

## Oyster Card



### Oyster Card

The amazingly flexible Oyster card provides access to the majority of London's transport services. Ride the Tube, Docklands Light Railway, bus and tram, and some National Rail services all with this one amazing card.

**Pre-booking time:** N/A.

### *Features:*

- Pre-loaded with £15 of pay as you go value: ready to use, so no need to queue up at airport/station
- Provides travel on DLR, the Tube, London Overground, buses and trams in London. See 'more' for details.
- Only pay for the travel that you make.
- No date restrictions on pay as you go balance.
- Reusable, you simply add value to your card the next time you visit London.
- Transferable, you can pass your card on to friends/family who visit London.

### *Eligibility:*

Available to everyone.

### *Validity:*

Valid while the card has credits on it. When the card reaches 0 credits you may pay to add more credits.

### *Discounts:*

N/A

### *Conditions of used:*

#### REFUNDS:

Should a customer wish to surrender their **Oyster card for visitors** and obtain a refund of any pay as you go value that remains on the card, a Tube station will refund immediately amounts up to £5 on presentation/cancellation of the card.

If the balance on the card is in excess of this amount, the Tube station ticket office will supply a refund form which must be completed and handed in with the card. A sterling cheque will be posted to the customer, who will be responsible for paying any exchange rate fees.

#### FEES AND CHARGES:

A charge of £2 will be made for each card at time of purchase.

#### LOST TICKETS:

Cards will not be replaced if lost or stolen.

### *More :*

#### **Procedures for requesting Inventory of the London Visitor TravelCard and Oyster Cards:**

The London Visitor TravelCards and Oyster Cards are now pre-paid products. There are a number of procedures to follow in order to purchase through ACP Rail International:

- Order Forms must be completed and sent by e-mail ([distribution@ACPRail.com](mailto:distribution@ACPRail.com)) to the attention of ACP Montreal Distribution.
- Outlets must make a minimum purchase of 100 cards (total) – not 100 of each item.
- The official order form must be used when purchasing. Please request an order form via [distribution@ACPRail.com](mailto:distribution@ACPRail.com)

- The order form will calculate the amount owing minus an 8% commission.
- Payment must be received by ACP Montreal prior to the cards being dispatched.
- Wire transfers can be arranged via the regular established process.
- Cheques can be sent to: ACP Marketing Canada Inc., 785 Plymouth Avenue suite 305, Montreal, Quebec, H4P 1B3. Attention: London Transport Payables
- Orders will be shipped free of charge by a traceable and insurable courier but may take between 10 to 15 business days to arrive at the final destination.

### **Fulfillment procedures:**

ACP would like to keep track of sales activity for the London Visitor TravelCard (LVTC) and Oyster Cards in ACP RailNet however, since the card is pre-bought, the process is different.

- Please continue to book the LVTC and Oyster Cards in ACP RailNet in the same manner as before.
- The product will be 100% commissionable in the system and therefore, no charges will be incurred.
- A voucher will be printed from ACP RailNet to remind your distribution departments to include the appropriate card. The voucher should not be included in the order, rather shipped back to ACP with your monthly reports.
- An official Date-Stamper for the LVTC cards can be requested from ACP and will be sent to you along with your initial request of cards. The client's first day of travel must be stamped on the LVTC card to insure validity. No LVTC card can be shipped undated. Stamping instructions will be sent to you.
- The cards are non refundable or exchangeable once validated.

### **The Products – see ACP RailNet for Product Information:**

£15 Oyster Card (card costs and extra £2 for the card)

3 Day, All Zones, Off Peak\*, Adult and Child

3 Day, Central Zones 1&2, Adult and Child

7 Day, All Zones, Adult and Child

7 Day, Central Zones 1&2, Adult and Child

*\*The 3 Day All Zone TravelCards are for Off Peak Travel only (travel after 9:30am weekdays + unlimited weekend travel)*

### **Failed cards**

If a card stops working, customers should be advised to call at a Tube station ticket office or contact the number printed on the back of the card.

### **National Rail services in London with the Oyster Card:**

- Amersham to Marylebone
- Finsbury Park to King's Cross/Moorgate

- Watford Junction to Euston
- Watford Junction to Clapham Junction (Southern services)
- West Hampstead to Moorgate/Elephant & Castle/London Bridge
- Liverpool Street to Walthamstow Central/Tottenham Hale/Seven Sisters (but not at intermediate stations)
- Stratford to Liverpool Street
- Stratford to Tottenham Hale/Seven Sisters
- Upminster to Fenchurch Street/Liverpool Street via Barking (but not at Forest Gate/Maryland)
- West Ruislip/South Ruislip to Marylebone (but not at intermediate stations)

**London Overground services available with the Oyster Card:**

- Euston and Watford Junction
- Richmond to Stratford via Willesden Junction
- Barking to Gospel Oak
- Willesden Junction to Clapham Junction

**The Royal Yacht Britannia**



**The Royal Yacht Britannia**

Located in Edinburgh, this magnificent ship has played host to some of the most famous people in the world. But, above all, she was home to Her Majesty The Queen and the Royal Family. Now you are welcome on board to discover the heart and soul of this most special of royal residences.

**Pre-booking time:** 3 months.

***Features:***

- Tour the famous Royal Yacht Britannia and see where the Queen and her guests stayed while at sea.
- Includes audio tour available in 21 languages.
- Available in Adult, Student, Senior, Child and Family Passes

***Eligibility:***

Available to everyone.

***Validity:***

Expires at the time of use.

Please exchange the voucher at the *Britannia* Visitor Centre, 2<sup>nd</sup> floor Ocean Terminal, Leith, Edinburgh.

***Discounts:***

**Student Discount**

Students pay a reduced fare

**Senior Discount**

Seniors 60 years and older pay a discounted fare

**Child Discount**

Children 5-17 years of age pay a reduced fare. Children under 5 are free

**Family Discount**

Families are eligible for a reduced rate. Family consists of 2 adults and up to 3 children.

***Conditions of used:***

REFUNDS :

Tickets cannot be resold, exchanged or refunded.

## FEES AND CHARGES:

N/A

## LOST TICKETS:

ACP Rail is not responsible for tickets or vouchers, which are lost, stolen, mutilated or destroyed. Refunds cannot be authorized in such cases.

## *More :*

### **Admission Times 2008**

Open daily (except Christmas Day and New Year's Day)

January, February, March	10.00am to 3.30pm (last admission)
April, May, June	10.00am to 4.30pm
July, August	9.30am to 4.30pm
September, October	10.00am to 4.30pm
November, December	10.00am to 3.30pm

*Britannia* is open every day, except Christmas Day and New Year's Day. We suggest you allow up to 2 hours for your *Britannia* experience.

If you are visiting in August we do advise you pre-book tickets

## **Beatles Story**



### **Beatles Story**

Located on Liverpool's historic Albert Dock, the Beatles Story is a unique attraction that transports visitors on an enlightening and atmospheric journey into the life, times, culture and music of the Beatles.

**Pre-booking time:** N/A

***Features:***

- The experience is accompanied by the 'Living History' audio guide, which is narrated by John Lennon's sister, Julia. The Beatles Story offers English, French, Spanish, German, Italian, Polish, Russian and Japanese audio guide translations. A Chinese version will be launched in spring 2008.
- Available in Adult, Senior/Student, and Child rates.
- Key Highlights include:
  - a. John Lennon's iconic round spectacles
  - b. George Harrison's first ever guitar
  - c. The world's only 'blue' White Album
  - d. A never before heard interview with Paul McCartney
  - e. The emotional and evocative White Room

***Eligibility:***

Available to everyone

***Validity:***

Ticket expires at the time of use.

Tickets are valid until 31.12.09

***Discounts:***

**Senior/Student Discount**

Seniors and student receive a discount on the cost of admission (ID required)

**Child Discount**

Children, between the ages of 5 to 16 pay a reduced fare. Children under 5 years of age are free.

***Conditions of used:***

**REFUNDS:**

Tickets are non-refundable.

**FEES AND CHARGES:**

N/A

**LOST TICKETS:**

Lost or stolen tickets cannot be refunded.

***More :***

The Beatles Story is open 7 days a week, all year round (excluding 25/26 December).  
Opening hours are 10am - 6pm.

For more information, please contact: Telephone: 0151 709 1963.  
If calling from overseas use +44 (0) 151 709 1963

**City Cruises**



**City Cruises**

As the river Thames weaves its way through the heart of London there is history around every bend. See and experience the splendor of London from the relaxed comfort of one of City Cruises modern, all-weather River Liners.

**Pre-booking time:** 3 months.

***Features:***

- Cruises depart frequently from Westminster Pier, Waterloo (London Eye) Pier, Tower Pier and Greenwich Pier every day of the year except Christmas Day (25th December).
- Children under 5 travel free when accompanying a full paying adult
- Family tickets available for use by up to 2 adults and 3 children (aged 5-16)

***Eligibility:***

Available to everyone.

***Validity:***

Ticket expires at the time of use.

***Discounts:***

**Child Discount**

Children under the age of five may travel free of charge

**Family Discount**

Reduced Family fare for 2 adults and up to 3 children.

***Conditions of used:***

**REFUNDS:**

No refunds or alternatives for failure to board a vessel. Vouchers cannot be exchanged for cash or alternative value.

**FEES AND CHARGES:**

N/A

**LOST TICKETS:**

Lost or stolen tickets cannot be refunded.

***More :***

Please contact +44 (020) 77 400 400 for timetables and more information.

**Other Product Changes**

**The Edinburgh Pass**

*The Edinburgh Pass* now offers in a Child fare.

**Golden Tours**

Golden Tours now offers a *Sinister London - Jack the Ripper Tour*.

**Madame Tussauds**

Entrance to Madame Tussauds now includes entry to Chambers Live.