Information from TfL regarding the Zip Oyster photocard application process

During the online application process for ZIP applicants, if the applicant doesn’t have any ID, there is an option to download a letter. We call this a ‘school verification letter’.

There is a guide below.

**Supporting information for those helping young people apply for a Zip Oyster photocard**

Young persons living in London can apply for a Zip Oyster photocard to get free or discounted travel on London’s transport services. Go to <https://tfl.gov.uk/fares/free-and-discounted-travel> for more information.

Under 11 year olds can travel free at all times on buses and trams. On the Tube, DLR, London Overground and TfL Rail, up to 4 children aged 5 to 10 can travel free at all times if accompanied by an adult. Otherwise they must apply for a Zip photocard and add credit to pay as you go or a Travelcard.

Whoever is applying for a Zip Oyster photocard on behalf of the child will need to create a web account. Ideally this should be someone who will be able to help beyond the initial applications i.e. parent or guardian

Go to [www.tfl.gov.uk/photocard](http://www.tfl.gov.uk/photocard) to do this.

Follow the onscreen instructions until you get to the section where you are asked to upload a picture of the applicant’s passport.

If the child does not have a passport or other ID which meets the requirements, select ‘Skip verification’ and when prompted, print the school verification letter with a barcode on it.

Accept the Terms & Conditions.

Take the letter to the school. The school will need to confirm that the date of birth provided during the online application process is correct and must endorse the letter with the school stamp.

Take this letter to a London Post Office to complete the application process.

The letter explains what you need to take with you.

Note that the letter is valid for two weeks, after which it expires.

At the Post Office, show your letter and pay the application fee.

Once the Post Office has accepted your application, and as long as the child’s photo matches TfL’s requirements, a Zip Oyster photocard will be sent to the address provided. This usually takes 5 days.

If the photo doesn’t meet TfL’s requirements, TfL will email you and ask you to upload another one. You will need to log into your web account to upload a new compliant photo.

If you have any problems with the application, call TfL on 03433 222 1234 (Charges may apply).