















Incomplete Oyster Pay As You Go Journeys

CONSUMER HANDY TIPS

London TravelWatch wished to discover why a substantial proportion of journeys made on Oyster Pay As You Go are left 'incomplete' by passengers and the reasons why such journeys are often left unresolved.

Here are some key advice points so that you can make sure that you do not:

- Incur an 'incomplete' Oyster Pay As You Go journey and are
- Get charged with a maximum fare.

DO	DON'T
 Check your balance and statement regularly. Accurate statements can be obtained by ringing Oyster on 0845 330 9876.	 Forget to touch in and out for all journeys.
 Contact Oyster immediately if you think your balance is incorrect.	 Assume that you are accepted to travel. If the light flashes red, accompanied by two beeps you MUST NOT continue your journey.
 Read the literature (on line or booklets at stations) about using an Oyster card.	 Assume that any irregularities with your Oyster will correct itself eventually.
 Check all unfamiliar journeys before you travel. Some journeys require you to touch your Oyster as you change transport modes.	 Assume that your destination is on the Oyster card system.
 Remember that you only have 28 days to claim.	 Assume that the transport provider accepts Oyster cards.
 Remember that many popular destinations such as Gatwick Airport are outside of the Oyster zone.	 Forget that peak and off peak fares are applicable for some journeys.
 Check that your auto top up has credited your Oyster card.	 Try to get assistance with Oyster card issues at National Rail Stations.
<p align="center">Remember that you will have more rights with a lost or stolen Oyster card if you register it.</p>	