

# WELCOME TO LONDON

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 the 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 Santander Cycles 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.

### **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. The 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
- Santander Cycles
- 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.

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### **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 the different transport services<sup>\*</sup> as often as you wish.

#### **Travel zones**

London's public transport network is divided into nine travel zones. Zones 1 and 2 are in central London, and Zones 6-9 are on the outskirts of the city.

#### **Travel times**

Travel fares 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 1 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 Santander Cycles bike – simply go to a docking station with your card to get started. Bike access costs just £2.

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### **The Oyster Card**

#### Save money with a Visitor Oyster card

We recommend you buy a Visitor Oyster. 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



#### 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 £6.40 - even if you make 20 journeys!

#### Visiting London for two days?

Add a £15 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! 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 travels 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.

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### How to use your ticket

It's easy to travel around London with your Visitor Oyster card - simply hop on and hop off the 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

#### 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 every time** – 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 only need to touch the yellow card reader at the start of your journey.

#### What happens if I run out of credit on my card?

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

- Ticket machines at Tube, DLR, London Overground and some National Rail stations
- 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 credit at a ticket machine

To add credit 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 complete your purchase.

#### What happens if I have credit 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.

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### **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 15 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**

A cheap and easy way to travel around London. They 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. It is not possible to pay for your London bus fare in cash. Instead you can pay with a Visitor Oyster card, Oyster card, Travelcard or UK-issued contactless payment card. A single bus journey is £1.50 with an Oyster card or UK-issued contactless payment card. To help you get home, if you don't have enough credit on your Oyster card, you will be able to make one more bus journey. After this you will need to top up the credit on your card before you use it again. If your contactless payment card has been issued outside the UK, please check tfl.gov.uk/contactless before you use your card to travel on the bus services. For any international transaction fees or charges that may apply, please check with your card issuer. See page 16 for a central London bus map.

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

#### If you run out of credit on your Visitor Oyster card, it's easy to add more at:

- Touchscreen ticket machines in Tube, DLR, London Overground and some National Rail stations
- Around 4,000 Oyster Ticket Stops cross London (Find you nearest one at ticketstoplocator.tfl.gov.uk)
- Travel & Visitor Information Centres
- London Overground station ticket offices

#### **Docklands light Railway (DLR)**

DLR 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.

Tip: 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?

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#### 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 7-15 minutes during peak hours on most lines. See the Tube map on page 15 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 Clippers 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 fare cap). You cannot you use your Visitor Oyster card to pay for River Tours. See the river services map on page 17, visit tfl.gov.uk/river for more information or pick up the London River Services leaflet from Tube stations.

#### **Santander Cycles**

Santander Cycles 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. It costs £2 to access the bikes for 24 hours, and the first 30 minutes of every bike journey you make in that 24-hour period is free. Longer journeys cost £2 for each extra 30 minutes.

**Tip:** Try a Santander Cycles leisure route for interesting sight-seeing tours including 'London's secret gardens' and 'Quirky London'. See Itinerary 2 on page 11 for details of the 'Independent shops and markets' route.

#### Walking

Walking in London is a great way to get around. Look out for the 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.

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#### 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 quarter of all Tube stations, with more improvements planned. There are also ramps available enabling wheelchair users to board trains. See Tube map on page 15 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 Route master buses) are low floor vehicles and have space for one wheelchair user. Bus travel is free for wheelchair users. Tramlink travel is also free for wheelchair users.
- All the 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.
- 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.

\*Service and network charges apply.

#### **Emirates Air Line**

The Emirates Air Line is London's first ur an 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 15 for the Emirates Air Line's location.

#### Trams

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.

#### 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 £2.20 – 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.

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#### **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 and says they are a minicab available for hire.

#### Coaches

London's main coach services use Victoria Coach Station

#### **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.

**Tip:** Pay with your Visitor Oyster card and enjoy up to 26% discount on the Emirates Air Line. Try the Emirates Air Line Discovery Experience which includes a 360 trip (non-stop return), an in-flight discovery film, a souvenir guide and free entry to the Emirates Aviation Experience. Adult Discovery Experience tickets are £8.40 with a Visitor Oyster card.

### **Planning your Journey**

Our online Journey Planner tfl.gov.uk/journeyplanner 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 the 'Nearby' option which shows you all the Tube, bus, tram, river, London Overground, DLR, National Rail and Santander Cycles locations around you.

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#### **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

**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 & Visitor Information Centres:**

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 & Visitor Centre locations** Opening hours are 08:00-18:00.

- ✓ Heathrow Airport Terminals 123 Underground Station
- ✓ Gatwick Airport (North Terminal)
- ✓ Liverpool Street Underground Station
- ✓ King's Cross Underground Station
- ✓ Piccdilly Circus Underground Station
- ✓ Victoria Railway Station (opposite platform 8)

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### **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 the three half-day itineraries:

- 1. Southbank Walking Tour
- 2. Cycling Tour: Independent Shops & Markets
- 3. River Bus ride and Emirates Air Line Discovery Experience

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.

#### **Top Ten London Attractions**

- 1. 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

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### **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.

- 1. Southbank: Major theatre, concert and arts centre with a lively calendar of events.
- 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 and Millennium Bridge: A world-famous collection of modern art.
- 6. The Clink modern art: A museum built on the site of one of England's oldest and most notorious prisons.
- 7. The Golden Hinde: A full-sized model of Sir Francis Drake's ship.
- 8. Borough Market: A must see market for any food lover.
- 9. Southwark: Cathedral Located by the river Thames, this is London's oldest cathedral.
- 10. Hays Galleria: Shops, bars and restaurants in a converted wharf.
- 11. More London and City Hall: Free events take place in the outdoor amphitheatre.
- 12. Tower Bridge: One of the world's best recognised bridges.

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### **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 Santander Cycles bike at the docking station on Greenland Road. See page 6 for information about Santander Cycles 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.

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#### 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.

- 1. Hire a bike from Castlehaven Road near Camden Market.
- 2. 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.
- 4. When you can go no further along the canal due to the tunnel take the path 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.
- 6. 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 re-join 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 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.

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#### Why not try the 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.

Tip: Don't forget there are some lovely parks to cycle in too:

**Battersea Park** in Wandsworth on the south side of the river has dedicated cycle paths that pass the famous boating lake, the Peace Pagoda and the Festival Gardens.

Victoria Park, the People's Park, can be reached off-road along the Regent's Canal through Mile End Park. There are dedicated cycle paths that take you the full length of the park.

Hyde Park has dedicated cycle paths and is home to The Serpentine Lake, Speakers' Corner and the Diana Memorial Fountain.

**Regent's Park** is one of the most picturesque parks. It houses London Zoo and you can often see penguins and giraffes from the park. The outer circle is the perfect place to practise cycling on the road in quiet traffic.

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### **Itinerary 3.**

#### River Bus ride and Emirates Air Line Discovery Experience

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

#### How to get there:

Buy a single Thames Clippers River Bus and Emirates Air Line Discovery Experience ticket and take a River Bus from Embankment Pier to North Greenwich Pier (Route RB1 eastbound). Adult single tickets are £14.50, child single tickets are £8.10 Disembark at North Greenwich Pier and walk to the Emirates Air Line where you'll enjoy a 360 trip (non-stop return), an in-flight discovery film, a souvenir guide and free entry to the Emirates Aviation Experience.

Tickets are available online at: www.thamesclippers.com/whats-ondiscounts/emirates-and-thames-clippersjoint-ticket-packages. To return to central London, take the Tube (Jubilee Line) from North Greenwich.

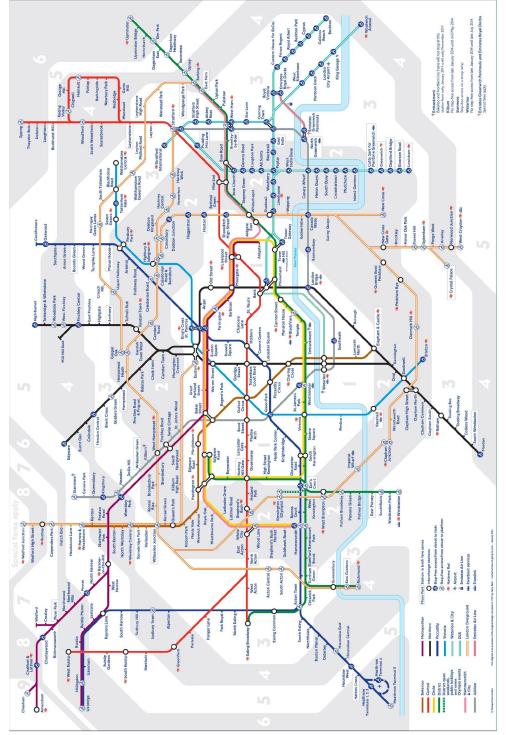
- 1. London Eye: A giant ferris wheel on the South Bank of the River Thames.
- 2. Southbank: A complex of theatre, concert and arts venues offering a wide range of cultural events.
- 3. St. Paul's Cathedral: With its famous dome, St Paul's is one of the largest churches in the world.
- 4. Tate Modern and Millennium Bridge: A major art gallery housed in a former power station.
- 5. Globe Theatre: 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.
- 7. The Shard: Western Europe's tallest building, standing at 87 storeys high.
- 8. The Tower of London: An historic fortress and former palace and prison, dating back to the 11th century.
- 9. Tower Bridge: The world's most famous drawbridge.
- 10. **St Katharine Docks:** Previously a commercial dock, this is now a busy marina with shops, restaurants and bars.
- 11. Isle of Dogs and Canary Wharf: Major business district that is home to some of the UK's tallest skyscrapers.
- 12. **Greenwich:** A World Heritage Site with such famous sights as the Cutty Sark, the Royal Observatory and the National Maritime Museum.
- 13. The O2: State-of-the-art concert and entertainment area on the Greenwich Peninsula.
- 14. Emirates Air Line: A cable car that spans the Thames, with spectacular views from 90 metres in the air.

#### ABOVE PRICES ARE TO BE USED AS A GUIDELINE ONLY & RATES MAY VARY.

Certain guided tours depart from central points and additional charges may apply for pick up points located outside of the central points. **Important!** Due to COVID-19 protocols, numbers are restricted on tours. Please take note that there may be tours that are currently not operating or where days or times may have changed. Please enquire directly with Thompsons for pricing and additional information. Standard terms & conditions apply.

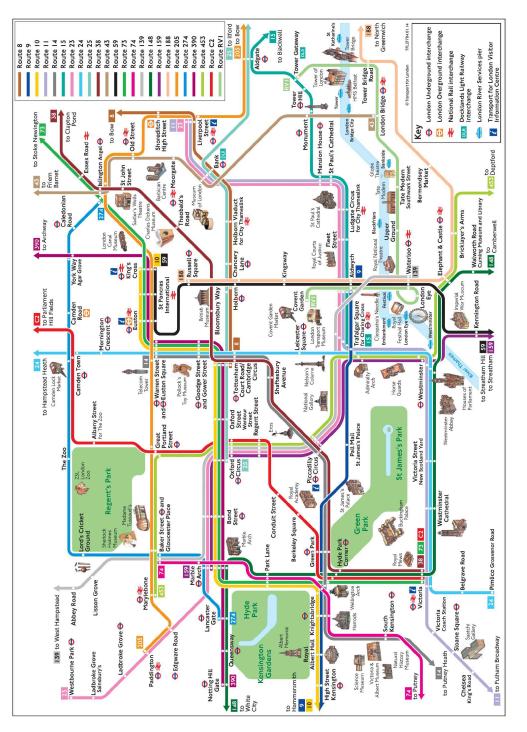
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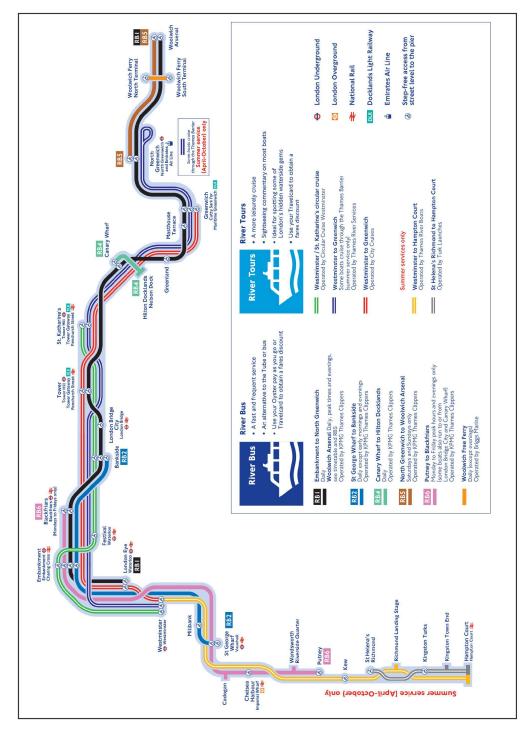
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