

# Apprentice Oyster photocard

Terms and conditions for using the Apprentice Oyster photocard.

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## Introduction

1. These Terms and Conditions apply to Apprentices who apply for the Transport for London ('TfL') Apprentice Oyster photocard scheme ('the scheme').
2. It is your responsibility to ensure you are familiar with these Terms and Conditions and adhere to them.
3. TfL reserves the right to refuse any application for an Apprentice Oyster photocard.
4. All photocards and tickets are the property of TfL and are issued in accordance with [TfL's Conditions of Carriage](#).
5. The scheme allows you to get 30 per cent off the price of adult rate Travelcard and Bus & Tram Pass season tickets.
6. Discounted Travelcards for Apprentice Oyster photocard holders can be bought online via your web account.
7. Apprentice Oyster photocard holders can only purchase discount-rate season tickets at TfL controlled outlets.
8. Discounted Travelcards cannot be bought National Rail stations.
9. Apprentice Oyster photocards will be issued for a maximum of 12 months.
10. The travel concession provided to apprentices under the scheme is not a statutory right. Any breach of these Terms and Conditions may result, at the discretion of TfL, in the withdrawal of your Apprentice travel concession and your Apprentice Oyster photocard. TfL may reject or refuse to consider any future applications from you for concessionary travel, for a period or indefinitely.

TfL may revise or amend the Terms and Conditions of the scheme, or terminate the scheme, at any time. [Find up to date Apprentice Scheme information.](#)

## Apprentice eligibility criteria

1. The scheme is only available to you if you are:
  - 18 years of age or over
  - resident in a London borough
  - enrolled on an Apprenticeship\* with a further education college or training organisation for a minimum of 12 months
  - in the first 12 months of your Apprenticeship
  - a holder of a valid Unique Learner number (ULN) and have been given a United Kingdom Provider Reference Number (UKPRN) by your training provider.

\*The Apprenticeship must be SASE (Specification for Apprenticeship Standards in England) compliant or an approved standard. It should be delivered by a further education college or training organisation that is approved, or funded by, the Skills Funding Agency.

2. You must have both your ULN and your training provider's UKPRN before you can apply.
3. You can only get an Apprentice Oyster photocard if you are within the first 12 months of your apprenticeship.
4. You are not eligible if you:
  - live outside London, even if your Apprenticeship is in London
  - already have an Oyster photocard, a disabled person's Freedom Pass, or a Bus & Tram Discount photocard
  - are on a Planned Break from your apprenticeship learning
  - are on a pre-Apprenticeship Access programme
5. If you have taken a break from your Apprenticeship (commonly known as a Planned Break) you are not eligible for the concession. This is because you are not currently and actively in learning on an Apprenticeship programme. If you return to an Apprenticeship and your provider has notified the Skills Funding Agency of this, you may then be eligible for the concession, as long as you meet all the other stated eligibility criteria.
6. If you are on a pre-Apprenticeship Access programme and have not yet found employment as part of this programme you are not eligible for the concession. If you find employment and become a full Apprentice and your provider has notified the Skills Funding Agency of this, you may then be eligible for the concession as long as you meet all the other stated eligibility criteria.
7. If you're unclear about your eligibility speak to your training provider.

## Application

1. [Applications for Apprentice photocards](#) must be made online.
2. You will need a valid, active email address.
3. You must be fully enrolled on your Apprenticeship with your training provider and have your ULN and your training provider's UKPRN before you can apply.
4. You can apply up to two weeks before your course start date or before your 18th birthday, whichever is later, as long as you have fully enrolled on your

apprenticeship with your training provider and have your ULN and your training provider's UKPRN.

5. You will need to upload a digital photo for use on the Apprentice 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 is consistently worn for medical or religious reasons. The photo must be:
  - clear and in focus;
  - in colour; and
  - unaltered by computer software
6. Your application will be rejected if your photo does not meet our requirements.
7. You must pay a non-refundable administration fee for every application, including when you are replacing a lost, stolen or damaged photocard. This fee is non-refundable even if you are subsequently found as being not eligible.
8. The non-refundable fee must be paid online using a valid credit or debit card.
9. TfL will post your Apprentice Oyster photocard to the address provided on your application. TfL will only issue and post Apprentice Oyster photocards to customers living in a London borough. If you provide a non-London borough address your application will be rejected.
10. The Apprentice Oyster photocard will be issued to you in good faith. TfL will retrospectively check your eligibility with the Skills Funding Agency and the National Apprenticeship Service.
11. If you are found as being not eligible, TfL will withdraw your Apprentice travel concession and stop your Apprentice Oyster photocard. TfL will attempt to notify you by email and SMS in advance of your photocard being stopped.
12. Your training provider may fail to register your Apprenticeship with the Skills Funding Agency and/or National Apprenticeship Service, even though you are eligible. In this instance, before you can re-apply, you must contact TfL Customer Services to request that your account is 'unlocked'.
13. TfL is not liable for any Apprentice Oyster photocard lost, damaged or delayed in the post, or for any rejection email that is not received. Fares paid while waiting to receive your Oyster photocard are not refundable, however we may consider a goodwill payment in cases where it has been proved that there was fault or failure on the part of TfL.
14. TfL is not liable for any expenses incurred, including travel costs, where an application is rejected due to your own or your training provider's error, including any instance where your training provider fails to complete the registration process with the National Apprenticeship Service/Skills Funding Agency.
15. It is your training provider's responsibility to register your Apprenticeship with the Skills Funding Agency and/or the National Apprenticeship Service 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 training provider.
16. Your Apprentice Oyster photocard will expire on the date shown on the front of your Apprentice Oyster photocard. If you are removed from or leave your apprenticeship early, or fail the eligibility checking your Apprentice travel concession and Apprentice Oyster photocard will be stopped.

## Obligations of the applicant

1. TfL will contact you with important updates, using the email address you provide at 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. If you contact TfL to discuss your application or Apprentice Oyster photocard, you must have the 11-digit application number or TfL will be unable to respond. We will ask you security questions to confirm your identity.
5. If you change your training provider you can retain your Apprentice Oyster photocard until its expiry date.
6. You must show your Apprentice Oyster photocard at the time you buy your season ticket in order to receive the travel discount and so any ticket you buy can be loaded on your Apprentice Oyster photocard.
7. You may only hold one active Apprentice Oyster photocard at any time. If you apply for an Apprentice Oyster photocard to replace a lost, stolen, damaged or a faulty photocard, or to update your photo, your existing Apprentice Oyster photocard will stop working. This may be before your new Apprentice Oyster photocard arrives. Once your new Apprentice Oyster photocard arrives you must use it instead of your existing Apprentice Oyster photocard (if you still have it).
8. You must always touch in when using buses, trams and the Hammersmith Ferry, and touch in and out when using Tube, Docklands Light Railway, London Overground, TfL Rail and National Rail services. You cannot use your Apprentice Oyster photocard to travel between West Drayton and Reading or on other contactless-only National Rail services.

## What we do if something goes wrong

1. If your Apprentice Oyster photocard is lost, stolen, damaged you can order a replacement by signing into [your Apprentice web account](#). An administration fee is payable, which is non-refundable in the case of lost, stolen or damaged photocards.
2. If your photocard stops working, you should report it to TfL as soon as possible on 0343 222 1234. If it is confirmed that your Oyster photocard is faulty, TfL may refund the replacement fee and reasonable travel costs on TfL services incurred by you for travel between the date that the faulty photocard was reported and the failed photocard stopped, and the date of receipt of a replacement.
3. If your photocard is faulty, TfL will aim to send you a replacement photocard without charge within five working days. To be eligible for a refund, you will need to send the faulty Oyster photocard and the tickets you bought as proof of travel to TfL Customer Services, 4th Floor, 14 Pier Walk, London, SE10 0ES.  
You must apply for a refund within one month of receiving your replacement photocard. If you apply after this, or do not send us the faulty photocard or the tickets you bought as proof of travel, a refund will not be considered.

4. If you had a discount-rate season ticket and/or pay as you go credit on your lost, stolen, damaged or faulty Apprentice 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 discount-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 Apprentice 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.

## **Enforcement**

1. Your training provider will share data with the National Apprenticeship Service, the Skills Funding Agency and TfL for eligibility checking purposes.
2. You are not entitled to hold an Apprentice Oyster photocard and any other TfL travel at any one time. If you do, TfL may stop your Apprentice Oyster photocard without notice.
3. Your Apprentice Oyster photocard, and any season ticket or pay as you go credit held on it, are for your use only.
4. An Apprentice Oyster photocard can only be used by the person whose photograph and name appear on it. If you allow someone else to use your photocard, we may withdraw your Apprentice travel concession and stop your Apprentice 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.
5. If you can no longer be identified by the photo on your photocard, you must upload a new photograph and order a replacement photocard online. A non-refundable administration fee will be charged for this. If you continue to use your photocard and cannot be identified from the photo, TfL may withdraw your Apprentice travel concession and stop your Apprentice Oyster photocard.
6. To benefit from the Apprentice travel concession you are required to carry your Apprentice Oyster photocard with you at all times. You must show your Apprentice Oyster photocard when required.
7. TfL monitors the Apprentice Oyster photocard scheme for fraudulent use. If TfL detects fraudulent use, TfL may withdraw your Apprentice travel concession and stop your Apprentice Oyster photocard without notice.
8. If you cease to be eligible for the Apprentice travel concession, TfL may withdraw your Apprentice travel concession and stop your Apprentice Oyster photocard without notice.
9. If you abandon your Apprenticeship before the end of your course and you continue to use your Apprentice Oyster photocard, 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.
10. 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 your Apprentice travel concession and/or your Apprentice Oyster photocard being stopped or withdrawn. TfL may in some circumstances, reject or refuse to consider any future applications from you for concessionary travel, for a period or indefinitely.

## 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 Apprentice 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 continuing eligibility for the Apprentice Scheme Oyster photocard by sharing personal data with relevant third party agencies, including the National Apprenticeship Service (NAS) and the Education and Skills Funding Agency (ESFA).

In certain circumstances, TfL and relevant TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime.