

Photocard payment terms and conditions

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Section 1 – Introduction

1. In these conditions ‘we’ and ‘us’ means Transport for London (TfL) and ‘you’ means you the customer.
2. These terms and conditions only apply to season tickets or pay as you go credit bought on the photocard [website](#).
3. Use of pay as you go and season tickets is subject to TfL's Conditions of Carriage. For more information visit tfl.gov.uk/terms
4. We will contact you with important updates about your order, using the email address on your photocard account.
5. You must notify us of any changes to your contact details, including a change of email address.
6. It is your responsibility to regularly check for email notifications from us.
7. Nothing in these terms and conditions affects your statutory rights.
8. We may amend these terms and conditions from time to time. The terms and conditions in force at the time of your order will apply to the agreement between you and us.

Section 2 – Placing your order

9. The price and availability of season tickets are subject to change.
10. You cannot cancel an order once it has been placed.
11. You cannot place an order for a season ticket with an expiry date beyond the discount expiry date of your photocard.

Section 3 – Prices

12. The prices of season tickets are as quoted on the photocard website at the time you place your order.
13. We take all reasonable steps to ensure that the prices on the photocard website are correct.

Section 4 – Making a payment

14. We use an encrypted secure payment mechanism to ensure your debit/credit card details are safe.
15. We only accept payment for orders in pounds (£) sterling.
16. We only accept payment for orders by American Express, Maestro, MasterCard, Visa and Visa Electron.
17. We do not retain your debit/credit card details.
18. All debit/credit card payments are subject to authorisation by your card issuer.
19. Payments will show up on your bank statement as 'TFL OYST PHOTOCARD'.

Section 5 – Collecting your order

20. To collect your order, you must touch your Oyster Photocard on a yellow card reader as part of a journey on any London bus, or at any Tube, DLR, London Overground, TfL Rail or National Rail station within the pay as you go area, any tram stop or River Bus pier or an Emirates Air Line Terminal.
21. If you collect your order by touching your Oyster photocard on a yellow card reader at a station, River Bus pier or Emirates Air Line Terminal, but don't make a journey, you will be charged a maximum fare for an incomplete journey.
22. You cannot collect your order at ticket machines in stations, Visitor Centres or Oyster Ticket Stops.
23. Your order will remain available for collection for 4 days. If you do not collect your order item within 4 days, it will be cancelled and automatically refunded.
24. Refunds are made to the payment card you used and should be in your account within 5-7 working days.

Section 6 - Use of our site

25. Use of our site is governed by our website terms and conditions. For more information visit tfl.gov.uk/terms

Section 7 – Other important terms

26. These terms and conditions are between you and us. No other person shall have any rights to enforce any of these terms and conditions.
27. These terms and conditions are governed by English law and any dispute or claim arising out of them will be governed by English law and the English courts will have non-exclusive jurisdiction.

Section 8 – Privacy Notice

28. 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 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.
29. 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.
30. Your personal information will also be used or shared for additional purposes, for example to ensure your ongoing eligibility for your free or discounted travel or to enforce the behaviour code. You are advised to check www.tfl.gov.uk/privacy regularly for the most up to date information. Where substantial changes are made (or intended to be made) to the way TfL handles your personal information, we will let you know.