

# Transport for London



Dear Mr Gerstner,

From Monday 15 June, customers with a **60+ London Oyster** photocard, **Older Person's Freedom Pass** or **English National Concessionary Scheme** pass will not be able to use their card between 04:30 and 09:00 Monday to Friday. This is to enable social distancing on the public transport network and help control the spread of coronavirus. If you have no option other than to use public transport during the morning peak, we recommend that you travel using pay as you go with a contactless card or device or an Oyster card. For more information, please visit [www.tfl.gov.uk/fares](http://www.tfl.gov.uk/fares).

Customers with a **Disabled Freedom Pass** are unaffected and will, as usual, still be able to travel at all times using their Pass.

We know that being able to plan your journey is especially important to you. If you do need to travel, it may be helpful to know that we have staff at all Tube, TfL Rail and London Overground stations, and they are here to help should you need advice, information and assistance.

We operate a [Turn-up-and-go service](#) on the London Underground, London Overground and most of TfL Rail. This means you do not have to pre-book assistance to get help at our stations. Everyone is welcome to use the service. Click [here](#) for more information.

To ensure safer journeys for everyone, we are continuing to take measures across our network to enable social distancing of 2 metres, where possible. This means:

- If a visually impaired person requests customer assistance, underground staff will arrange a special taxi to take them to their destination station
- We will maintain a two-metre distance when supporting customers with a mobility impairment (for example, by providing manual boarding ramps)
- In situations where face coverings make communication difficult, our staff will use written messages on paper, whiteboards or mobile devices

When there are queues outside the station, customers who identify themselves as disabled are allowed to enter the station without queuing.

Most of our stations are only accepting contactless or Oyster to pay for travel. Some stations are still accepting cash. Click [here](#) to find out which stations are still accepting cash

Please continue to avoid public transport, where possible, to free up the limited space available to those who have no alternative way to travel.

We thank you again for all your help as we work together to keep everyone safe.

Yours sincerely,

Chris MacLeod  
Director of Customer and Revenue

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**MAYOR OF LONDON**



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