



Central London Bus Services Review

Appendix O: Hopper Fare refunds

During the consultation, respondents were concerned that they would be financially impacted if they were required to interchange between services, but the Hopper fare 60 minute window had been exceeded. The Hopper fare allows customers to interchange between bus routes, at no additional cost, as long as this is within 60 minutes of starting their journey.

We have considered this concern and have taken the following action to address this.

1. Customers using the routes set out in table 1, column 1 (Route) will receive a refund if they interchange onto a route listed in table 1, column 3 (Interchange route) and the Hopper fare window has been exceeded.

For example:

After 15 June 2019, a customer travelling on bus route 3, who now needs to interchange onto either bus route 12, 88, 159 or 453 to complete their journey, will receive a refund if this interchange takes place after 60 minutes of their route 3 journey commencing.

A refund would only be given for the cost of the second part of their journey i.e. in this example, any charge incurred for using bus routes 12, 88, 159 or 453, when the Hopper fare window has been exceeded.

2. Refunds will be issued to both contactless and Oyster customers where the above condition has been met.
3. Where the above condition has not been met refunds will not be issued to customers.

We anticipate that interchanging between routes not listed in table 1 can be achieved within the Hopper fare window so no refund is required.

4. We will process refunds on a weekly basis. Customers will see a refund loaded onto their card, or refunded to their bank account for contactless customers, in the week following the charged bus journey(s).
5. Refunds will be offered from the date of these route changes taking place (either 15 June 2019 or 12 October 2019).
6. This refund provision will be reviewed by 15 June 2020 to determine its effectiveness. If action is required to alter the Hopper fare refund, then customers on impacted routes will be notified. Any change to this provision would only come into effect after 15 June 2020.

Table 1: Routes in scope for refunds if the Hopper fare window is exceeded

Route	Interchange location	Interchange route(s)	Refunds available from
3	Horse Guards Parade	12, 88, 159, 453	15 June 2019
4	Museum of London	76	15 June 2019
14	Hyde Park Corner	390	15 June 2019
40	Camberwell Green	35	15 June 2019
45	Elephant & Castle	40, 63	15 June 2019
48	Ash Grove	388	12 October 2019
53	Deptford Bridge	453	15 June 2019
59	Aldwych	91	15 June 2019
67	Dalston Junction	242	15 June 2019
76	New North Road	21, 141	15 June 2019
134	Camden Town	24, 29	15 June 2019
171	Camberwell Green	68	15 June 2019
172	Elephant & Castle	40	15 June 2019
242	Bethnal Green Road	8	15 June 2019
341	Essex Road	38	15 June 2019
388	Liverpool Street	11	15 June 2019
476	Newington Green	73	15 June 2019