

Further Information

If you need assistance when travelling around London, you can apply for a Travel Support Card.

For more information, visit
tfl.gov.uk/travelsupportcard

If you would like a copy of this leaflet in large print, audio, or another language, please call 0800 298 3009 or write to:

K International
14 Davy Avenue
Knowlhill
Milton Keynes
MK5 8PL

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*Service and network charges may apply.
See tfl.gov.uk/terms for details.

Improving London Underground

Find out about how changes
to ticket facilities will improve
your service on the Tube



What's happening?

We're making some changes in ticket halls to enhance our customer service. By closing ticket windows and moving our staff to ticket halls they can help you more effectively. We are also improving leaflets, maps and signage to help you find what you need.

Our improved ticket machines offer guidance in 17 languages as well as selling most ticket types. There are a few exceptions such as annual season tickets which are available online.

At our new ticket machines you can also:

- Get a refund for up to £10 pay as you go credit, plus any deposit
- Replace an Oyster card that has stopped working (with staff help)
- Buy a ticket so you can travel beyond your Travelcard zones
- Resolve an incomplete pay as you go journey
- Add a monthly season ticket to your Oyster card and you don't need to register it
- Add a Railcard discount to your Oyster card (with staff help)

Staff have hand-held devices loaded with all the information needed to help you get around, including maps, real-time service levels, Journey Planner, ticketing options and prices and local information.

For more information about future tube improvements visit tfl.gov.uk/futuretube

How does this affect me?

If you normally use a ticket office to buy tickets, there are other ways to pay including:

- Using a contactless payment card to pay as you go – if you have one issued in the UK, just touch in and out on the yellow card readers at the start and end of your journey
- If you don't have a contactless payment card, you can get an Oyster card online from one of 4,000 Oyster Ticket Stops in newsagents and shops across London, or from ticket machines at station
- Company cheques are no longer accepted at stations, a company credit or debit card can be used instead

The best way to keep on top of your journey and payment history and apply for refunds is to sign up for a TfL online account, and add your contactless payment or Oyster card. For more information visit tfl.gov.uk/fares

For more information about how you can buy tickets online visit tfl.gov.uk/waystopay

