


WHERE TO EXCHANGE YOUR LONDON TRAVELCARD VOUCHER

You can exchange your voucher for the original London Travelcard at all stations with a **National Rail Service Centre** or **National Rail Travel Centre** in the zones printed on your voucher. Please look for the National Rail sign . In addition, you may exchange your voucher directly at one of the London Airports listed below upon arrival.

ARRIVAL

GATWICK AIRPORT

Passengers arriving at North Terminal: catch the shuttle train to South Terminal which is also where the Rail Station is. Walking down the exit, turn right and just look slightly to the right as you enter the main South Terminal. The **Train Tickets office** is directly in front. (There are posters up in the Rail Station concourse directing passengers should they have turned left instead of right).

Passengers arriving at South Terminal: you find the first **Train Tickets** redemption point (run by First Capital Connect) in the main Baggage Hall before going through Customs. The second **Train Tickets Counter** is directly in front of the Exit of the Baggage Hall, before you turn right to go into the main Terminal area. **If you are coming from the North Terminal**, after leaving the inter-terminal shuttle, instead of turning left into the Rail Station, turn right into South Terminal and follow the route as it curves around to the right. The **Train Tickets office** is directly in front of you opposite the exit from South Terminal Baggage Hall.

HEATHROW AIRPORT

Located directly above the Heathrow Central Underground Station and part of the major transport interchange in the centre of Terminals 1, 2 and 3 is the main **National Express Office in the Central Bus Station** where you can exchange your voucher (not to mix up with the satellite booth in Terminal 3, which does not exchange the Vouchers).

Passengers leave **Terminals 1, 2 and 3** by subway and proceed to the **Central Bus Station**. Passengers arriving at **Terminal 4** take the Heathrow Express (free journey in 2nd class between Terminal 4 and Terminals 1, 2 and 3) to the Central Bus Station. If you do not need your London Travelcard until Central London (if for example you are travelling by Heathrow Express to Paddington Station), we strongly recommend you exchange your Voucher at one of the many redemption points in Central London.

In **Terminal 5** the redemption point is just outside the exit after customs. Coming into the main hall you turn left and find the "**National Express**" office after a few metres on the left hand side of the corridor.

LUTON AIRPORT

Luton Airport has just one Terminal. After collecting bags and going through Customs, passengers emerge into the Arrivals part of the Terminal. Immediately on the left is a bank of desks offering various coach transfers, hotel booking agencies etc., and one of the first is **Train Tickets**. This is the redemption point.

Also you can instead go outside to the Bus station and catch one of the frequent free shuttle coaches to the nearest Rail Station, **Luton Airport Parkway** (approximately 1 mile away). The Station **Ticket Office** here is also a redemption point.

STANSTED AIRPORT


One Terminal only. Arriving passengers go through Customs and enter the main Terminal area. Those using the train to go to London are signposted to escalators, lifts and stairs down to the Rail Station below. The main **Ticket Office** here is the redemption point.


Important: Your Travelcard Voucher, respectively the London Travelcard is not valid for the journey on the Express Trains connecting Gatwick / Heathrow / Stansted Airports with Central London. You need a separate ticket for these services.

To exchange your voucher, hand it to a staff member at the Ticket Office or Travel Centre detailed above or below, advising which day you wish the Travelcard to start (also possible several days in advance). Your original London Travelcard will be issued immediately, starting on your requested date. Together with your travelcard you get the discounts brochure, by either asking the staff member or checking in leaflet racks in the Station (except at Heathrow who do not hold the brochures. In this case collect a brochure at the first Rail Station you travel to, for example Paddington). This brochure is constantly being expanded and improved and is issued normally three times a year in January, June and October.

List of stations showing main Stations in Central London with a '**National Rail Travel Centre**' or a '**National Rail Service Centre**'. The list of Stations including **all 270+** Exchange Points is in a separate file.


Blackfriars 


Cannon Street 


Charing Cross 


City Thameslink

Euston 

Fenchurch Street 


Kings Cross 


Kings Cross Thameslink 


Liverpool Street 

London Bridge 

Marylebone 

Paddington 

St. Pancras 

Victoria 

Waterloo 

Waterloo East 