

A great way to explore East London

DLR is a great way to connect to lots of local attractions:

- **Canary Wharf** – dominating the East London skyline, you will find over 200 shops, waterside bars and restaurants.
- **Stratford** – home to the Olympic Park for the London 2012 Games and a shopping destination, home to the new Westfield Stratford City* which will be the largest shopping centre in Europe.
- **Custom House for ExCeL and Prince Regent** – ExCeL London – a world-class entertainment and exhibition venue holding some of the largest events in town.
- **Greenwich** – a World Heritage site – enjoy a walk in Greenwich Park or visit sites such as the National Maritime Museum and the Royal Observatory.
- **Tower Gateway** – for the Tower of London. Marvel at the Crown Jewels, see the legendary ravens, stand on the execution site of three English Queens, plus much more.
- **Mudchute** – for Mudchute Park and Farm. The largest inner city farm in Europe set in 32 acres of countryside with a variety of seasonal events and over 200 animals.

*Due to open autumn 2011.

For travel information & assistance

DLR Customer Relations **020 7363 9700**
(answerphone outside of office hours)

24-hour travel information **084 3222 1234***

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.

Textphone **020 7093 0999**
Email **cservice@dlr.co.uk**
Web **www.dlr.co.uk**
Mobile website **www.dlr.co.uk/mobile**
Ceefax **page 436**

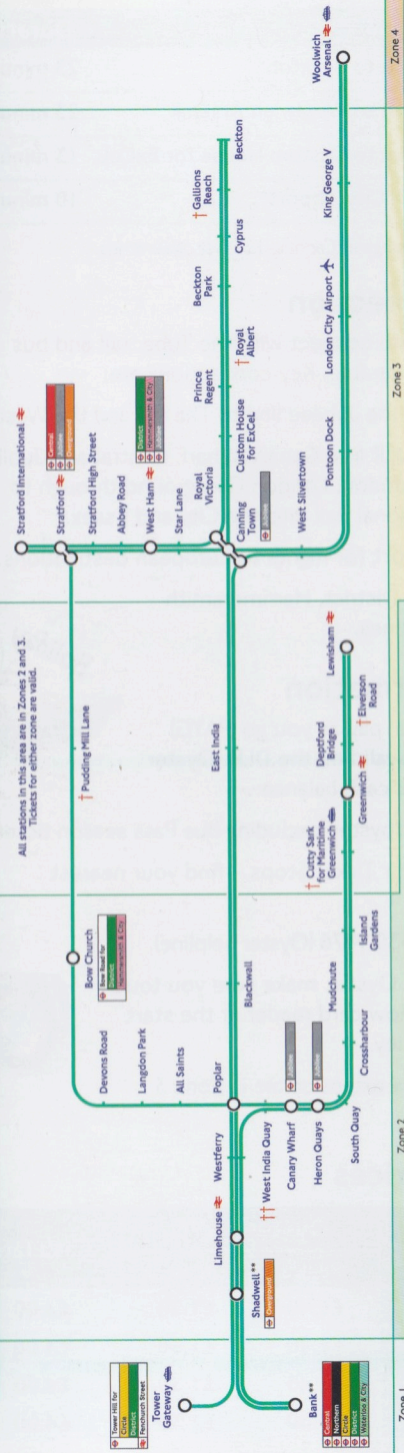
Send your feedback and suggestions by text.
Text **DLR(space)** and then your message to **60030**.

Messages sent to 60030 will be charged at your network's standard rate.

© August 2011. All information correct at time of print.

The Docklands Light Railway is committed to purchasing materials from sustainable and well-managed sources. This guide is printed on 50 per cent recycled paper.

For 24-hour travel information, telephone **084 3222 1234***. For DLR Customer Relations, telephone **020 7363 9700**.



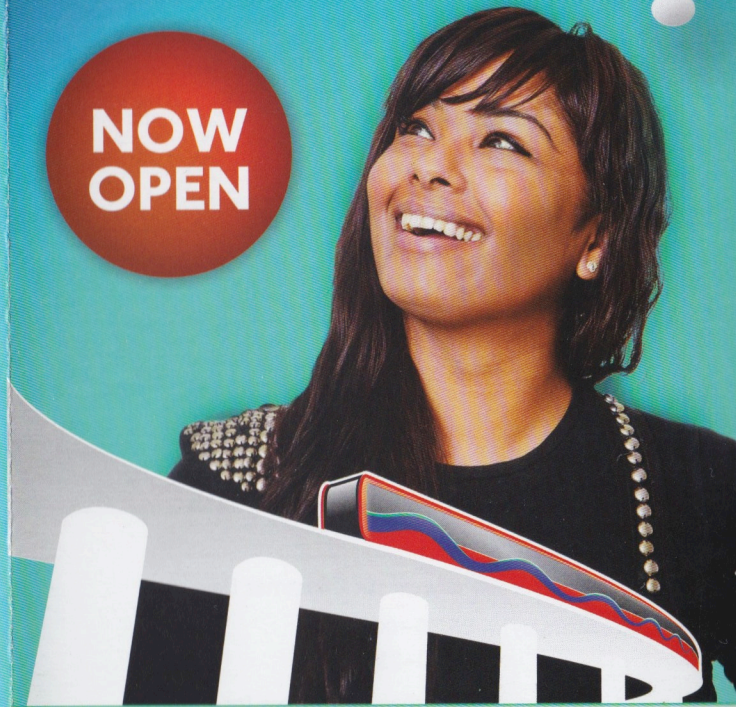
* You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.
† The first two sets and last two sets of doors on a three-carriage train will not open at Cutty Sark for Maritime Greenwich, Pudding Mill Lane, Royal Albert, Gallions Reach or Elverson Road stations. Please use the centre of the train.
†† At certain times trains from Bank towards Lewisham will not stop at West India Quay station.
** Lift access to/from DLR platforms at Bank station is unavailable until late 2011 and at Shadwell station until early 2012.

www.dlr.co.uk



Make the connection
New Stratford International to
Canning Town DLR extension

NOW OPEN



www.dlr.co.uk

MAYOR
OF LONDON

Transport for London



Welcome to the new DLR extension

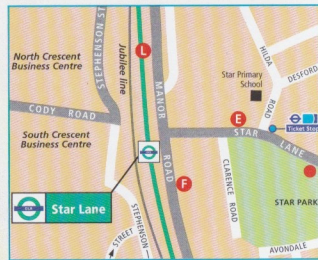
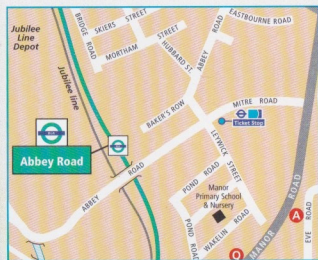
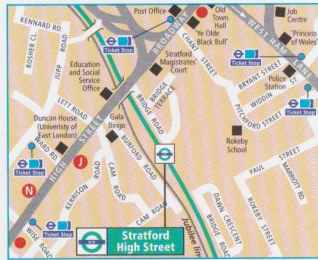
The new Docklands Light Railway extension between Stratford International and Canning Town is now open. The route opens up four new DLR stations with refurbishments to three existing stations, giving you easier access and more convenience. Meeting the growing demand of public transport in your area, the extension will also provide a vital connection for the London 2012 Olympic and Paralympic Games.



What stations are on the new extension?



The extension runs from Stratford International to Canning Town using new platforms at Stratford and Canning Town as well as four brand new DLR stations. The location of these new stations are shown on the maps below.



DLR services

The DLR operates every day except Christmas Day.

Monday–Saturday 05.30–00.30
Sunday 07.00–23.30

You never have to wait more than 10 minutes for a train on the DLR network. Services will operate between Stratford International and Woolwich Arsenal via Canning Town during peak hours (06.30–09.30 and 16.00–19.00 on weekdays). Outside of peak times, trains will operate via Canning Town through to Beckton. Trains on the new route run approximately every 8 minutes to Woolwich Arsenal and Beckton.

It doesn't take long to get around

Route	Duration
Stratford International to Beckton	23 minutes
Stratford International to Woolwich Arsenal	23 minutes
Stratford International to Custom House for ExCeL	13 minutes
West Ham to London City Airport*	10 minutes

*Weekday peak hours. Change at Canning Town at other times.

Make the connection

The DLR is designed to connect with the Tube, rail and bus networks wherever possible. Key connections are:

- **Canning Town** for the Jubilee line to The O2 and the West End.
- **Stratford** for the DLR into Canary Wharf, Central and Jubilee lines into central London, London Overground through to Richmond and National Rail into the City and Essex.
- **London City Airport** for flights to European destinations.
- **West Ham** for the District, Hammersmith & City and Jubilee lines.



Ticketing information

Oyster season tickets, pay as you go (PAYG) and paper tickets are valid on the DLR. Oyster ticket and top up your cash balance:

- Online at tfl.gov.uk/oyster (excluding Bus Pass season tickets).
- At over 2,200 Oyster Ticket Stops – find your nearest at tfl.gov.uk/oyster
- By phone on 0845 330 9876 (Oyster helpline).



When using PAYG on Oyster, make sure you touch in and out on the yellow card reader at the start and end of your journey.

All stations on the new extension are in Zone 3 (see network map).

Adult single prices

To/from Stratford International	Oyster PAYG		Cash fare
	Peak*	Off-peak	
Canning Town	£1.40	£1.30	£4.00
Beckton	£1.40	£1.30	£4.00
Canary Wharf	£1.40	£1.30	£4.00
Woolwich Arsenal	£1.40	£1.30	£4.00

* Peak is defined as 06.30–09.30 and 16.00–19.00 on weekdays.

Peace of mind

- Passenger alarms are located in all stations and on all trains.
- CCTV cameras are in stations and trains and are monitored by staff in our Control Centre at all times.



- A member of staff is on board every train to provide information and assistance during your journey.
- Travel Safe Officers and British Transport Police also patrol DLR services.

Accessible to everyone



All DLR stations are fully accessible to the mobility impaired and those with prams and heavy shopping. Every station has a lift or ramps, and trains are level with platforms for easy boarding.

For safety reasons, bicycles are not allowed on DLR unless they fold away.



DLR Community Ambassadors



The DLR Community Ambassadors work in the local community to help you get around on the DLR. They offer free training on how to use DLR services, Oyster, and DLR ticket machines. They also provide accessibility trips for mobility impaired passengers and those with buggies/prams. Over 3,500 trips were carried out last year in the community. Email the Ambassadors at ambassadors@dlr.co.uk

