





Welcome to London

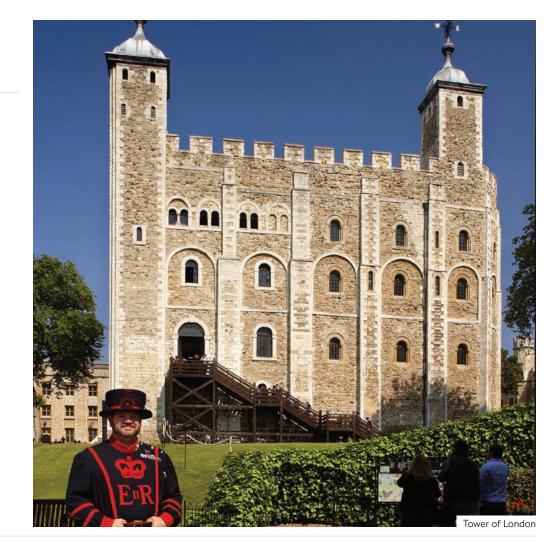
As Mayor of London, I am delighted to welcome you to the world's greatest city.

London has a wide range of ways to travel around, and a simple ticketing system for stress free journeys. This guide explains all your options and gives you practical advice so you can make the most of our capital city.

While you are here, why not try new ways to get around? You might consider cruising along the Thames on a London River Services boat trip, flying through the air on the Emirates Air Line cable car, or exploring London at street level on a Barclays Cycle Hire bike. They're all exciting ways to travel while taking in London's views!

Whichever way you decide to travel, I wish you an enjoyable and unforgettable stay.

Boris Johnson, Mayor of London



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Introducing **Transport** for London

London has one of the largest public transport networks in the world. It is run by a not-for-profit organisation called Transport for London (TfL).

Travel with ease

Every day around 24 million journeys are made on TfL's network across London.

Our transport services are fully integrated so it's easy to switch between them. Each service offers you a unique experience and will help you make the most of your visit.

Choose from the following:

- London Underground (the Tube)
- Buses
- Docklands Light Railway (DLR)
- London Overground
- Barclays Cycle Hire
- Emirates Air Line cable car
- London River Services
- Trams

An iconic transport system

Dating back to the first Underground train in 1863, TfL has a rich and varied heritage. No other city on earth is as defined by its transport system as London, with its red buses, black cabs and Tube trains instantly recognised the world over.

London Underground's famous logo, the roundel, was designed by calligrapher Edward Johnston and first appeared in 1908.

Tip:

Visit the London Transport Museum in Covent Garden to find out more about TfL's history.







New Routemaster bu











Getting started in London

London's public transport network is fully integrated so it's very easy to switch between the different services. Buying a **Visitor Oyster card** before you leave home makes it even easier to travel around. Use your card as soon as you arrive and hop on and off our different transport services* as often as you wish.

Travel zones

London's public transport network is divided into nine travel zones. Zones I and 2 are in central London, and Zones 6-9 are on the outskirts of the city.

Travel times

Travel ticket prices vary depending on the transport service you use, the zone(s) you travel in, the day you travel and the time of day you travel – peak or off peak.

Peak travel is between 06:30-09:30 and 16:00-19:00 Monday to Friday. Travel is more expensive during peak hours.

Off peak travel is at all other times (including bank holidays). Travel is cheaper during off peak hours.

Getting out of the city

There are lots of attractions in Zones I and 2, but many more are only a short journey away:

- Crystal Palace Park (Zone 3)
- Hampton Court Palace (Zone 6)
- Harry Potter Studios (Zone 9)
- Kenwood House (Zone 3)
- Kew Gardens (Zone 3)
- Queen Elizabeth Olympic Park (Zone 3)
- Richmond Park (Zone 4)
- Wembley Stadium (Zone 4)
- William Morris Gallery (Zone 3)
- Wimbledon Lawn Tennis Museum and Wimbledon Stadium (Zone 3)

*You need a credit or debit card to use a Barclays Cycle Hire bike — simply go to a docking station with your card to get started. Bike access costs just £2.











Buy the best travel ticket before you leave home



Save money with a Visitor Oyster card

We recommend you buy a Visitor Oyster card before you leave home.

It's the cheapest way to make single journeys on bus. Tube, tram, DLR, London Overground and most National Rail train services in London.

Start exploring straightaway

We will post your card to your home address so your card is ready to use as soon as you arrive in London.

Enjoy special discounts with your Visitor Ovster card: 25% off the Emirates Air Line cable car and 10% off single tickets on most Thames Clipper River Buses.

What is a Visitor Oyster card?

It is a smart card that's pre-loaded with money for travel around London. The system automatically calculates the cost of each journey you make based on the service you use, when you travel and which zone(s) you travel in.

Great value

To save you money, there is a daily price cap when you use your Visitor Oyster card once you have reached this limit, you won't pay any more. For example you can travel as many times as you like in a day in Zones 1 and 2 (from 04:30 to 04:29 the next day) and you will never be charged more than £8.40 – even if you make 20 journeys!

Visiting London for two days?

Start with £20 credit on your card for unlimited off-peak travel in central London and a single journey on the Emirates Air Line.

Buy your card now!

Cards cost just £3 (non-refundable) plus postage.



Visit visitorshop.tfl.gov.uk

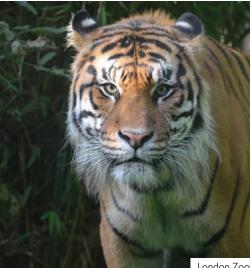


Child tickets

Children aged under 11 can travel for free on buses and trams. They can also travel for free on Tube, DLR and London Overground services as long as they are accompanied by a fare paying adult.

Children aged under five travel for free on the Emirates Air Line when accompanied by a fare paying adult.

Visit **visitorshop.tfl.gov.uk** to buy child tickets before you leave home.





Tip:

Up to four children aged under 11 can travel for free when accompanied by a fare paying adult on Tube, DLR and London Overground services.

How to use your ticket

It's easy to travel around London with your Visitor Oyster card – simply hop on and hop off our services.



Using a Visitor Oyster card on Tube, DLR, London Overground and National Rail services

To pay the right fare for your journey, you need to touch your Visitor Oyster card on the **yellow card reader** at the gates and wait for the green light to show when you **start** your journey - and again when you **end** your journey.

Tip:

Check the balance on your card before you leave London at a Tube station ticket machine as you cannot do this from home.



Free standing card readers

Where there are no gates look for the card readers — they might be free-standing or wall-mounted instead. If you need help, ask a member of staff.

Remember – it is important to **touch in** and **touch out** <u>every time</u> – if you don't do this, the system will not know which journey you made and you may be charged a maximum fare. You might also get a penalty fare or be prosecuted.



Using a Visitor Oyster card on buses and trams

On buses and trams you <u>only</u> need to touch the yellow card reader at the **start** of your journey.

What happens if I run out of money on my card?

It's easy to add more money to your card at:

 Ticket machines at Tube, DLR, London Overground and some National Rail stations

oyster available here

Oyster Ticket Stop sign

- Around 4,000 Oyster Ticket Stops in London – look out for the sign or visit ticketstoplocator.tfl.gov.uk
- Tube and London Overground station ticket offices

How to add money at a ticket machine

To add money to your card, touch it on the yellow card reader at the ticket machine — it will tell you how much money is left on your card. You can then add more money and pay with either a debit or credit card or cash.

Remember to touch your card again on the yellow reader to <u>complete</u> your purchase.

What happens if I have money left on my card at the end of my visit?

You can keep your card for future visits or lend it to your family and friends.

If you would like a refund on any remaining credit, take your card to a Tube station ticket office. Please take some ID and proof of address with you.

Getting around

London's transport services offer you a unique experience of the city. Here's a round-up of the transport options available to you.

London Underground
There are 11 colour-coded
Underground lines. Services run
regularly from around 05:00 to 00:30 (Sunday
07:30 to 23:30) on most routes.

See page 16 for a Tube map or visit **tfl.gov.uk/tube** for more information.

Tip:

Always stand on the right when using the escalators at Tube stations. It can get hot and busy on the Tube during peak travel times, so you may prefer to travel outside these hours.

Buses
Buses generally run from 05:00 to 00:30. Night buses operate on many major routes from around midnight to 05:00, and some operate a 24-hour service. Cash fares are not available for bus passengers in Zone I so you must pay for your ticket with a Visitor Oyster card, Travelcard or a contactless credit, debit or charge card. Please note the contactless payment service is only recommended for UK-issued contactless cards. Visit tfl.gov.uk/contactless for more

See page 17 for a central London bus map or for more information visit **tfl.gov.uk/buses**

Tip:

Some bus routes are especially good for sightseeing – try routes 9, 14, 15 and 22. The New Routemaster bus featured in the James Bond film 'Skyfall' and runs on routes 9, 11, 24, 38 and 390.

Docklands light Railway (DLR)
Docklands Light Railway driverless
trains run from 05:30 to 00:30
Monday to Saturday and from 07:00 to
23:30 on Sunday. There are trains every
4-10 minutes running on routes from stations
at Bank and Tower Gateway to Docklands,
East and South East London. Take the DLR to
visit Canary Wharf, Cutty Sark for Maritime
Greenwich, ExCeL London, London City
Airport or Woolwich Arsenal.

Visit **tfl.gov.uk/dlr** for more information.

Tin:

Visit dlrlondon.co.uk/Things-to-Do for ideas for a fun day out on the DLR. Why not download a free DLR audio guide too?









information.

Getting around continued

London Overground

London Overground are local train services which run on four routes and provide an orbital network around the capital. They are a great way to see the hidden parts of London. Trains run approximately every 7-I 5 minutes during peak hours on most lines. See the Tube map on page 16 for London Overground routes and visit tfl.gov.uk/overground for more information.

London River Services

Travelling by boat on the River Thames is a relaxing way to see the sights. Choose from River Buses which are a great alternative to the Tube or bus, or River Tours which are more leisurely and often include a commentary. Popular stops include: Millbank Pier for Tate Britain: Bankside Pier for Tate Modern: Tower Pier for the Tower of London and Tower Bridge; Greenwich Pier for Greenwich and North Greenwich Pier for the Emirates Air Line cable car.

Enjoy a 10% discount on single Thames Clipper River Bus tickets with your Visitor Oyster card (note: route RB6 is not included in the discount. River Bus fares do not count towards the daily price cap). You cannot you use your Visitor Oyster card to pay for River Tours.

See the river services map on page 18, visit tfl.gov.uk/river for more information or pick up the London River Services leaflet from Tube stations.

Tip:

Why not take a River Bus between the Tate Britain and Tate Modern art galleries?



Barclays Cycle Hire

Barclays Cycle Hire is a public bike hire scheme for

short journeys across central, east, west and south west London. There are over 10,000 bikes for hire and 700 docking stations. There's no need to book – simply hire a bike, ride it where you like, then return it to any docking station. Go to any docking station with your credit or debit card to get started and buy bike access for £2 for 24 hours. If you return the bike to a docking station within 30 minutes of hiring it, there are no extra ride charges. Extra ride charges apply if you keep a bike for longer than 30 minutes between 30 minutes and I hour costs £I and up to 1 hour 30 minutes costs £4.

Visit **tfl.gov.uk/barclayscyclehire** or for general information on cycling in London visit tfl.gov.uk/cycling

Tip:

Try a Barclays Cycle Hire leisure route for interesting sight-seeing tours including 'London's secret gardens' and 'Quirky London'. See Itinerary 2 on page 13 for details of the 'Independent shops and markets' route. tfl.gov.uk/leisureroutes

Walking

Walking in London is a great way to get around. Look out for our black and yellow street signs and maps – they give you useful information about the local area including key landmarks, with realistic five and 15 minute walking times.

Visit **tfl.gov.uk/walking** for more information and walking routes.





Accessibility

There are a wide range of accessible transport options so you can travel more easily around London:

- Step-free travel is available at almost half of London Overground stations, all DLR stations and Tramlink stops and nearly a guarter of all Tube stations, with more improvements planned. There are also ramps available enabling wheelchair users to board trains. See Tube map on page 16 for details of step-free stations.
- We've introduced wide-aisle gates at most London Overground and Tube stations to provide easier access for wheelchair users, assistance-dog owners, people with buggies and passengers with luggage.
- All 8,500 London buses (except heritage Routemaster buses) are lowfloor vehicles and have space for one wheelchair user. Bus travel is free for wheelchair users. Tramlink travel is also free for wheelchair users.
- All our buses, London Overground and DLR trains, trams and most Tube trains

- now have a "next-stop" audio-visual system to let you know when you're approaching your destination.
- The DLR and Emirates Air Line cable car are accessible for all.
- All eight TfL-managed piers are accessible for wheelchair users - the newer river boats also have dedicated wheelchair spaces. Please check the pier access before you travel at tfl.gov.uk/river.
- All licensed taxis (black cabs) are wheelchair accessible.
- Some National Rail services have step-free access, but if you need staff assistance you must book it 24 hours in advance. Visit www.nationalrail.co.uk for more information.

To find out more, visit tfl.gov.uk/transport-accessibility or call 0343 222 1234*

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

Getting around continued



Emirates Air Line

The Emirates Air Line is London's first urban cable

car service and crosses the River Thames connecting The O2 and ExCeL London via terminals at Emirates Greenwich Peninsula and Emirates Royal Docks. Open seven days a week, it's a great way to see stunning panoramic views of London from the air day and night. The Emirates Air Line is close to the Tube (North Greenwich), DLR (Royal Victoria), buses and London River Services too so it's easy to plan an interesting journey. Why not take a River Bus home? See the Tube map on page 16 for the Emirates Air Line's location and visit tfl.gov.uk/emiratesairline for more information and to book your

Trams

tickets in advance.

Tram services run in south London between Wimbledon, Croydon, Beckenham and New Addington. Services run every 7-10 minutes and link up with Wimbledon station.

Visit **tfl.gov.uk/trams** for more information.

Taxis (black cabs)

You can hail one of London's famous taxis on the street whenever the yellow 'TAXI' sign on the front is lit. The minimum fare is £2.40 – the fare will be shown on the meter and you pay at the end of your journey. Note fares increase after 20:00. There is no charge for luggage or extra passengers, however there is an extra charge for journeys starting at Heathrow.

Visit **tfl.gov.uk/taxis-and-minicabs** for more information.

Minicabs (private hire)

Minicabs are cars with a driver available for hire on a pre-booked basis. They must always be booked in advance via a minicab office. We advise you against getting in any vehicle where the driver approaches you in the street who says they are a minicab.

To book a minicab visit tfl.gov.uk/taxis-and-minicabs

Coaches

London's main coach services use Victoria Coach Station. Visit **tfl.gov.uk/coaches** for more information.

Operators include:

National Express: nationalexpress.com 08717 81 81 81

X90 Oxford London: oxfordbus.co.uk

+44 (0)1865 785 400

Oxford Tube: oxfordtube.com

+44 (0)1865 722 250

easyBus: **easybus.co.uk**

Green Line Coaches: greenline.co.uk

0844 801 7261

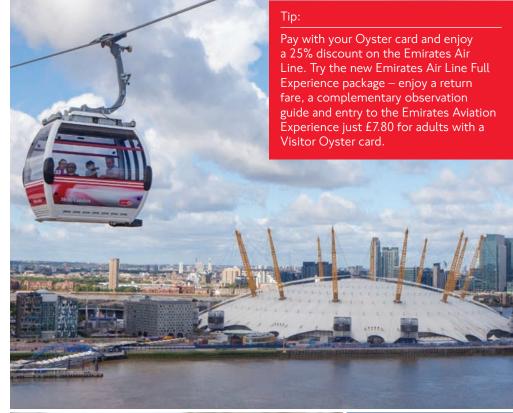
Megabus: megabus.com

09001 600 900

National Rail

There are 14 National Rail terminal stations in London for connections to all parts of the UK, plus Eurostar services from St. Pancras International. TfL does not operate National Rail services in London but you can use your Visitor Oyster card on all suburban trains in Zones 1-9.

Visit nationalrail.co.uk for more information or call 08457 48 49 50 (UK only) or +44 (0)20 7278 5240.









Planning your Journey

Our online Journey Planner tfl.gov.uk/plan-a-journey will help you find the best route for your journey around London and will tell you how long it will take.



With Journey Planner, you can choose to travel:

- By public transport
- By bicycle
- On foot

Walking or cycling is a great way to see the sights and can be as quick as taking the Tube or a bus. Journey Planner can also help you plan your journey if you have specific accessibility requirements, such as step-free access.

Travel options on the go

If you have a smartphone or any other location-aware device, you can plan your journey on the move, with our 'Nearby' option which shows you all the Tube, bus, tram, river, London Overground, DLR, National Rail and Barclays Cycle Hire locations around you.

Visit tfl.gov.uk/plan-a-journey

Real time information

Keep up to date with the latest travel information across London via:

- TfL's status updates visit tfl.gov.uk/status-updates
- TfL's social media and email updates visit tfl.gov.uk/socialmedia
- Screens in stations and displays at bus stops

STATUS UPDATES

ires Sations		Harmsmith & Oty	Good service
Tetropolities	Manu delays +	Intellion	Good cervice
lakerton	Good service	Nedhern	Good service
Control	Good service	Overent	Good service
rda	Good service	Picceelly	Good sentce
Pistrict	Good service	Victoria	Good service
PLR	Good service	Waterleen & Cay	Good service

Tip:

Use Journey Planner to explore what journeys you can make by river – River Buses and River Tours are a stunning way to see the city!



Travel Information Centres

Our Travel Information Centres can help you:

- Plan your journey and buy tickets
- Add more money to your Visitor Oyster card
- Buy fast-track tickets to some of London's most popular tourist attractions
- Buy tickets for Heathrow Express, Gatwick Express and Southern train services between central London and nearby airports
- Book rail and coach tours in Britain and to Paris
- Provide accessibility advice for travel on London's transport network





Travel Information Centre locations

Heathrow 123 Underground Station Heathrow Airport, Monday to Sunday: 07:30-19:30

King's Cross Underground Station Western ticket hall (near St Pancras Station) Monday to Saturday: 07:15-20:00 Sunday and Bank Holidays: 08:15-19:00

Liverpool Street Underground Station Monday to Thursday: 07:15-19:00 Friday: 07:15-20:00 Saturday: 07:15-19:00 Sunday and Bank Holidays: 08:15-19:00

Piccadilly Circus Underground Station Monday to Friday: 07:45-19:00 Saturday and Bank Holidays: 09:15-19:00 Sunday: 09:15-18:00

Victoria Railway Station, opposite platform 8 Monday to Saturday: 07:15-20:00 Sunday and Bank Holidays: 08:15-19:00

Itineraries

There is so much to see in London, it's hard to know where to start. We've put together three itineraries which showcase some of the city's most famous landmarks and attractions.

Suggested itineraries

Explore the city on foot, by bike or by boat and the air with our three half-day itineraries:

Southbank Walking **Tour** page 12



Cycling Tour: Independent Shops and Markets page 13



River Bus ride and **Emirates Air Line** Full Experience page 15



There is a wealth of useful visitor information available online. For more ideas and suggested itineraries for the perfect day out try:

VisitLondon www.visitlondon.com

VisitBritain www.visitbritain.com

Visit www.visitbritainshop.com to pre-purchase tickets for London and UK-wide attractions, sightseeing tours, shows, events and more in your local language and currency.











Dinosaur Exhibition

Top Ten London **Attractions**

- British Museum
- 2. Tate Modern
- 3. National Gallery
- 4. Natural History Museum
- 5. London Eye
- 6. Victoria and Albert Museum
- 7. Science Museum
- 8. Tower of London
- 9. Madame Tussauds
- 10. Royal Museums Greenwich







Itinerary 1.

Southbank walking tour

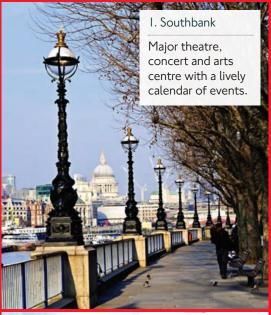
This self-guided walk along the southern bank of the River Thames explores one of the most vibrant areas of central London.

How to get there:

Travel by bus or Tube to Waterloo and walk to the Southbank or take the River Bus to Embankment Pier and walk across Hungerford Bridge.

At the end of the walk, cross Tower Bridge and return to central London from the north side of the river via Tower Hill Tube station on the District or Circle Line, or on a route 15 bus to Aldwych/Somerset House.







2. Gabriel's Wharf

Home to a fascinating mix of independent shops, cafes, bars and restaurants.

3. Oxo Tower

Design-led boutiques and eighth floor riverside dining with spectacular views.

4. Globe Theatre

A reconstruction of Shakespeare's original Globe theatre.





5. Tate Modern

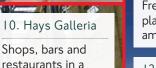
A world-famous collection of modern art.



Free events take place in the outdoor amphitheatre.

12. Tower Bridge

One of the world's best recognised bridges.



converted wharf.





Itinerary 2.

Cycling tour: independent shops and markets

Enjoy a unique shopping experience – explore London's markets and boutiques by bike along a 7.7km route.

How to get there:

Take the Tube to Camden Town and hire a Barclays Cycle Hire bike at the docking station on Greenland Road. See page 8 for information about Barclays Cycle Hire or visit

tfl.gov.uk/leisureroutes

At the end of the route, return your bike to the docking station in Fashion Street and take the Tube to central London from Aldgate East on the District or Hammersmith and City Line or take a route 15 bus.

1. Camden Market

There are five separate markets selling arts and crafts, vintage fashion and jewellery.

2. Camden Passage

An interesting little shopping street that hosts an antique market on Wednesdays and Saturdays.

3. Exmouth Market

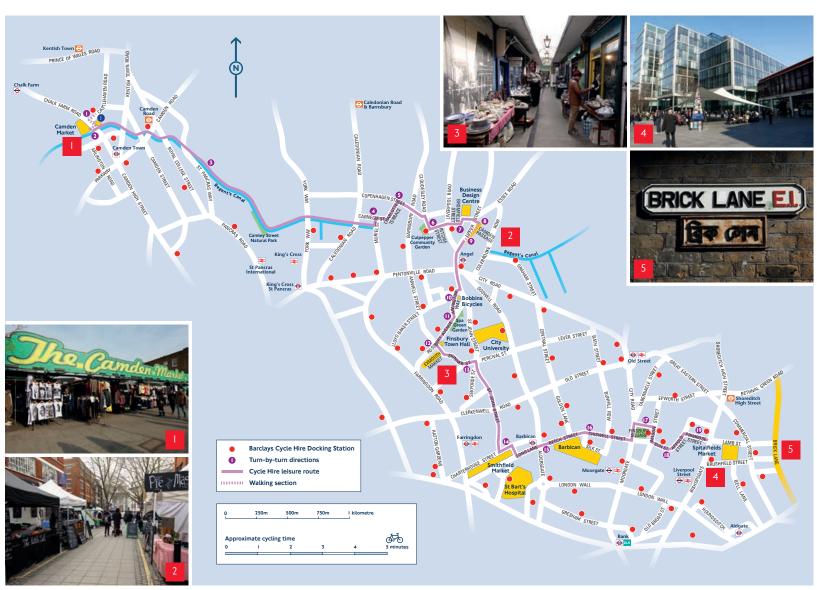
Charming cafes, food stalls, restaurants and clothes shops. Open Thursday to Saturday.

4. Spitalfields

Dock your bike and explore this area on foot. There are different markets each day, so check online at **spitalfields.co.uk**

5. Brick Lane

A bubbling artistic hub that's popular with those who have an eye for a bargain.



Itinerary 2.

Cycling tour: turn-by-turn directions

These match the numbers on the map overleaf. The route will take 45-50 minutes, longer if you stop along the way.

If you want to follow the route on your smartphone or any other location-aware device, see the Google map on the Independent Shops and Markets leisure route page — visit tfl.gov.uk/leisureroutes.

- Hire a bike from Castlehaven Road near Camden Market.
- Walk the bike back towards Camden Market and cross over to the other side of the road. To get on to Regent's Canal look for the path on to the canal marked 'Camden Lock East Yard'.
- 3 Once you are on the canal continue under the bridge and cycle towards Islington. Remember that pedestrians have priority at all times.
- When you can go no further along the canal due to the tunnel take the path up to the left. On Muriel Street continue left followed by a right on to Carnegie Street.
- 5 Continue left on Charlotte Terrace and then right on to Copenhagen Street.
- Turn right using the cycle path on to Cloudesley Road and left on Ritchie Street.

- 7 The route continues straight ahead on Bromfield Street. Using the cycle path continue to the left.
- **8** At the traffic lights continue straight ahead over the junction and walk your bike along the Camden Passage.
- **9** Continue to the right and after Camden Passage continue straight ahead to rejoin Upper Street.
- 10 Keep going straight, over the junction and then take a right turn on to Arlington Way. You'll pass by Bobbin Bicycles.
- 11 Turn right at the end of Arlington Way on to Rosebery Avenue.
- 12 Turn left on to Rosoman Street just after Finsbury Town Hall. Exmouth Market is located on the right. There is a docking station nearby on Tysoe Street.
- 13 Continue straight ahead down Skinner Street along the cycle path and turn right on to St. John Street.
- 14 Continue straight ahead, over Clerkenwell Road and you'll reach Smithfield Market. Take a left on Charterhouse Street and then the next right on Lindsey Street.
- 15 Head left on Long Lane and continue straight ahead over the junction.

- 16 Keep going straight ahead. Beech Street will become Chiswell Street.
- 17 When you reach Finsbury Square turn left and then the next right on to Christopher Street, then take the next right on to Wilson Street.
- 18 Take the next left on to Sun Street and follow the road as it curves to the left and becomes Appold Street.
- 19 Turn right on to Primrose Street and at the end there will be a docking station on the left. Spitalfields market is straight ahead.

Why not try our other leisure routes too?

Saturday markets London's markets provide a lively urban environment that promises to awaken your senses.

Quirky London Step away from the tourist clichés and discover another side to the city.

London's secret gardens Seek out the greener side of London in the Capital's gardens, parks and secret squares.

Visit **tfl.gov.uk/leisureroutes** for details.

Itinerary 3.

River Bus ride and **Emirates Air Line Full Experience**

Take a flight on London's first cable car with stunning views of The O2, Canary Wharf and Docklands.

How to get there:

Take a Thames Clipper River Bus from Embankment Pier to North Greenwich (Route RB1 eastbound). Adult tickets are £5.85 with a Visitor Oyster card, child tickets are £3.25. Disembark from the River Bus at North Greenwich Pier and walk to the Emirates Air Line.

The Emirates Air Line Full Experience package includes a return flight on the Emirates Air Line cable car, a complimentary observation guide and entry to the Emirates Aviation Experience. Adult tickets are £7.80 with a Visitor Oyster card.

Return to central London on the Jubilee Line from North Greenwich Tube station.



I. London Eve

A giant ferris wheel on the South Bank of the River Thames.



A complex of theatre, concert and arts venues offering a wide range of cultural events.

II. Isle of Dogs and Canary Wharf

Major business district that is home to some of the UK's tallest skyscrapers.

10. St Katharine Docks

Previously a commercial dock. this is now a busy marina with shops, restaurants and bars.



3. St. Paul's Cathedral

With its famous dome. St Paul's is one of the largest churches in the world.



4. Tate Modern and Millennium Bridge

A major art gallery housed in a former power station.



Reconstruction of Shakespeare's original Globe theatre.

6. The City including the Gherkin

Some of London's most famous City landmarks can be enjoyed from the river Thames.



An historic fortress and former palace and prison, dating back to the 11th century.

9. Tower Bridge

The world's most famous drawbridge.

13. The O2

State-of-the-art concert and entertainment area on the Greenwich Peninsula.



A World Heritage Site with such famous sights as the Cutty Sark, the Royal Observatory and the National Maritime Museum



A cable car that spans the Thames, with spectacular views from 90 metres in the air.



