



Welcome to London

This guide aims to provide you with a brief overview of some of the information you'll find most useful when first settling into the city.

Transport & Travel

The London Underground (also known as the Tube or simply the Underground) is a public rapid transit system serving a large part of Greater London and parts of the counties of Buckinghamshire, Hertfordshire and Essex. The system serves 270 stations along 402 kilometres (250 mi) of track both above and below ground.

The interconnected track network is split into several lines: Bakerloo, Central, Circle, District, Hammersmith & City, Jubilee, Metropolitan, Northern, Piccadilly, Victoria and Waterloo & City. Many 'lines' share stations which makes changing between lines to get smoothly to where you need to go simple.

Tickets: You can buy tickets for single rides, a one day travel card or you can buy a pre-payment card called an 'Oyster'. This is a card that you can purchase for a one off fee and top up online or in most stations. Scanning pads at the entry barriers to all stations allow you to charge each journey to your Oyster card quickly and easily, the charge will be based on the stations you 'touch in' and 'touch out' of and is the most convenient way to manage payments for the underground if you will be a regular user.

Tip: When looking at a London Underground map remember that the map is schematic and not to scale. It doesn't represent the real layout of London and real distances will vary. Keep in mind that the walking distance between stops are less than 10mins so in some instances it is as quick to walk a stop.



London Bus Network is one of the largest and most comprehensive in the world. Over 6,800 scheduled buses operate on over 700 different routes

London's buses also run throughout the night. Night bus services cover the period between the close of the Tube and the start of daytime bus services. In addition, many London bus routes run for 24 hours. If you're not familiar with the routes, head to Trafalgar Square (the hub for night buses) or check any bus-stop information board. As you'd expect, services are less frequent during the night. Night buses stop on request only: so you'll need to indicate your stop clearly to the driver when boarding or alighting.

Tickets: Buses do not accept notes in central London. Either pay with coins, an Oyster Card or tickets can be bought from machines next to most bus stops in the city centre. There is a flat fare throughout the bus network, £1.45 with a pre-pay Oyster card and £2.40 if you are paying by cash. Travelcards are valid on buses.

Most routes in Central London require you to buy tickets before you board. Ticket machines selling single fares are located next to the main bus stops on these routes. You'll need the exact money as the machines do not give change. Many newsagents sell bus passes and also have Oyster top-up facilities.

Entertainment

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Time Out London is a great resource for up to date information on Entertainment in London.
Visit www.timeout.com/london

Food & Drink

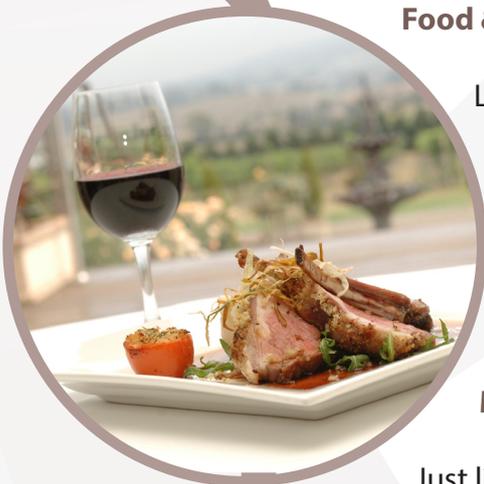
London is a diverse city, and its food and drink offerings are no different with options to suit a wide range of global tastes and budgets. From cafés, pubs and cocktail bars to fast food, home delivery services and restaurants there is something to suit everyone.

Check out www.timeout.com/london/food-drink to search for top recommendations, new openings or options local to you.

Music & Nightlife

Just like with your option for food and drink London's diversity means there is something for everyone and a huge range to choose from. From world famous bands playing London's biggest arena's and venues to live music in your local bar, to nightclubs and roller disco's to comedy clubs karaoke.

Check out www.timeout.com/london/music-nightlife to find out what's going on.



Shopping

In London you can choose from huge shopping centre complexes with everything under one roof, a range of unique indoor and outdoor markets to high streets lined with shops selling anything you could be looking for. Check out the below to search the various options or find recommendations on the best places to hit!

Shopping Centres: www.timeout.com/london/shopping/the-ten-best-london-shopping-centres

Markets : www.timeout.com/london/shopping/london-markets

Other Shopping: www.timeout.com/london/shopping/the-100-best-shops-in-london



Theatre

London has a booming theater scene, with 20 to 40 shows happening every night of the week. Seeing a West End show is a must from dramas, musicals, operas, comedy, plays, ballet, pantomime, dance and more there is something to keep everyone entertained.

Visit www.officiallondontheatre.co.uk for more details about what's showing and for special offers.

Tip: Get half price ticket from the Ticket booth in Leicester Square on the day, check the following website for the deals www.tkts.co.uk

Museums and Art

TATE MODERN www.tate.org.uk

Situated in the spectacular Bankside Power Station, you will find the world's most influential modern art collection.

THE NATIONAL GALLERY www.nationalgallery.org.uk

Home to one of the greatest collections of Western European paintings in the world.

SCIENCE MUSEUM www.sciencemuseum.org.uk

NATURAL HISTORY MUSEUM www.nhm.ac.uk

Interactive displays and fascinating natural exhibits. Admission is free but there's a charge for some exhibitions.

BRITISH MUSEUM www.britishmuseum.org

The British Museum is one of the biggest repositories of ancient and historic artifacts. There's a lot to see in a day, so make use of the 50-minute 'eye Opener' tours run daily to get some background into what you are looking at.

V&A www.vam.ac.uk

A wonderful museum collection of paintings; sculpture; fashion; jewelery; furniture; photography etc. from different continents and centuries.

Staying in shape

London provides a wealth of options for those looking to keep fit during their stay, from extensive cycling, running or walking routes to gyms and exercise classes there is something for everyone. Check out www.timeout.com/london/sport-fitness for tips on what's available.

Communication

London is the city with most free Wi-Fi spots in the world! Look out for signs in restaurants/bars/café's and even some public areas or use <http://www.timeout.com/london/things-to-do/where-to-find-free-wi-fi-in-london-9> for a guide to some of London's free Wi-Fi hot spots.

Mobile phones are very common in the UK. The main operators are:

- Vodafone
- O2
- EE (Parent network of the T-Mobile and Orange networks)
- Three

There are also a variety of 'virtual' providers which buy airtime from the main providers and then operate their own services.

Britain operated on a GSM network, so if you're coming from Europe and many other countries, your current mobile will probably work in the UK either as a roaming service or using a UK SIM card. If you are coming from North America or parts of Asia, you will probably have a CDMA phone which will not work. For a GSM phone, you need to check whether your phone is unlocked as some phones are network specific. If your phone isn't locked, you just need a new SIM card.

Prices on new phones differ greatly depending on the retailer and the mobile operator. While each operator has its own outlets, prices tend to be better elsewhere. Large retailers like Carphone Warehouse (www.carphonewarehouse.com) and Phones4U (www.phones4u.co.uk) can help you compare the various operators and deals available.

For calls you can choose between a monthly contract for a fixed term or a top up pay as you go service.



Healthcare

The National Health Service (NHS) is a residence-based healthcare system. Many services are free of charge for residents but some may require payment (for example dental treatment and prescription costs)

Non-UK residents may also be charged for hospital treatments (some emergency treatment may be free of charge). If you are an overseas visitor to the UK you may be charged for some treatments and, depending on how urgent it is, you will usually have to pay in advance.

If you are planning to live and work in England you'll have to register with a general practitioner (GP). GPs are the first point of contact for nearly all NHS patients. They can direct you to other NHS services, and are experts in family medicine, preventative care, health education and treating people with multiple and long-term conditions.

You can also register as a temporary patient with a GP practice when you are in the area for more than 24 hours and less than three months. It is up to the GP practice to decide whether to accept new patients or not. Treatment will be free of charge

Find out more about healthcare in the UK and what you need to do and how here: <http://www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors/Pages/accessing-nhs-services.aspx>

In case of an emergency

In the UK dialing '999' gets you straight through to the emergency services (ambulance, fire and rescue, police) although you can also use 112, the common emergency telephone number that can be dialed free of charge from any fixed or mobile telephone in order to reach emergency services in numerous European countries.

These numbers should only be used in an emergency.

In a non emergency you should use:

- 101 to contact the police
- 111 if you urgently need medical help or advice but it's not a life-threatening situation.

Finding a place to live

If you don't have relocation support and are searching for your own property the UK has three main online portals which most Estate Agents will list their properties in so gives you great access to a wide range of properties available. Check out the following web portals to search for your individual requirements and to obtain contact details for the managing agent.

- www.rightmove.co.uk
- www.zoopla.co.uk
- www.primelocation.co.uk

The UK rental market moves very quickly and the best rental properties will often be snapped up before the property is even listed on any of the above websites. Therefore it's also a good idea to call the main estate agents in each area if you're struggling to find something that suites.

If you're renting you'll usually be asked to pay for a set period up front as well as a security deposit in case of any damage to the property during your tenancy. Before signing a contract make sure to read it carefully and ensure you understand the details, including the period of notice and how long you are committing to renting.

When you move in be sure to do a thorough inventory and condition report with the estate agent or landlord to note any existing damage that you will not be responsible for as well as an inventory of fixtures/fittings that are provided with the property.

Before starting the process of searching for a home take a look at [our guide to renting and buying in the UK](#) for an overview of the process as well as some hints and tips to avoid some common pitfalls.

House/Flat Sharing

House/Flat sharing is a common practice in the UK, especially in London where high property prices often make this a more affordable option for many individuals. If you're seeking house/flat mates to share a property with there is also a wide range of web pages to help you find suitable sharers. Most of these web pages are free of charge. Some of them include: www.gumtree.com, www.easyroomate.com, www.torent.co.uk and www.roombuddies.com



Need more help with your relocation?

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For more information and advice on relocating or for assistance in getting set up in London contact Bournes Relocation Solutions.

- **Orientation Tours**
- **Settling-in Service** (including bank account set up, registration with local authorities and utility companies, registration with health professionals and more)
- **Home Finding Services**
- **Temporary Accommodation**
- **Education Support**
- **Language Training**
- **Cultural Training**

Find out more:

www.bournesmoves.com/relocation | 0845 070 2007 | relocation@bournesmoves.com