your application is rejected.
16. If your application is successful, TfL will post your 60+ London Oyster photocard to you at the address provided on your application.
17. 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.

18. TfL is not liable for any application, rejection letter or a 60+ London Oyster photocard which is lost, damaged or delayed in the post, or for 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 can print off a verification letter and take it to a Post Office in London with the required proofs of identity and eligibility.
2. If you need to present a verification letter at a Post Office in London, your application cannot be progressed unless you 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 or debit card or postal order. Cheques are not accepted.

#### Section 5 – Obligations of a 60+ London Oyster photocard holder

1. You must notify us immediately of any change to your details, including change of home address or email address.
2. If you change or update your details and you no longer meet the eligibility criteria, then your 60+ London Oyster photocard will be stopped.
3. TfL will contact you with important updates, information and required action concerning your 60+ London Oyster photocard, using the home address or email address you provided at time of application. It is your responsibility to ensure that the contact details we hold for you are up to date. TfL is not liable for any undelivered emails or letters.
4. You must notify TfL immediately if you lose your 60+ London Oyster photocard, even if you are not going to order a replacement.
5. If you contact TfL to discuss your application or 60+ London Oyster photocard, you must have your 11-digit application number or TfL will be unable to respond. We will ask you security questions to verify your identity.
6. When travelling on Tube, DLR, London Overground, TfL Rail and National Rail services you must touch your card on the yellow reader at the start and end of your journey.
7. If using a National Rail service that accepts 60+ London Oyster photocards, please make sure that you are aware of the time restrictions before starting your journey. [Find out more about time restrictions.](#)
8. On buses and trams you only need to touch your card on the yellow reader when boarding.
9. 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 need to pay for your travel if your existing photocard has been stopped.

#### Section 6 – Annual address check and fee

1. If you applied for a 60+ Oyster photocard on or after 1 August 2019, you will need to provide proof of your current London borough address annually.
2. You must pay a non-refundable fee of £10 each year for us to verify your current London borough address.
3. Each year on or around the date you first applied, we will contact you to start the annual address check process.
4. You will receive an email or letter explaining what to do and by when.

5. You will need to provide proof of your current London borough address. You must upload a colour image (photo or screenshot) of proof of your current London borough address during the online process. The document you upload must be one of the accepted documents listed below:

Dated in the last three months:

- Residential utility bill;
- Bank, building society or credit card statement;
- Department for Work and Pensions letter;
- HM Revenue and Customs letter; or
- Occupational pension letter.

Current document:

- Council Tax bill;
- Television licence;
- Driving licence; or
- Council or Housing Association rent book or statement.

The document must be in PNG or JPEG format and the image must clearly show your name and address details.

6. The £10 fee must be paid online using a debit or credit card that is in your name. The billing address for your payment card must match your current address.
7. Any proof of your current address that you provide will be checked. If you fail the check or can no longer prove you live in a London borough, your 60+ Oyster photocard will be stopped.
8. If you fail to provide proof within the timeframe stipulated, your 60+ London Oyster photocard will be stopped.
9. If you fail to provide proof within the specified timeframe but are still eligible for the 60+ travel concession, you must start a new application and pay the administration fee.

## **Section 7 – How to use a 60+ London Oyster photocard**

1. You cannot add pay-as-you-go credit to your 60+ London Oyster 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 tel. 0343 222 1234. A fee is payable for replacement photocards.
3. If your 60+ London Oyster photocard doesn't work when you touch it on a yellow card reader, it may be faulty. If there is no visible damage such as scratches, cracks or bends, call TfL Customer Services to get a free replacement. We may ask you to send in the failed card to confirm that it's faulty.
4. If TfL is satisfied that the 60+ London Oyster photocard is faulty, TfL may refund any fares incurred by you for travel between the date that you reported the photocard not working and the date of delivery of a replacement.
5. You must send us the tickets or provide other evidence for every journey you claim for.

## **Section 8 – Enforcement**

1. You are not entitled to hold both a Disabled Persons Freedom Pass and a 60+ London Oyster photocard at the same time. If you do TfL will stop your 60+ London Oyster photocard without notice.
2. Your 60+ London Oyster photocard can only be used by you. If you allow someone else to use your 60+ London Oyster photocard, we may stop your 60+ Oyster photocard and you and the person using it may be subject to a penalty fare or prosecution.

3. You must carry your 60+ London Oyster photocard with you when travelling. You must show your 60+ London Oyster photocard when required.
4. TfL monitors the Scheme for fraudulent use. If fraudulent use is detected, TfL may stop your 60+ London Oyster photocard without notice and you may be subject to prosecution.
5. TfL may verify your continuing eligibility for the 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.
6. 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.
7. If you can no longer be identified by the photograph on your photocard, your photocard may be withdrawn.
8. 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 and 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.
9. 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 tel. 0343 222 1234.
10. Any breach of TfL's Conditions of Carriage or these Terms and Conditions may result, at TfL's discretion, in the withdrawal and stoppage of your 60+ London Oyster photocard. If this happens, any further applications under the Scheme may be refused.

## Section 9 – 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. [Find out more about Privacy.](#)

TfL may verify your initial 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 also 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. You will also need to provide proof of your address on an annual basis to verify that you continue to live in a London borough, which is a requirement of the Scheme.

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 [ ]

29 September 2021

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.[ ]