

# Transport for London



## Fares on the Emirates Air Line

### Standard Conditions applying to all fares

Child fares available to those aged 5 – 15 years

Under 5s travel free

### Cash Fares

Available to all at any time.

	Recovery Experience	Cash Single	Available at		
	"360" (One round trip), souvenir guide, free entry to Emirates Aviation Experience		Ticket Office	On the barrier using Oyster Pay as you go	Online
Adult Boarding Pass	£10.70	£4.50	✓	X	✓
Child Boarding Pass	£6.20	£2.30	✓	X	✓

### Discounted Fares

Available to holders of any form of Oyster card (Pay as you go, Travelcard, Freedom Pass, TfL Staff Pass, etc). Also available to holders of paper Travelcards.

	Discovery Experience	Cash Single	Available at		
	"360" (One round trip), souvenir guide, free entry to Emirates Aviation Experience		Ticket Office	On the barrier using Oyster Pay as you go	Online
Adult Boarding Pass	£8.40	£3.50	✓	X (Single journey only)	✓
Child Boarding Pass	£5.00	£1.70	✓	X (Single journey only)	✓

All of these fares are also available to book online at <http://www.theo2.co.uk/visit-us/getting-here/emirates-air-line>



## Discovery Experience + River Packages

In partnership with Thames Clippers, Emirates Air Line offers joint passes for travel on the river by Thames Clipper and the Emirates Air Line Full Experience package.

	Adult	Child	Available at		
			Ticket Office	On the barrier using Oyster pay as you go	Online
Roamer**	£24.10	£12.90	✓	x	✓
Return	£23.60	£12.30	✓	x	✓
Single	£15.70	£8.70	✓	x	✓

\*\*A Family Roamer offers extra value for a family of 5 (max 2 adults) at £51 Hop on & Off with unlimited travel on Thames Clippers for the day

These fares are also available to book online at

<https://booking.thamesclippers.com/thames-clippers-tickets/emirates-airline.html>

## Multi Journey Pass

This paper pass gives 10 x single journeys. The pass has to be presented at the ticket barrier and manually cancelled by staff

	Multi Journey Pass (10 single journeys)	Available at	
		Ticket Office	On the barrier using Oyster pay as you go
Adult Pass	£17.00	✓	x
Child Pass	£8.50	✓	x

## Multi Oyster = 5 + Reward

Oyster Pay as you go users can also receive a multi journey discount, equivalent to £1.70 per single journey. To receive the discount, passengers have to travel for 5 or more journeys in a week (Sunday to Saturday) by swiping their cards at the barrier. They will initially be charged the normal Oyster discounted fare of £3.50 (adults) with a refund of 50% available for 6 weeks (to cover holidays or other absences – please refer to [tfl.gov.uk/fares/find-fares/emirates-air-line-fares](http://tfl.gov.uk/fares/find-fares/emirates-air-line-fares)).



	If 5 or more journeys made in a week	Available at	
		Ticket Office	On the barrier using Oyster Pay as you go
Adult Fare	£1.70	X	✓

## Frequently Asked Questions (FAQs) on the Emirates Air Line

### Is the Emirates Air Line accessible for disabled passengers?

The Emirates Air Line has step-free access, and is accessible to most wheelchairs including motorised wheelchairs and mobility scooters.

The maximum weight is 300kg and the maximum size is 700mm by 1300mm. We may ask you to confirm dimensions of your scooter and we may check using a floor marking to make sure you can board safely.

Passengers get on and off through the same doors and there may not be enough space for you to turn round. This means you may have to reverse your wheelchair or scooter to get in or out of the cabin.

Both terminals are staffed and we can offer assistance getting in or out of cabins. The cabins can be slowed down to allow you plenty of time to board.

Electric wheelchairs and mobility scooters must be turned off inside the cabins.

### Are bags allowed on the Air Line?

Due to size restrictions in the cabin we advise passengers to limit baggage to small rucksacks and bags. Passengers with other bags and luggage may be refused entrance, particularly at busy times.

### Are pets allowed on the Emirates Air Line?

With the exception of guide dogs, animals must be carried at all times. Some animals may not be permitted, please check with a member of our staff before you purchase your pass.



### What's the difference between the passes?

The Emirates Air Line is not part of the Travelcard system, passengers wishing to use the Emirates Air Line have to purchase a ticket or use Oyster Pay as you go. There are three pass types for the Emirates Air Line:

- Single passes allow a single trip on the Emirates Air Line.
- Return passes allow the passenger to make a return journey on the Emirates Air Line on the day of purchase.
- Discovery Experience Package passes allow the passenger one continuous trip on the Emirates Air Line travelling from one terminal to the other and back, a souvenir guide and free entry to Emirates Aviation Experience.

A 25% discount is available on single and return journeys if the passenger is using Oyster Pay as you go or has a valid Travelcard or Freedom Pass. Multi trip passes are available for regular users at discounted prices. These can be purchased at the ticket office or for Oyster users this will be calculated automatically.

### Can I use my Oyster Card?

The Emirates Air Line accepts Oyster Pay as you go. A discount is automatically applied to the cost of a pass.

### Can I bring food or drink on the Emirates Air Line?

Open alcohol containers are not permitted on the Emirates Air Line. Eating is not forbidden, but we would prefer you to wait until before or after your journey to eat. As with all public transport, please try to be considerate of your fellow travellers. You may be requested to not bring food on board or dispose of food that is likely to cause offense to other passengers.

### What facilities are available at the two terminals?

There are cafes, restaurants and bars located in and around Emirates Greenwich Peninsula and Emirates Royal Docks terminals.

### How do I use a gift voucher/complimentary pass that I have received?

Vouchers and complimentary passes should be redeemed at the ticket office at either of the terminals.



### If there are adverse weather conditions, how do I know if the Emirates Air Line is operating?

Keep an eye on [www.tfl.gov.uk/emiratesairline](http://www.tfl.gov.uk/emiratesairline). In the rare occurrence that the Air Line is closed, that will be the most accurate source of information. At stations on the Underground, DLR and Overground networks, service update screens (Rainbow boards) will also keep you informed as to the status of the Emirates Air Line.

### Can I pre-book passes?

You can book passes on The O2 website, including the Discovery Experience package - a non-stop return journey on the Emirates Air Line, with souvenir guide and free entrance to the Emirates Aviation Experience. For further information please visit [www.tfl.gov.uk/emiratesairline](http://www.tfl.gov.uk/emiratesairline)

### How many people can you fit in one cabin?

The maximum occupancy for each cabin is 10 people. Passenger hosts are available at the terminals to assist and advise you on this before you board.

### Is there coach parking at the Emirates Air Line?

There are car parks located near each terminal that have coach parking facilities.

### Can you hire out a cable car privately?

Private hire of the cabin is available, this costs £90 and can accommodate up to 10 passengers. Private hire allows a continuous 360 degree journey on the Air Line from one terminal to the next and back.

### Are there any special arrangements for children at the Emirates Air Line?

Children under the age of 5 travel free (when accompanied by a fare paying adult). A child pass is available for children aged between 5 and 15. Children up to the age of 12 must be accompanied by an adult at all times. A group of children aged 15 and under will also need to be accompanied by an adult.



### Can I take my pushchair or buggy on to the Emirates Air Line?

Emirates air line cabins are designed to allow buggies, which are no wider than 80cm. If larger than this then, buggies and pushchairs must be folded completely flat with all items removed before taking them on to the Air Line before boarding the cabins.

### Are pregnant women allowed on the Emirates Air Line?

Pregnant women are welcome to travel on the Air Line. Just like travelling in a plane however, this is at your own discretion. The cabins themselves are designed to move whilst travelling between the two terminals and while this is entirely safe, it may cause discomfort to passengers suffering from nausea. If you are pregnant and are unsure whether it is a good idea to travel on the Air Line, please consult your doctor first.

### Are there toilets?

No, there are no toilets at the Emirates Air Line terminals.

### Are there car parking facilities?

Passengers are advised to use public transport to get to the Emirates Air Line, which is located a short walk from North Greenwich Underground station or Royal Victoria station on the DLR, although there are car parking facilities within walking distance of the Emirates Air Line terminals.