

# Refunding unused credit on a Visitor Oyster card

The pay as you go credit on a Visitor Oyster card never expires so you can keep your card until your next visit to London, or lend it to friends and family.

You can check the balance on your Visitor Oyster card before leaving London at a Tube, DLR or London Overground station ticket machine or at an Oyster Ticket Stop – you cannot do this from home.

To get a refund on any unused credit, you can:

1. Use a Tube station ticket machine for balances up to £10.
2. Take your card to a Visitor Centre.
3. Post your card to Transport for London.



Please note that the £3 cost of the card is not refundable.

## 1 - Refunds at Tube station ticket machines

You can get a balance of up to £10 on your Visitor Oyster card refunded at Tube station ticket machines.

Touch your card on the yellow card reader on the ticket machine, select 'Oyster refund' and follow the on screen instructions (available in different languages). You'll be shown the amount of the refund due, which will be paid back in cash dispensed from the ticket machine. Your Visitor Oyster card will remain live for future use when pay as you go credit is added.

## 2 - Refunds at Visitor Centres

You can take your Visitor Oyster card to a Visitor Centre, to get a refund of any remaining credit. This will be paid in cash or refunded to your debit/credit card. The Visitor Oyster card will be returned to you for future use.

Visitor Centres locations and opening hours:

<b>Victoria</b> Victoria rail station - Opposite platform 8	<b>Monday to Saturday:</b> 07:15-20:00 <b>Sunday and Bank Holidays:</b> 08:15-19:00
<b>Liverpool Street</b> Liverpool Street Underground station	<b>Monday to Thursday:</b> 07:15-19:00 <b>Friday and Saturday:</b> 07:15-20:00 <b>Sunday and Bank Holidays:</b> 08:15-19:00
<b>Piccadilly Circus</b> Piccadilly Circus Underground station	<b>Monday to Friday:</b> 08:00-19:00 <b>Saturday and Bank Holidays:</b> 09:15-19:00 <b>Sunday:</b> 09:15-18:00
<b>King's Cross</b> King's Cross Underground station - Western Ticket Hall	<b>Monday to Saturday:</b> 08:15-18:15 <b>Sunday and Bank Holidays:</b> 08:15-18:15
<b>Paddington</b> Paddington rail station - Opposite Platform 1	<b>Monday to Sunday:</b> 08:15 - 15:00
<b>Euston</b> Euston rail station – Opposite platform 10	<b>Monday to Sunday:</b> 08:15 - 15:00
<b>Heathrow Airport Terminals 1 2 3</b> Heathrow 1 2 3 Underground station	<b>Opening October 2015</b> <b>Monday to Sunday:</b> 07:15 to 19:15

### **3 - Refunds by post**

To get a refund by post, you can send your Visitor Oyster card with a covering letter explaining why you're returning it to:

TfL Customer Services  
14 Pier Walk  
4th Floor  
London SE10 0ES  
United Kingdom

We will refund any credit by cheque in GBP. We cannot return the Visitor Oyster card.

**If you have any questions about Visitor Oyster card credit refunds, please contact  
Transport for London Customer Services on:  
0343 222 1234 (08:00-20:00 seven days a week)**