

# Veterans Concessionary Travel Scheme terms and conditions

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## Section 1 - Introduction

1. These Terms and Conditions apply to all applicants applying for the Veterans Oyster photocard.
2. The Veterans Oyster photocard 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. Veterans Oyster photocard holders can also travel free of charge on most other National Rail services in Greater London after 09:30 Monday-Friday and at all times on Saturdays, Sundays, and public holidays. A map detailing what rail services you can use your Veterans Oyster photocard on and when is available on the [TfL website](#).
3. We may terminate or revise this scheme, or amend the terms and conditions of the scheme, at any time. The most up-to-date terms and conditions will always be available on the [TfL website](#).
4. All photocards are the property of TfL and are issued in accordance with [TfL's Conditions of Carriage](#).
5. The scheme is discretionary and we may refuse to issue a Veterans Oyster photocard if we are not satisfied about the applicant's eligibility.

## Section 2 - Eligibility criteria

1. The eligibility criteria have been agreed with the Ministry of Defence (MoD).
2. To be eligible you must be receiving ongoing payments - in your name - under the War Pensions Scheme or receiving Guaranteed Income Payment under the Armed Forces Compensation Scheme. If you received a one-off gratuity payment instead of ongoing payments, then you're not eligible for a Veterans Oyster photocard.
3. If you live in a London borough you must be aged under 60 to be eligible for the scheme. You're not eligible if you have an equivalent concession such as a Freedom Pass issued by a London borough or a 60+ London Oyster photocard. For those living outside a London borough there is no age restriction.
4. We may check the eligibility of applicants with Veterans UK or the MoD if we're not sure from the documentation you provide whether you're eligible for a Veterans Oyster photocard.
5. You don't need to be resident in the UK to be eligible for the scheme.

## Section 3 - Application process

1. To apply for a Veterans Oyster photocard, you must call TfL Customer Services on 0343 222 1234. You'll need to provide your name, date of birth and full postal address over the phone and we will send you an application form.

2. You'll need to complete all sections of the application form and sign and date the form, confirming your agreement to the terms and conditions.
3. You'll need to attach a photo to the application form. It must be a full face photo of your head and shoulders. The photo is used on the photocard so TfL operational staff can recognise you. It must be a true likeness of you and you shouldn't be wearing anything that covers your head unless it is consistently worn for medical or religious reasons. Your full face must in any case be clearly visible. If it isn't, the photo will be rejected and your photocard won't be issued until you have submitted a suitable photo.
4. You'll need to post the application form to us, enclosing a copy of your Awards Notification or annual uprating letter from Veterans UK or the Service Personnel and Veterans Agency dated within the last two years. This will show your entitlement to an ongoing payment under the War Pensions Scheme or Armed Forces Compensation Scheme.
5. If your eligibility isn't clear from the documentation you provide, we will check your eligibility with Veterans UK. This process can take a minimum of two weeks.
6. If your application is successful, we'll post the Veterans Oyster photocard to the address you provided in the application.
7. The expiry date of your Veteran's Oyster photocard will be printed on the front of your photocard and you shouldn't use it after this date.
8. If your application isn't successful we will send you a letter and let you know why we haven't been able to issue you with a Veterans Oyster photocard.
9. If you're applying on behalf of your child, you and your child will need to sign the application form and you'll need to provide proof of your child's eligibility for a Veterans Oyster photocard.
10. We're not liable for any application, rejection letter or photocard lost, damaged or delayed in the post or any undelivered emails.
11. No refunds will be made for fares paid before you receive your photocard, however a goodwill payment may be considered where it is proved that there was a fault or failure on the part of TfL.

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

1. You must notify TfL immediately if you lose your Veterans Oyster photocard, even if you are not going to order a replacement.
2. You must always touch in when using buses and trams, and touch in and touch out when using Tube, Docklands Light Railway, London Overground, TfL Rail and National Rail services.
3. If you have a photocard issued before April 2017 you mustn't add pay as you go credit to it. If you do, your photocard may stop working. For photocards issued from April 2017 it's not possible to add pay as you go credit to the photocard.
4. If you need to travel on National Rail services outside of the times you're eligible for free travel or on services where your Veterans Oyster photocard isn't valid you'll need to pay for your travel.
5. If your photocard stops working, you should contact us as soon as possible. You may be eligible for a refund for the travel made while you were waiting for a replacement photocard. Visit our [refunds page](#) for more information.

## Section 5 - Enforcement

1. The travel concession is not a legal right. Any breach of the terms and conditions may, at the discretion of TfL, result in the withdrawal of a photocard, and you may not be able to get another one.
2. The photocard is not transferable and may only be used by you. If you allow others to use it you may lose your eligibility to have one.
3. We do not tolerate our staff or agents being threatened or abused, physically, verbally or in writing. Any such conduct by you may result in any application being rejected or the Veterans Oyster photocard being cancelled or withdrawn. TfL may, for a period or indefinitely, reject or refuse to consider applications for a Veterans Oyster photocard from anyone who engages in such conduct.
4. If we're aware of fraudulent activity relating to the usage of the Veterans Oyster photocard by you or another, the photocard will be stopped and you may not be allowed another Veterans Oyster photocard.

## Section 6- Privacy notice

Transport for London (TfL), its subsidiaries and service providers, will use the personal information you and the Ministry of Defence, MoD (via Veterans UK) may supply to us for the purposes of customer services and administration, the provision of travel related information and fraud prevention.

The use of your Veterans Oyster photocard in connection with National Rail products or services will authorise TfL to share associated personal information with relevant Train Operating Companies (TOCs) 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. We will not use your data for marketing purposes.

In certain circumstances, TfL and 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. The MoD may be given information relating to the issue and renewal of the Oyster photocard.

We will contact the MoD to obtain information to confirm your continuing eligibility for the Veterans Oyster photocard.