

## Before getting the tube...

- Do I have my Oyster card/Freedom card/Zip card?
- Do I need to top up my Oyster card?
- Have I got money on my card?
- Have I got my mobile phone?
- Where am I going?
- What lines do I need to take?
- Do I need to change lines?
- Do I need headphones and music to listen to?
- Do I have a book to read/game to play while on the tube?
- Do I have a tube map or app on my phone?
- Do I have a plan if I become anxious?
- Do I have a plan if there are delays?
- Do I have a plan if I need an alternate route?
- Do I need to take a bottle of water?
- Does anyone know where I am going?



UNDERGROUND

## Useful Phrases

### On the tube:

Can I sit there, please?

Excuse me, would you like my seat?

Excuse me, can I stand by the door, please?

Excuse me, are the vents open?

No, it's OK. You can take the seat.

It's OK, you take the seat. I'll be getting off soon.

I'm getting off at this station.

Excuse me, please.

### In the station:

Can you help me, please?

The ticket machine isn't working.

I need to get to \_\_\_\_\_[place]\_\_\_\_\_. Do you know the best way?

Excuse me, my card isn't working at the barrier.

Thank you.



UNDERGROUND

**Pretend that...**

You are on the tube and the driver has announced that there are severe delays on the line.



**Pretend that...**

You are sat on the tube and you see an elderly lady. There are no empty seats.



**Pretend that...**

You are on the tube and feeling hot.



**Pretend that...**

You want to sit down but the only empty seat has someone's bag on it.



**Pretend that...**

You are on the tube and it is very busy. You need to get off at the next station but people are standing in the way.



**Pretend that...**

You are trying to top up your Oyster card but the machine is broken.



**Pretend that...**

You are in the station  
and have lost your Oyster  
card.



**Pretend that...**

You are sitting on the  
tube and see someone  
with a broken leg looking  
for a seat. The tube is  
busy with no empty seats.



**Pretend that...**

You are visiting London for the day. You need to buy a ticket from St Pancras Station to Green Park, but the ticket machine isn't working.



**Pretend that...**

You are trying to exit the station but the barrier doesn't open. The error message says 'Please seek assistance.'

