

# Welcome to London

Your guide to getting around central London on public transport and making the most of your visit.

[tfl.gov.uk/visitinglondon](https://tfl.gov.uk/visitinglondon)

Tube and central London bus maps inside

#LondonIsOpen

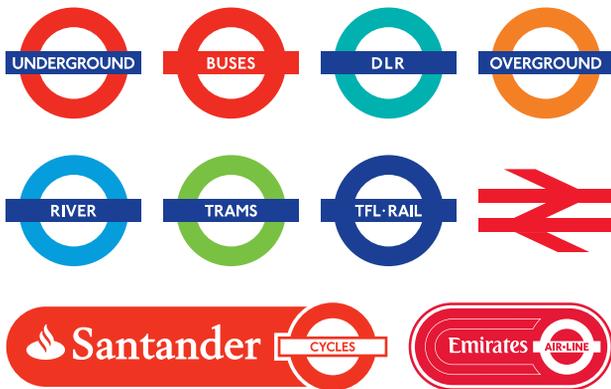
# Welcome to London

Public transport is the best way to get around London and discover all that the city has to offer. This guide will help you plan how to get around the Capital on public transport.

If you have just arrived at an airport and are looking for ways to get to central London, go to page 11 in this guide.

## Getting around London

London's transport system is iconic. With its world famous Underground (Tube) and iconic red buses, travelling around the Capital is an experience in itself. But London is much more than just the Tube or the bus; our vast network of transport services includes:



## Night Tube

Night Tube services run on the Jubilee, Victoria and most of the Central and Northern lines all night on Fridays and Saturdays. Night services on the Piccadilly line will start running from 16 December 2016.



# Paying for your travel

There are different ways to pay for your travel. For most people, pay as you go - paying for the trips you make - with a contactless payment card, an Oyster card or a Visitor Oyster card, is the best option as it offers value, flexibility and convenience.



## Contactless payment cards

If your credit, debit, charge card or wearable device has the contactless symbol above you can use it for pay as you go travel on London's public transport. Android Pay and Apple Pay are also accepted.

## Benefits of contactless

- It's quick and easy – there's no need to queue to buy a ticket
- It offers great value – pay as you go with contactless is better value than buying a single ticket and you can benefit from both daily and weekly capping (see page 5)
- 14 million people have used contactless to travel in London – including customers from over 90 countries

Overseas transaction fees or charges may apply for non-UK cards. This will be one charge per day, not each time you travel. Please check with your card issuer.

## Oyster card



If you don't have a contactless payment card, you can get an Oyster card. You pay a £5 deposit (refundable) then add pay as you go credit or a season ticket to pay for your journeys.

You can get an Oyster card from:

- Ticket machines at Tube, London Overground, TfL Rail and some National Rail stations
- Over 4,000 local shops in London, known as Oyster Ticket Stops. Visit [tfl.gov.uk/maps/oyster-ticket-stops](https://tfl.gov.uk/maps/oyster-ticket-stops) to find your nearest one
- TfL Visitor Centres (see page 15)

### Top tip

The amount of pay as you go credit you need on your Oyster card depends on where and how much you travel. As a guide, for unlimited journeys within Zones 1 & 2, we recommend £15 for 2 days and £30 for 4 days. You can always top up your credit if you run out.

## Benefits of Oyster

- It offers great value – pay as you go with daily capping (see below) is better value than buying a single ticket
- It's convenient – you can add a season ticket to your card, which can save you time and money if you are staying for a week or longer and using public transport every day

## Refund of unused credit on your Oyster card

The pay as you go credit on your Oyster card never expires, so you can keep your card for your next visit to London. But, if you do want a refund before you leave, you can use a ticket machine in any Tube station. We'll refund the £5 deposit and up to £10 of unused credit (after 48 hours of using the card for the first time).

## Fare zones in London

London's rail network is divided into nine zones. On Tube, DLR, London Overground, TfL Rail and most National Rail services, your fare will depend on which zones you travel in.

## What is 'capping'?

Capping allows you to make a number of journeys in a single day or week, but limits the amount you pay for your travel. It is calculated automatically based on the zones you travel in and the type of transport you use (rail, bus, and tram).

## Visitor Oyster card



Only available to buy before arriving in London. Get yours at [visitorshop.tfl.gov.uk](http://visitorshop.tfl.gov.uk) or [visitbritainshop.com](http://visitbritainshop.com)

As with Oyster, you can also get unused pay as you go credit refunded before you leave, although we recommend keeping it for your next visit to London, as the credit doesn't expire.

### Top tip

Don't forget to enjoy the [special offers](#) available for Visitor Oyster card customers in restaurants, shops, museums, galleries and entertainment venues in London.

## How to use your contactless or Oyster card

**On buses and trams:** only touch your card on the reader at the start of your journey. Touch the reader when you board a bus. Touch the reader on the platform before you board a tram.

**On Tube, DLR, London Overground, TfL Rail, Emirates Air Line cable car\* and National Rail services:** touch your card on the yellow card readers at the gates when you start and when you finish your journey. Always touch in and out with the same card.

**On the River Bus\*:** touch your card on the reader when asked to board by a member of staff. Touch again at the end of your journey or if you change boats. You can also use pay as you go credit on your Oyster card to buy tickets for Thames River Services and Circular Cruise Westminster services – just present your card at the ticket office.

## Travelling with children

Children under 11 travel free on buses and trams. Up to four children under 11 also travel free on Tube, DLR, London Overground, TfL Rail and some National Rail services when they are with a fare-paying adult, excluding those using Group Day Travelcards.

If you're travelling with children aged 11-15, you can ask a member of staff to set a Young Visitor discount on an Oyster card, allowing them to pay as you go at half-adult rate for up to 14 days. Staff can do this at most Tube stations, TfL Rail ticket offices, Visitor Centres (excluding Gatwick) or Victoria National Rail station ticket office.

\*Please note that pay as you go journeys made on Emirates Air Line cable car and Thames Clippers River Bus services do not count towards capping.

## Travel tips

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### Travel outside of the busiest times

The busiest times to travel in London are between 08:00–09:00 and 17:30–18:30, Monday to Friday. If you are able to travel outside of these times, you could enjoy a quicker and more comfortable journey, especially if you're carrying heavy luggage, a rucksack, or travelling in a group.

### Stand on the right on the escalators

Always stand on the right when using the escalators at Tube stations. Once you get onto the platform, always stand behind the yellow line and move along the platform where more space is available.



### Walk for a great way to see the city

Walking in London is a great way to get around. Look out for our blue and yellow street signs and maps – they give you useful information about the local area including key landmarks.

### Enjoy the views on an iconic red bus

Travelling by bus is one of the best ways to explore London. The new Hopper fare allows you to make two bus journeys for £1.50 within one hour of first touching your Oyster or contactless card.

### Discover London on two wheels

Cycling around London is a great way to see the sights. With new routes opening, like cycle superhighways, touring around the city on two wheels has never been easier. Find safety advice at [tfl.gov.uk/safetytips](https://www.tfl.gov.uk/safetytips)

## Travel differently

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Unique travel experiences to make your London trip unforgettable and fun!



### Santander Cycles

London's self-service, bike-sharing scheme. You only need a credit or debit card to get started. It costs £2 to access the bikes for 24h, with the first 30 minutes of each journey included. Journeys over 30 minutes have additional charges.



### River Bus and River Tours

A relaxing way to see the sights. The River Bus is a great alternative to the Tube or bus, while River Tours offer a variety of experiences from trips with commentary to high speed adventure. You can use your contactless or Oyster card to pay as you go on the River Bus.

# Getting to/from the airport



## Emirates Air Line cable car

A unique way to see the city from heights of almost 100m above the Thames. Only 15 minutes from central London. Book online for advanced tickets. Discounts are available with contactless or Oyster cards.



## Taxi (black cabs)

Get around the city in one of London's iconic black taxi cabs. Hail a taxi on the street when the yellow 'Taxi' sign is illuminated. You can now use your credit or debit card to pay for your ride.

## Heathrow Airport

### How to get there

Heathrow has three London Underground stations, Heathrow Terminals 2 & 3, Heathrow Terminal 4 and Heathrow Terminal 5.

Travelling by Tube is an easy way to get to/from the airport on public transport. Heathrow Airport is in Zone 6.

 Journey time: 50 minutes

### Adult fares (Zones 1-6)

- Pay as you go peak: £5.10 – Monday to Friday 06:30-09:30 and 16:00-19:00
- Pay as you go off-peak: £3.10 – All other times including public holidays

### First and last services

#### From the airport to central London

- From Heathrow Terminal 4 – First/last train: 05:02/23:55 (05:46/23:15 on Sunday). All trains stop at Terminals 2 & 3.

#### From central London to the airport

- From King's Cross St. Pancras – First/last train: 05:39/00:24 (06:57/23:30 on Sunday).

 Journey time: 54 minutes

- From Piccadilly Circus – First/last train: 05:47/00:32 (07:05/23:38 on Sunday).

 Journey time: 46 minutes

- From Earl's Court – First/last train: 05:58/00:43 (07:39/23:49 on Sunday).

 Journey time: 36 minutes

## Other ways to travel to/from Heathrow Airport

- Taxi (black cab) or minicab to/from central London.  
 Journey time: 30-60 minutes
- Heathrow Connect trains to/from Paddington station.  
 Journey time: 25 minutes
- Heathrow Express trains to/from Paddington station.  
 Journey time: 15 minutes
- National Express coaches to/from Victoria Coach Station.  
 Journey time: 50-60 minutes

## London City Airport

### How to get there

London City Airport has a DLR station and it's in Zone 3.

### Adult fares (Zone 1-3)

- Pay as you go peak: £3.30 – Monday to Friday 06:30-09:30 and 16:00-19:00
- Pay as you go off-peak: £2.80 – All other times including public holidays

### First and last services

- From Bank Tube station – First/last train: 05:33/00:33 (07:03/23:33 on Sunday).  
 Journey time: 21 minutes
- From London City Airport – First/last train: 05:37/00:17 (07:07/23:07 on Sunday).  
 Journey time: 22 minutes

## Gatwick Airport

- Gatwick Express trains to/from London Victoria station.  
 Journey time: 30 minutes
- Southern trains to/from London Victoria station.  
 Journey time: 40 minutes
- Thameslink trains to/from London Bridge station.  
 Journey time: 30 minutes
- National Express coaches to/from Victoria Coach Station.  
 Journey time: 65-95 minutes
- easyBus coaches to/from Earls Court/West Brompton.  
 Journey time: 65 minutes

## Luton Airport

- East Midlands trains to/from St. Pancras station.  
 Journey time: 30 minutes
- Thameslink trains to/from London Bridge station.  
 Journey time: 40 minutes
- National Express coaches to/from Victoria Coach Station.  
 Journey time: 70 minutes
- Green Line coaches to/from Victoria Coach Station.  
 Journey time: 90 minutes
- easyBus coaches to/from Baker Street.  
 Journey time: from 60 minutes

## Visitor Centres

### Stansted Airport

- Stansted Express trains to/from Liverpool Street station.  
 Journey time: from 45 minutes
- Abellio Greater Anglia trains to/from Liverpool Street station.  
 Journey time: from 80 minutes
- National Express coaches to/from Liverpool Street station, Stratford station and Victoria Coach Station.  
 Journey time: 50-90 minutes
- Terravision coaches to/from Victoria Coach Station, Liverpool Street station and Stratford station.  
 Journey time: 50-75 minutes
- easyBus coaches to/from Baker Street.  
 Journey time: from 70 minutes
- Stansted Citylink coaches to/from King's Cross station.  
 Journey time: from 75 minutes

### Southend Airport

- Abellio Greater Anglia trains to/from Liverpool Street station and from Stratford station.  
 Journey time: 53 minutes from Liverpool Street/44 minutes from Stratford

### Victoria Coach Station (VCS)

VCS is a 10 minute walk from Victoria Underground and National Rail Station.

At our Visitor Centres you can get:

- Assistance with planning your journey and your visit to London
- Tickets for travel on TfL services, including Oyster cards
- Tickets for airport connections
- Tickets for London attractions; including sightseeing tours and theatre tickets
- London Transport Museum tickets and TfL souvenirs

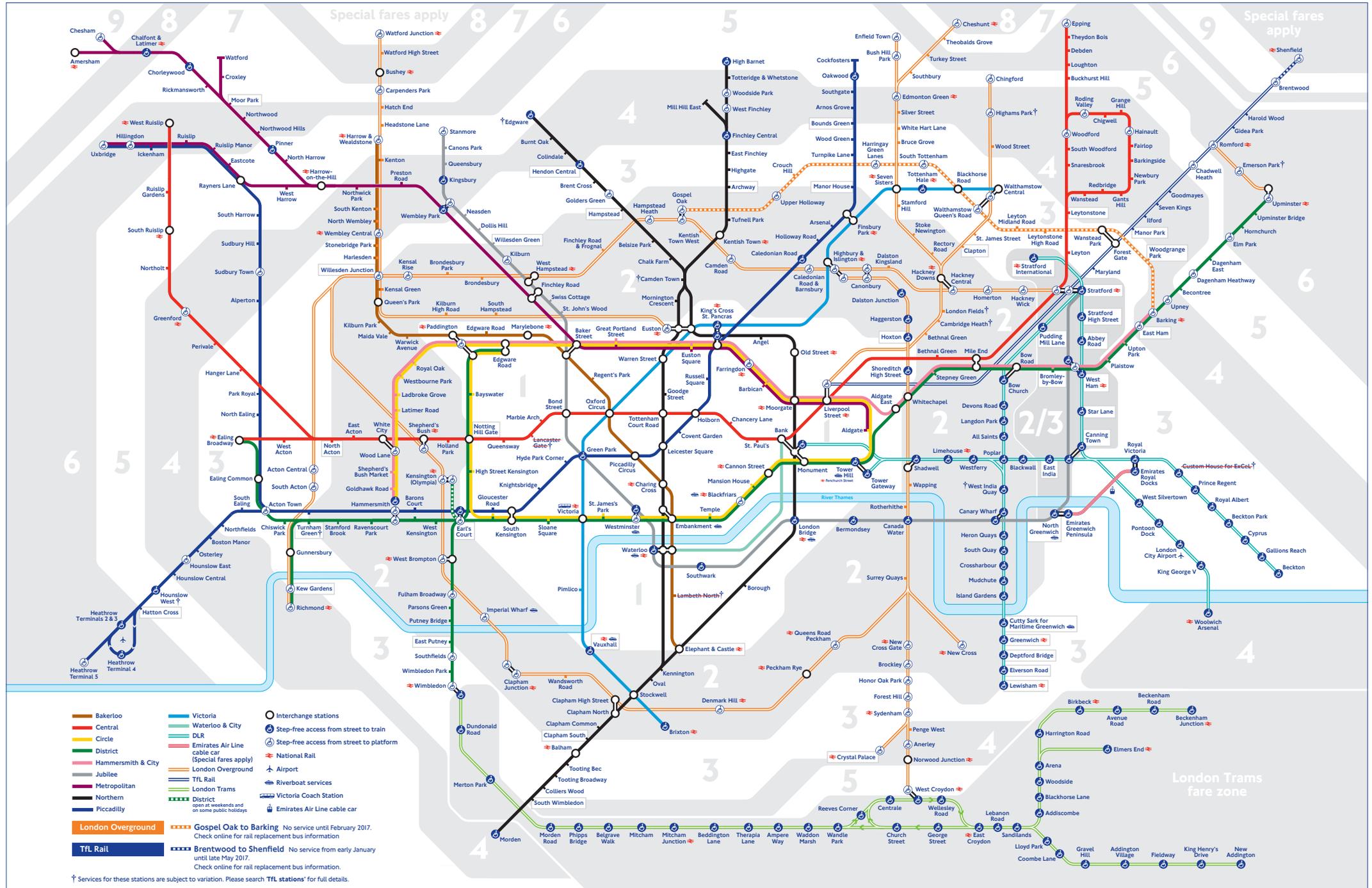
Exact opening hours vary but most of our central London centres are open between 08:30 and 18:00 (Piccadilly Circus between 09:00 and 16:00).

### TfL Visitor Centres locations

1. Victoria National Rail station
2. King's Cross St. Pancras Tube station
3. Piccadilly Circus Tube station
4. Liverpool Street Tube station
5. Paddington National Rail station
6. Euston National Rail station
7. Gatwick Airport North and South Terminals arrival halls
8. Heathrow Terminals 2 & 3 Tube station

You can also find visitor information at the Tourist Information Centres in Greenwich and in the City of London.

# Tube map





# Useful information

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## Transport accessibility

If you need extra assistance when travelling, or if you are travelling with luggage or a pushchair, there are a wide range of accessible transport options so you can travel more easily around London. Visit [tfl.gov.uk/transport-accessibility](http://tfl.gov.uk/transport-accessibility) to download accessibility guides and maps (like the step free stations map for wheelchair users), ask a member of staff, or call +44 (0)343 222 1234\* to find out more.

## Need help?

Visit one of our Visitor Centres (see page 15) during opening hours or contact Customer Services 24/7 for all ticket enquires, travel information, journey planning, lost property and complaints. Call +44 (0)343 222 1234\*.

All information correct at the time of going to print  
– November 2016.



[tfl.gov.uk](http://tfl.gov.uk)



24 hour travel information

**+44 (0) 343 222 1234\***



Sign up for email updates

[tfl.gov.uk/emailupdates](http://tfl.gov.uk/emailupdates)



[tfl.gov.uk/socialmedia](http://tfl.gov.uk/socialmedia)

\*Service and network charges may apply.  
See [tfl.gov.uk/terms](http://tfl.gov.uk/terms) for details.