

LONDON SURVIVAL GUIDE

2025

1. Before you leave home

Download these useful apps:

UK ETA App (for visa application)

<https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>

Transport for London Go app

https://tfl.gov.uk/maps/_tfl-go

CityMapper

<https://citymapper.com/>

Uber

<https://www.uber.com/>

Google Maps

Save these numbers to your phone:

999 (Police, Ambulance or Fire Services)

111 (Non-emergency medical help)

+44 20 7937 11999 (Discovery Summer)



2. Travelling around London

The easiest and cheapest way to travel by public transport in London is to buy an Oyster card or to use a contactless debit/credit card. www.tfl.gov.uk/travel-information/visiting-london/.

Fares for children: Children under 11 travel free on buses, Underground trains, trams and Overground services.

11-15-year-olds receive a discount of 50% for up to 14 days. Ask a member of staff at any Underground station to set a **Young Visitor Discount on an Oyster Card**

<https://tfl.gov.uk/travel-information/visiting-london/visitor-oyster-card>

You can also buy child rate Travelcards (1-day or 7-day) [online from the TFL Visitor Shop](#).

If you are going to be in London for longer than 2 weeks you can apply for an **11-15 Zip Oyster Card** in advance. See <https://tfl.gov.uk/fares/free-and-discounted-travel/11-15-zip-oyster-photocard>



Taxis: Traditional **black cabs** have a yellow light on top indicating when they are available.

You can also use mini-cabs which look like normal cars. The easiest way to book a mini-cab is by using the **Uber app** on your phone. They are generally cheaper than using a black cab.



Travelling from the airport: Please check the Visit London website on how to travel to London from the airport <https://www.visitlondon.com/traveller-information/travel-to-london/airport-transfers>.

You can pre-book a taxi from the airport by contacting www.addisonlee.com.



2. Health and Emergencies

Call 999 (Police, Ambulance or Fire Services) in an emergency (free, 24 hours a day).

The nearest **Accident & Emergency Unit is at the Chelsea & Westminster Hospital, Fulham Road, London, SW10 9NH**. Open 24 hours, 7 days a week for SERIOUS ILLNESSES AND INJURIES. Do not expect to be seen immediately.

Call 111 (free, 24 hours a day) - if you need medical help and it isn't an emergency.

They will assess the problem, provide advice and direct you to a health centre or hospital for additional help if necessary. www.nhs.uk/111.

Visitors from the EU + Norway, Iceland, Liechtenstein or Switzerland: You can access emergency NHS services for free as long as you have your EHIC (European Health Insurance Card). As this does not cover repatriation or other related costs so **we strongly advise you to take out Medical and Travel Insurance before you travel.**

See <https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/visitors-from-eu-countries-norway-iceland-liechtenstein-or-switzerland/>

Visitors from outside the European Economic Area: You will need to pay for all medical treatment. **We strongly advise you to take out Medical and Travel Insurance before you travel.**

<https://www.nhs.uk/nhs-services/visiting-or-moving-to-england/visitors-from-outside-the-european-economic-area-eea/>

Dental help: You can find a dentist at <https://www.nhs.uk/service-search/find-a-dentist/> You will need to pay for your treatment.



3. Keeping Safe

- London is a huge city and we advise you to be careful at all times
- Always **watch your wallet/phone** and don't leave them in a classroom at break time
- **Don't carry too much cash.** Bring a debit/credit card as many shops, cafes and tourist attractions no longer accept cash
- Keep your wallet/phone in an inside pocket
- **Phone theft is very common** – don't keep your debit/credit card in your phone case in case it's stolen
- **If your phone is stolen, report it to the police immediately and disable it via Apple/Google if you can**
- You **don't need to carry your passport**, leave it in a safe at your accommodation
- Be careful if you are approached by a stranger in the street, who could be trying to distract you whilst they steal something
- If someone says they are a police officer, ask to see their ID badge

In an emergency contact the police on **999**.

Crimes (e.g. thefts) can be reported online <https://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/> You'll then receive a crime reference number which you'll need to make an insurance claim.



4. UK Law

- Smoking (including vapes/e-cigarettes) is not allowed in any public buildings or on public transport
- Under 18s cannot buy cigarettes or alcohol
- It is illegal to carry any weapons including knives or pepper spray. You will be arrested by the police if they find you carrying a knife. The maximum sentence is 4 years in prison and an unlimited fine
- You cannot cycle/scoot on the pavement and must use lights at night.

If you are a victim of a crime or charged with a crime, please contact our Head Office team + **44 20 7937 1199**.



5. Things to do in London

There are so many great things to see and do in London – many of them are **free!**

Have a look at the **Visit London website** which is regularly updated with new ideas.

Activities with children: www.visitlondon.com/things-to-do/family-activities

Our top 10 things to do in London with kids:

<https://news.discoverysummer.co.uk/top-10-things-to-do-in-london-with-kids-this-summer/>

Cheap activities:

www.visitlondon.com/things-to-do/budget-london

Last minute theatre and musical tickets:

www.todaytix.com/