



LONDON TRAVELCARDS

TICKET ON DEPARTURE (TOD)

USERS GUIDE

Thank you for booking your London Travelcard TOD through us!

Well done! The TOD (Ticket on Departure) delivery is the quickest, cheapest and most secure way for you to obtain in advance your indispensable London Travelcard.

In booking it through our system you saved the cost of postage, you received it immediately for your peace of mind, and furthermore you avoided possible long queues in purchasing at the counters on your arrival.

For a Visitors, in many cases the classic Travelcard is a better option than Oyster and PayWave type of ticketing -which are a more interesting option for local residents.

You can easily and quickly collect your ready-made London Travelcard from the self-service automatic machines installed in main London Airports and Rail Stations, at any time day and night, weekdays or holidays, and immediately start using the London Underground, buses, trains (within the area of your Travelcard validity) and tramways.

This short User Guide gives you detailed instructions on how and where to collect your London Travelcard and make the most out of it!

Enjoy your stay in London.

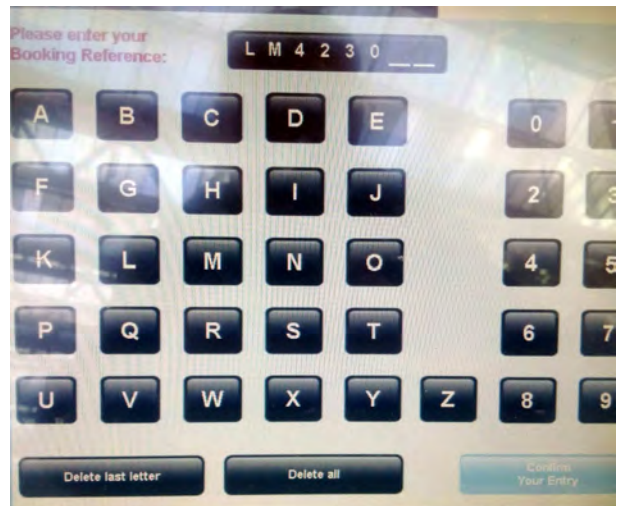
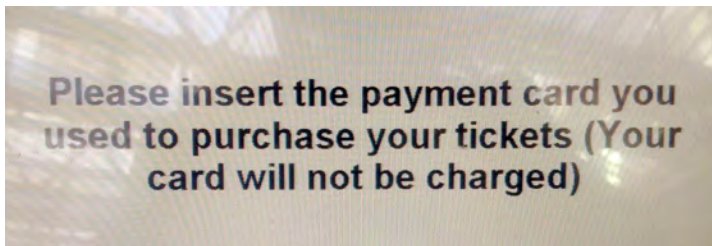
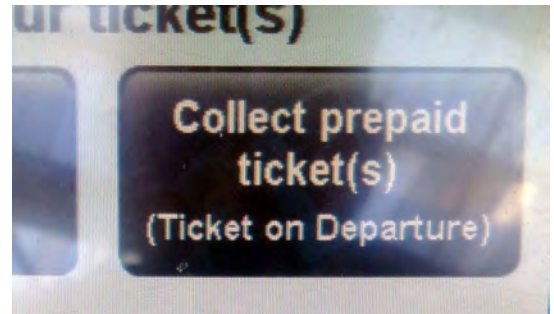
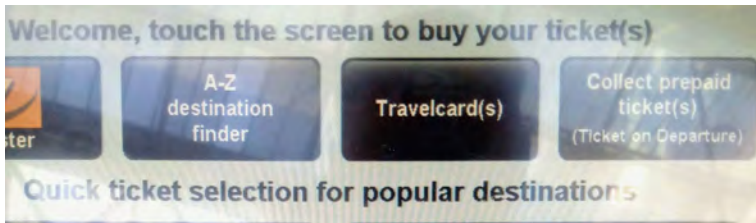
In short:

- Automatic Ticket Machines are **installed in RAIL STATIONS** to issue Train Tickets (NOT the Underground Stations for Metro' Tickets) in London and at some London Airports, normally on the concourse and/or near the ticket offices/counters.
- Those machines are marked in different ways: Self-Service Tickets, or Tickets, or Tickets Xpress
- **All** London Main Rail Stations and stations at airports are well equipped with Automatic Ticket Machines. I.e. Victoria, Liverpool Street, London Bridge, Paddington, King's Cross, St Pancras International, Marylebone and Euston. And Heathrow, Stansted, Gatwick and Luton airports
- Many –but not all- machines allow you to choose among some common foreign languages, for an even easier operation.
- To retrieve your London Travelcard you need to have with you:
 - The Voucher you received and printed yourself, containing the **Retrieval Code/s**
 - Your **Credit Card** providing is in your name and valid. The card will NOT be charged by the ticketing machine! It is simply required by the machine for validation.
 - Your valid **Photo ID** (Passport, Driving License) in case of request by a Ticket Inspector.
- At the Ticket Machine you need (details of screens may vary from machine to machine) to follow the screen instructions:
 - Select "**Retrieve pre-booked ticket**"
 - Insert your valid credit card for verification purposes
 - Enter the **Retrieval Code EXACTLY as printed on the voucher you received.**
 - The machine will issue your Travelcard within a few seconds
 - **AND whilst at the stations, you can pick-up, or ask for, a 2x1 leaflet (always subject to availability) which offers you great discounts in various important London attractions.**
- The London Travelcard you will receive
 - Is an original, valid London Travelcard with magnetic stripe. You must keep it away from magnets (including mobile phones!) and you must not bend or tear it.
 - It's **Start Validity Date** is the one entered at the time of booking (it will not work before that date and will stop working after the number of days of validity from that date)
 - It is valid on all London public transports network, including Underground, DLR, buses, trains, trams etc., for the number of days stated and only within the validity zones indicated
 - Grant you access to the 2x1 (subject to availability) special offers
 - All Travelcard zones include the Central area, zone 1.
 - Zone 1-2 covers 95% of visitors' interesting landmarks, tourist areas and hotels
 - Zone 1-4 covers up to London City Airport and Excel Exhibition
 - Zone 1-6 covers the whole metropolitan area up to Heathrow Airport
 - For further details on zones and stations, detailed maps are freely available at stations.
- Unless otherwise directed by staff, to use the Travelcard:
 - on Underground or Trains insert it in the automated barriers slot at entrance and exit from stations. In case of malfunction please refer to a member of staff at the station
 - on Buses show it to the driver on boarding the bus
 - on DLR show it to the gate inspectors

Visual examples of some Automatic Ticket Machines –not exhaustive and for reference only



Visual summary of Ticket Retrieval sequence:



WHERE TO RETRIEVE YOUR TOD TRAVELCARD IN LONDON

Remember: Retrieve at the National Rail Stations Self-Service Ticket Machines, NOT at Underground Stations.

ALWAYS look for the National Rail Logo!



LONDON MAIN STATIONS AND AIRPORTS

GATWICK AIRPORT STATION

Retrieve at GATWICK AIRPORT STATION before boarding your transfer train

Retrieve at LONDON VICTORIA if you travel with Gatwick Express

Retrieve at KINGS CROSS or ST PANCRAS INTERNATIONAL if you travel with Gatwick Thameslink

Retrieve at your most convenient London station if you travel by coach

STANSTED AIRPORT

Retrieve at STANSTED AIRPORT – Self Service Ticket Machines located in the rail station concourse

Retrieve at LIVERPOOL STREET STATION (National Rail) or STRATFORD if you travel with Stansted Express

Retrieve at your most convenient London Rail station if you travel by coach

HEATHROW AIRPORT

Retrieve at HEATHROW AIRPORT –ANY TERMINAL – if you travel to London by Underground

-**Terminal 5** - Self-Service Ticket Machine (TRAINS / Pre-booked tickets) located to the left of the ticket desk on Arrivals level. Another is at Heathrow Express departure level near Heathrow Express ticket machines.

-**Terminal 4** - Self-Service TRAINS Ticket Machines located on the Arrivals level opposite the Heathrow Express Ticket desk (follow Heathrow Express signs)

-**Terminal 2-3** - Self-Service TRAINS Ticket Machines located opposite the Heathrow Express Ticket desk in the Central Terminal area - this is after you enter the station and before the lifts to platform level.

Retrieve at PADDINGTON (National Rail) if you travel with Heathrow Express

Retrieve at EALING BROADWAY if you travel with Heathrow Connect

Retrieve at your most convenient London station if you travel by coach

LUTON AIRPORT

Retrieve at LUTON AIRPORT - you will find the Self-Service Ticket machines located in the in the baggage reclaim area, and by the bus link stop outside the terminal.

Retrieve at LUTON PARKWAY or KINGS CROSS or ST PANCRAS INTERNATIONAL if you travel by Luton Thameslink

Retrieve at your most convenient London station if you travel by coach

LONDON CITY AIRPORT

Retrieve at your most convenient London Rail station

ST PANCRAS INTERNATIONAL

Retrieve at ST PANCRAS INTERNATIONAL station if travelling by Eurostar

LONDON MAIN RAIL STATIONS (National Rail) also if you travel to London by train:

BLACKFRIARS CANNON STREET CHARING CROSS CITY THAMESLINK CLAPHAM JUNCTION
EUSTON FENCHURCH STREET KINGS CROSS LIVERPOOL STREET LONDON BRIDGE MARYLEBONE
ST PANCRAS INTERNATIONAL VICTORIA WATERLOO WATERLOO EAST

OTHER STATIONS IN LONDON (National Rail): EALING BROADWAY ELEPHANT & CASTLE GREENWICH
STRATFORD

