



## **The Busway Smartcard Terms and Conditions**

### 1. General

1.1. Use of The Busway Smartcard (the Smartcard) as issued by or on behalf of Cambridgeshire County Council (CCC) is subject to the following terms and conditions together with the Conditions of Carriage for Stagecoach Cambridge or Whippet depending on which Busway operator the user chooses to travel with.

Links to these conditions are provided below:

- [Stagecoach - Conditions of Carriage](#)
- [Go Whippet](#)

1.2. The Busway Smartcard gives users the ability to electronically hold tickets for travel on all Busway services in a convenient credit card sized format. The Smartcard does not hold money or retain any monetary value, only tickets for travel on Busway services.

1.3. Smartcards are available upon application from CCC via The Busway pages of the Council's website. Each Smartcard will come pre-loaded with the ticket specified by the requester on application and is ready for immediate use.

1.4. Each Smartcard is anonymous and transferable with any details obtained used solely for delivery of the card to the requester, unless chosen otherwise. No personal information will be passed to third parties.

### 2. Using your Smartcard for the first time

2.1. Upon boarding a Busway service place your Smartcard on the card reader on the driver's ticket machine.

2.2. A small light on the ticket machine will flash green to indicate a valid Smartcard.

The ticket machine will then deduct one trip from your Smartcard before printing a paper ticket showing your travel details and how many trips remain stored on the Smartcard for the ticket type used. Once printed, take this ticket. There is no need to touch your Smartcard to the card reader again when disembarking.

### 3. Making a transfer

3.1. If it is not possible to make your journey on The Busway using a direct service, you are permitted to transfer to a second Busway service to complete your journey if your smartcard is valid for travel as follows: Zone 1-4, Zone 1-5 or Zone 2-5. This journey can be made using only one single trip if:

- You get on the second bus within 55 minutes of boarding the initial Busway service. It is the smartcard holder's sole responsibility to transfer services within the time permitted.
- There is no direct Busway service offered.

3.2. Making a transfer where a direct Busway service is offered by any Busway operator will result in two single trips being deducted from your smartcard.

### 4. Topping up your Smartcard

4.1. It is your responsibility to ensure that your Smartcard remains valid by ensuring it has at least one trip remaining so you can continue to travel on Busway services. Every time you travel the paper ticket issued to you provides information regarding how many trips remain for the ticket type used.

4.2. Tickets can be topped up from the driver on any Busway service.

4.3. The trips on each ticket type will last for two months from the date of purchase, after which any remaining unused trips on that ticket will expire. If this happens the expired trips will be permanently invalidated. Unused trips which subsequently expire are not refundable.

## 5. Safekeeping and care of Smartcards

5.1. Each Smartcard is anonymous and transferable; hence CCC is not liable for the use of the card either by the requester or another user, with or without the consent of the initial recipient. This includes lost or stolen Smartcards.

5.2. The safe keeping of the Smartcard is the responsibility of the user and CCC will not be liable for the Smartcard in the event of loss, theft, physical damage (accidental or otherwise), failure or malfunction or any other event which may affect use of the Smartcard on Busway services.

5.3. To ensure Smartcard functionality, the user must take care that the card is not:

- Abraded, cut, folded or crushed;
- Placed near strong electric or magnetic fields;
- Exposed to liquids for extended periods;
- Exposed to extremes of temperature.

5.4. Smartcards which have failed or report malfunctions are to be returned to CCC for diagnostic testing. Provided that the failure or malfunction of the returned card is not deemed to be caused by unreasonable use, a replacement Smartcard will be provided. CCC will not be liable for travel costs incurred between reporting the defective card and receipt of its replacement. The decision of CCC in determining reasonable use of the card or otherwise is final.

5.5. Each Busway operator reserves the right to inspect a user's Smartcard at any time in conjunction with a valid paper ticket for travel. CCC or any Busway operator reserves the right to retain any Smartcard which they believe has been tampered with or is being misused.

5.6. Additional and/or replacement cards are available on request at a charge of £7 to cover administration costs.

5.7. CCC as promoter of the Smartcard reserves the right to withdraw individual Smartcards, and the entire Busway Smartcard scheme at any time.

5.8. The Terms and Conditions of the Scheme may be amended at any time without prior notice at the discretion of the County Council.