



Bus Stop
 All Fields Compulsory

Bus Stop Number		Borough	
Road Name		Junction	
Start Time		Start Date	
Finish Time		Finish Date	

Works.
 All Fields Compulsory

Permit Reference	
Site Agent Contact	

Invoicing.
 All Fields Compulsory

Company Name	
Accounts Contact (email)	
Accounts Address	
Purchase Order Number	

Traffic Management.
 All Fields Compulsory

* Please Provided Details Of
 Temporary Signal Set Up
 Way Control
 Phase

For formal traffic control please include a traffic management drawing(s) with your application.

TfL use

Completed by:

Total payable:

NOE:

Once all fields are complete, email to the correct area's hyperlink:

[Camden, City of London, Ealing, Hackney, Hammersmith & Fulham, Hounslow, Islington, Kensington & Chelsea, Spelthorne \(Surrey\), Westminster.](#)

[Barking & Dagenham, Barnet, Brent, Enfield, Essex, Harrow, Haringey, Havering, Hertfordshire, Hillingdon, Newham, Redbridge, South Bucks, Slough, Tower Hamlets, Waltham Forest.](#)

[Bexley, Bromley, Croydon, Greenwich, Kent, Kingston, Lambeth, Lewisham, Merton, Richmond, Southwark, Surrey \(not Spelthorne\), Sutton, Wandsworth.](#)

Conditions of request

A suspension or diversion request to London Buses may be accepted or declined. Bus stop suspensions must be submitted at least seven days prior to works. Cancellations with less than three days notice must be verbal with written confirmation to follow. Cancellations with less than twenty four hours' notice will still be charged, as will abandoned suspensions without cancellation notice

Charges:

First day £150 + VAT per bus stop

Each day thereafter will be £25 + VAT per bus stop

Bus stop suspension charges are capped at £1175 + VAT

Bus diversions* are a minimum of £800 + VAT and are capped at £2500 +VAT

Diversion charges combine bus stops charges with consumables.

*Diversions of significant disruption or duration may incur additional charges

Bus stands closures are to be discussed with Service Delivery Managers for pricing purposes

FAQ's:

Why don't TfL provide the bus stop number?

- To avoid the exchange of wrong information that may delay works or cause any financial penalty to works promoters or contractors.
- Bus stop numbers are alpha numerical, black text on a white label underneath the bus stop sign, e.g. BP1234, I2345 or R1234

Why has the bus stop suspension request been declined?

- Wrong bus stop number has been provided.
- Less than seven days advance warning (regardless of permit status or works category)
- Early start not agreed.
- Sent to wrong email addresses.
- Compulsory fields are either incomplete, incorrect or missing TM plans.

The bus stop was not suspended as requested

- TfL Buses Incident Response, may be called to deal with unplanned incidents: unplanned incidents are the priority.
- Bus stop suspension request not sent to the correct email address.

Why do I have to give site agent contact details?

- Buses will not suspend a bus stop until the contractor is on site.
- It is not always possible for Buses to be on site at the requested time.