

# User Guide

## August 2012



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# Introduction to Tramlink

Tramlink is a 28km light rail system providing a fast, frequent and reliable tram service to the 39 stops on the main routes through central Croydon from Wimbledon, Beckenham, Elmers End and New Addington. The system opened in May 2000 and in 2011 over 28 million passengers were carried.

Since its acquisition of Tramlink in June 2008, Transport for London (TfL) has continued to invest in a comprehensive maintenance and upgrade programme for the network. Tram users have benefited from more frequent trams during off-peak times; cleaner, brighter trams and stops; improved crossings at tram stops and more reliable journeys due to better maintained equipment.

This summer TfL made its most significant investment yet, introducing six new trams to increase capacity on some of the busiest sections of the network with new Line 4 running between Elmers End and Therapia Lane. Work to improve reliability on the Wimbledon line by double-tracking between Mitcham and Mitcham Junction has also been completed.

Over the coming years Transport for London is also making further improvements to the network, both on the track and behind the scenes to ensure that Tramlink continues to operate a tram network of which we can all be proud.



# Tramlink for all

Tramlink is fully accessible. All tram stops feature step-free access. At Wimbledon station there are passenger lifts to provide connections to other rail services, as well as to and from street level.









To assist blind and partially sighted passengers, each stop has a tactile strip along its entire length, a safe distance from the platform edge.

Wheelchair users can easily board and alight and there is a space for them to travel in each section of the tram. Next to the wheelchair space is an intercom to speak to the driver in an emergency and a stop request button, both at low level. All doors have an opening button at an accessible height. Trams are also easy to use if you have a pushchair or heavy luggage.

For less mobile and disabled people, or those with small children, there are priority seats in each section of the tram and there are plenty of easy to reach stop request buttons. The next stop, destination and interchange points are announced as the tram leaves the previous stop and shown on the internal display. Tram stops and trams are equipped with CCTV cameras that record continuously for added customer safety and security.

# Consideration for fellow passengers

Please help us keep trams clean and maintain a pleasant environment for all. Trams have been specially designed to provide a spacious interior, but they do get busy, so we would ask passengers to note the following when you see these signs:-

	Please give up this space if required by wheelchair users. Users should position the rear of the wheelchair against the padded board.
	Please keep luggage close by at all times. Do not block the aisle with luggage or place luggage on seats. Please fold pushchairs and buggies when tram becomes busy.
	Putting feet on seats makes them dirty and unhygienic for everyone. Please don't!
	Please keep your music personal by lowering the volume. Playing of music aloud from radios or mobile phones etc. is not allowed.
	Please do not eat or drink on the tram. Please take your litter with you. Litter can be dangerous as well as unpleasant for other passengers.
	No smoking
	Possession of an open container of alcohol on London Tramlink property is an offence.
	No cycles unless folded

# Tram network frequencies

Route number	From	To	Approximate journey time	Peak periods Frequency Mon - Fri: 0730 hrs - 1850 hrs Saturday: 0900 hrs - 1750 hrs
1	Elmers End	West Croydon	15 mins	15 mins
	West Croydon	Elmers End	16 mins	
2	Beckenham Junction	West Croydon	22 mins	10 mins
	West Croydon	Beckenham Junction	24 mins	
3	New Addington	Wimbledon	46 mins	7-8 mins <sup>Δ</sup>
	Wimbledon	New Addington	48 mins	
4	Elmers End	Therapia Lane	25 mins	15 mins
	Therapia Lane	Elmers End	24 mins	

Times shown above are a guide only. Please see departure times posters at each stop for full details.

◆ Wimbledon to New Addington and New Addington to Wimbledon is 20 minutes before 0600 Monday-Saturday

T Later trams run to Therapia Lane and do not serve Centrale and West Croydon

\* Earlier trams start from Therapia Lane

† Later trams run to Therapia Lane only

Δ Until 2100 Monday-Friday

Off-peak periods Frequency Mon - Fri: after 1850 hrs Saturday: before 0900 and after 1750 hrs Sunday: all day	First tram		Last tram (everyday) (except Route 4)	
	Mon - Sat	Sunday	Every day Depart	Arrive
15 mins	0451	0721	0021 <sup>T</sup>	0039
15 mins	0429	0659	0044	0059
15 mins	0535	0720	0020 <sup>T</sup>	0044
15 mins	0509	0654	0039	0101
15 mins <sup>†</sup>	0450	0638 <sup>*</sup>	2353 <sup>†</sup>	0035
15 mins <sup>†</sup>	0539 <sup>*</sup>	0719 <sup>*</sup>	0019 <sup>†</sup>	0103
No service	0654 Mon-Fri		1914 Mon-Fri	
	0824 Sat		1814 Sat	
No service	0631 Mon-Fri		1946 Mon-Fri	
	0747 Sat		1846 Sat	
Sunday: No service			Sunday: No service	









## Tram feeder buses in the New Addington area

Through tram and bus tickets are available on bus routes T31, T32, T33, 130 and 314 which connect with trams at various points, mostly in the Addington area.

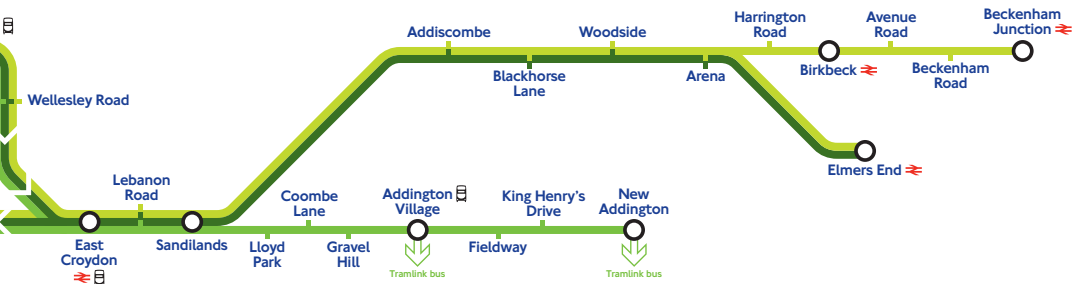
# Tramlink route map



## Key to map

	Routes 1 & 2		Interchange stops		Connections with London buses
	Route 3		Connections with National Rail		Connections with Tramlink buses
	Route 4		Connections with Overground		





# Tramlink ticketing and penalty fares

## Oyster single fares (pay as you go)

Cost		Information
Adult (at all times)	Half adult rate (at all times): 16+ and Non-Concessionary 11-15 Oyster photocard, Job Centre Plus Travel Discount and Bus & Tram Discount	Valid for one single journey on tram boarded within 70 minutes. You must touch your Oyster card flat on the yellow reader on the tram stop platform.
£1.35	65p	

## Cash single fares

Adult	Information
£2.30	Valid for 90 minutes from time bought, including change of tram to reach destination. The same fare applies for transfer to/from connecting bus routes T31, T32, T33, 130 and 314 but a ticket to destination 'Addington + bus' must be bought.

## Bus & Tram Pass season tickets

Cost (7 Day Bus & Tram Pass season ticket)			Information
Adult	18+ Student	Half adult rate (at all times): 16+ and Non-Concessionary 11-15 Oyster photocard, Job Centre Plus Travel Discount and Bus & Tram Discount	Valid at all times on trams and buses displaying the London buses sign.  7 Day, monthly and annual Bus & Tram Pass season tickets are available – visit <a href="https://www.tfl.gov.uk/tickets">tfl.gov.uk/tickets</a> for information and prices.
£18.80	£13.10	£9.40	

# Travelcards

Cost (Adult)	Information														
<p>The cost of Day Travelcards depends on the number of zones in which you wish to travel when using Tube, DLR, London Overground or National Rail services and the time and day of the week.</p>	<p>Travelcards that include zones 3, 4, 5, or 6 are valid on trams. If you are interchanging to a National Rail train at one of the following stations your Travelcard will need to cover one of the following zones:-</p> <table border="1" data-bbox="359 376 1046 767"> <tbody> <tr> <td>Beckenham Junction</td> <td>Zone 4</td> </tr> <tr> <td>Birkbeck</td> <td>Zone 4</td> </tr> <tr> <td>Mitcham Junction</td> <td>Zone 4</td> </tr> <tr> <td>East Croydon</td> <td>Zone 5</td> </tr> <tr> <td>Elmers End</td> <td>Zone 4</td> </tr> <tr> <td>West Croydon</td> <td>Zone 5</td> </tr> <tr> <td>Wimbledon</td> <td>Zone 3</td> </tr> </tbody> </table> <p>Day Travelcards, 7 Day, monthly and annual Travelcard season tickets are available.</p>	Beckenham Junction	Zone 4	Birkbeck	Zone 4	Mitcham Junction	Zone 4	East Croydon	Zone 5	Elmers End	Zone 4	West Croydon	Zone 5	Wimbledon	Zone 3
Beckenham Junction	Zone 4														
Birkbeck	Zone 4														
Mitcham Junction	Zone 4														
East Croydon	Zone 5														
Elmers End	Zone 4														
West Croydon	Zone 5														
Wimbledon	Zone 3														

# Freedom Passes

Older persons Disabled persons	Veterans Concessionary Travel Scheme
<p>Holders of Older persons and Disabled persons Freedom Passes whose name appears on the pass can travel free at any time.</p>	<p>Holders of Veterans Concessionary Travel Scheme Oyster photocard can travel free at any time.</p>
<p><b>No other Freedom or concessionary passes are accepted on Tramlink.</b></p>	

# Oyster photocard

Age	Information
5-10	No Oyster photocard needed to travel free on trams.
11-15	Valid 11-15 Oyster photocard needed to travel free on trams. Valid Under-14, or Child Oyster photocard can also be used.
16-18, in full-time education and living in a London borough	16+ Oyster photocard needed to travel free on trams. Please note that the holder can be up to 19 (if 18 on 31 August prior to the start of the academic year).
16-18, not in full-time education and/or not living in a London borough	16+ Oyster photocard needed to pay as you go at half the adult rate or for reduced rate 7 Day, monthly and longer period Travelcards and Bus & Tram Pass season tickets.
18+ Student	18+ Student Oyster photocard needed for 30% discount on 7 Day, monthly and longer period Travelcards, Bus & Tram Pass season tickets and to pay as you go at adult rate.
<p>If your concession has been withdrawn, you must pay the following fares:            11-15: half adult rate Oyster single fares (or adult cash single fare if Oyster photocard not held), half adult rate Bus &amp; Tram Pass season tickets or child rate Travelcard. 18+ and 16+ : adult cash single fares or adult rate Travelcard, adult Oyster single fares (with a standard Oyster card), Bus &amp; Tram Pass season tickets (with standard Oyster card or issued from ticket machine), Travelcard season tickets with a standard Oyster card.</p>	

## Using Oyster on Tramlink

You must touch in on the yellow reader on the platform before boarding the tram. You must not touch out at the end of your journey, except at Wimbledon.

Please make sure that you always have a valid ticket or have validated your Oyster card otherwise you will be liable to a penalty fare or may be prosecuted.

There is a £4.20 adult (£2.10 for 16+, Jobcentre Plus Travel Discount and Bus & Tram Discount holders) daily price cap on Oyster pay as you go if you use only buses and trams all day. You must continue to touch in before each journey made even after you have reached the daily price cap.

## Using Oyster at Elmers End

When starting a tram journey at Elmers End you must touch your Oyster card on the yellow reader on platform 1. If you do not you will pay a maximum Oyster fare, even if you touched in when entering the station or when you started your National Rail journey.

## Using Oyster at Wimbledon

### Going to Wimbledon

ALL Oyster users travelling to Wimbledon must always touch in on the yellow card reader on the platform at the start of their tram journey and touch out at the ticket gates when leaving Wimbledon station. If you are changing onto the Tube remember to touch in again on the card reader on platforms 1-4 before boarding. If changing onto National Rail please touch in again on the card reader on platform 9 before boarding.

### Travelling from Wimbledon

When starting a tram journey at Wimbledon you must always touch your Oyster card on the yellow Tramlink reader facing the trams on platform 10, even if you touched in when entering the station or when you started your Tube or National Rail journey.

## National Rail ticket holders

Through tickets issued by National Rail are not valid on trams unless Tramlink is specified as the destination.

## Tickets to/from the Tube

Through tickets to and from the Tube via Wimbledon are valid throughout the tram network.

## Penalty fares

Tram stop platforms and trams are compulsory ticket areas. Our revenue inspectors make frequent checks and if you do not produce on demand a valid ticket, Oyster card, Oyster photocard or pass valid for your entire journey, when on a tram or alighting at tram stop, you will be liable for a penalty fare of £80 (reduced to £40 if paid on the spot or within 21 days). Please buy your ticket, or validate your Oyster card, before boarding a tram and retain it for inspection when you alight.

## Wheelchair users

Any passenger in a wheelchair can travel free at any time on trams.

# Safety on Tramlink

**Pedestrians – watch out!** Trams in Croydon town centre run on rails which are level with the road surface. This ensures that road traffic and pedestrians can cross them safely. Although trams are large and easily seen, they move very quietly, so you may not hear them approaching. Please take special care when you are near the tracks, especially if you are listening to music or using a mobile phone. Trams have a bell and horn which the driver will use when necessary to warn of the tram’s approach. Always look both ways before you cross the tracks.

**Keep children close.** Trams and tram stops get very crowded, so parents please hold on to your children to ensure you do not get separated.

**Touching overhead wires could kill.** Trams are powered by electricity at 750 volts DC carried through overhead wires. These wires are suspended from high masts or between buildings. Never allow children to play near overhead wires or climb on the masts. Water must not be thrown or squirted at the wires and great care should be taken not to touch the wires indirectly, for example with a fishing rod, ladder or kite.

**Only cross the tracks at designated footpath crossings.** Outside Croydon trams run on separate tracks at up to 50mph. Look both ways to check for approaching trams and cross only when safe to do so. Never climb fences onto the tram track.

**Hold tight please.** Trams accelerate quickly and may brake suddenly in the event of a hazard on the track. For your own safety, when on a tram, please hold on to a handrail whenever the tram is moving.

# Tramlink services

## Lost property

If you think you have left something on Tramlink please visit or phone the Tramlink shop, (near East Croydon tram stop) to check if it has been handed in. See contact details below.

## Refund vouchers

If the ticket machine runs out of change, you can choose to be issued with a refund voucher instead, which can be changed at the Tramlink shop, in person or by post. We will refund postage costs. See contact details below.

## Tramlink shop

For more information, lost property or Tramlink souvenirs visit the Tramlink Shop near East Croydon station. We are open **09:00 - 17:00** Mondays to Fridays (except Bank Holidays). We sell an extensive range of Day Travelcards and Bus & Tram Pass and Travelcard season tickets and you can top up your Oyster card with credit to pay as you go.

**Tramlink Shop**  
**5 Suffolk House**  
**George Street**  
**Croydon CR0 1PE**

**Telephone 020 8681 8300**



Printed on recycled paper



Website

**tfl.gov.uk**



24 hour travel information

**0843 222 1234**