

Guidance Document

G1909

Conditions of Use – Staff Nominee Oyster card

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MAYOR OF LONDON

Transport for London





Conditions of Use – Staff Nominee Oyster card

1. The Staff Nominee Oyster card is issued to the person whose name and photo appears on the accompanying Staff Nominee Photocard or PTAC, which must bear the same card serial number as printed on the reverse of the Staff Nominee Oyster card.
2. The Staff Nominee Oyster card is only valid for use when accompanied by the Photocard or PTAC. If you do not have both items you will not be entitled to travel and will have to purchase the appropriate ticket before you travel; these fares will not be refunded. You must show both items to an Inspector or other authorised member of staff if requested anytime during a journey.
3. You may use your Staff Nominee Oyster card on the following services:-
 - **All TfL Rail services** operated by London Underground, London Overground, Docklands Light Railway and Tramlink (except for any special services e.g. Steam Specials or Rail Tours etc).
 - **London's Bus services** displaying the red or white roundel on the front and any other bus service where the TfL farescale applies (except for any special services).
 - **National Rail services** (standard class only) between the following stations:-

Amersham – Marylebone	Stratford – Liverpool Street
Finsbury Park – Moorgate (via Drayton Park only)	Kentish Town – Elephant & Castle or London Bridge
Fenchurch Street – Upminster	Euston – Watford Junction

It is not valid on any other National Rail service and note that all travel services are subject to change at any time.

4. This issue of the Staff Nominee Oyster card is a discretionary benefit and does not form part of the associated employee's contract of employment. The Staff Nominee Oyster card and Photocard / PTAC must be returned immediately to Staff Travel if the nominee ceases to reside at the same address as the associated employee or if the employee ceases to be employed. Failure to do this could result in prosecution. The Staff Nominee Oyster card and Photocard/PTAC remains the property of Transport for London and may be cancelled, suspended or withdrawn at any time Transport for London may think fit. It is issued at the discretion of Transport for London and must be surrendered on expiry or cancellation or on the holder ceasing to be eligible under any applicable terms of issue.
5. The Staff Nominee Oyster card and accompanying Photocard or PTAC are not valid if they are altered or defaced in any way. If the Staff Nominee Oyster card fails to operate the 'yellow card' readers or is damaged, you should report this to your associated employee who will report it to their local HR Administrator or Staff Office and Staff Travel. A "Damaged Pass" application form must be completed and sent to Staff Travel immediately so that a replacement Staff Nominee Oyster card and/or Photocard or PTAC can be issued in exchange. Staff Travel will issue replacements as soon as possible. Note that tickets bought whilst waiting for your replacement Staff Nominee Oyster card and/or Photocard or PTAC during this period will not be refunded.
6. If the Staff Nominee Oyster card and/or Photocard or PTAC is lost, stolen or withdrawn, this must be reported immediately to your associated employee who will report it to their local HR Administrator or Staff Office and Staff Travel. A "Lost/Stolen/Withdrawn Pass" application form must be completed immediately and sent to Staff Travel. Failure to report the loss within two weeks may result in the withdrawal of the travel benefit. A fee may be charged for the loss of the card and repeated losses could result in the withdrawal of this discretionary travel benefit. Staff Travel will issue replacements as soon as possible. Note that tickets bought whilst waiting for your replacement Staff Nominee Oyster card and/or Photocard or PTAC will not be refunded.
7. Any improper use of the Staff Nominee Oyster card/Photocard/PTAC or any misconduct whilst travelling may result in the withdrawal of travel benefits and those involved may be prosecuted. Disciplinary action may be taken against the associated employee which could result in dismissal. In addition you are subject to all rules, regulations and Conditions of Carriage made applicable by the operators of the services listed in condition 3. Further information can be obtained from those Operators.

Please keep this leaflet for future reference

Staff Travel, 1st Floor Blue Zone, 14 Pier Walk, North Greenwich, London SE10 0ES
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