

USE OF FREEDOM CARD IS SUBJECT TO THESE CONDITIONS

1.1 A Freedom Card is not a cheque guarantee card, debit or credit card. Drivers and other Officials of Plymouth Citybus may inspect the card at any time.

1.2 The Freedom Card scheme is promoted and operated by Plymouth Citybus, 1 Milehouse Road, Milehouse, Plymouth Devon, PL3 4AA.

1.3 Freedom Cards remain the property of Plymouth Citybus at all times. Plymouth Citybus reserves the right to withdraw the Freedom Card at any time.

1.4 First Card is issued free of charge any cards that are replaced due to being lost or damaged will incur an appropriate replacement fee. Cards that have become faulty will be replaced free as well any reasonable Travel costs using Plymouth Citybus Services over the period the card was unable to be used. (Please keep any Tickets as proof of purchase).

1.5 The registered cardholder should notify Plymouth Citybus of any change of address or contact telephone number. Failure to do so will mean that we are unable to contact the cardholder in the event of any problems.

1.6 Freedom Cards are not transferable and will be withdrawn without refund if presented for travel by anyone other than the person whose photograph appears on it.

2 USE

2.1 Freedom Cards can be used on all Plymouth Citybus network except Tours and Excursions and private contract vehicles.

2.2 On boarding a bus the Freedom card must be placed on the reader tray on the ticket machine with the photograph clearly visible to the driver. A red light can indicate that a Freedom Card has not been left on the reader tray long enough. Should this happen, please place the Freedom Card on the tray again. In case of continued difficulty, the cash fare for the journey should be paid and the Freedom Card returned to Plymouth Citybus Travel shop or Reception within two working days where it can be checked and replaced if necessary. Plymouth Citybus will make appropriate compensation for valid cards which have failed.

2.3 Once the Freedom Card has been used it cannot be used again for a period of five minutes.

2.4 Plymouth Citybus will withdraw any Freedom Card which they believe has been tampered with, is being misused or which has become electronically or visually unreadable.

2.5 Passengers are advised on first use of the card or top up to obtain a printed receipt from the Driver as a receipt in the event of a problem with the card and use on Services operated by other bus companies that are financially supported by Plymouth City Council within Plymouth.

2.6 Freedom Card top ups act as a continuation of original product for example a 7 day pass that is due to expire on a Friday is topped up with a 7 day product will expire 7 days later and not on the next use of the card once the original product has expired. All active Freedom Cards such as 7 Day, or 28 cards including top ups include travel over the Christmas Period, special national holidays and periods of emergency (i.e. Adverse Weather and Christmas Day) The contents of this publication are believed correct at time of printing, nevertheless, Plymouth Citybus can accept no responsibility for errors or omissions in the details given. Changes may be made to fares and / or other details shown during the currency of this leaflet. For up-to-date details of fares and deals please call in to our Travel Shop on Exeter Street in Plymouth, call telephone 0845 077 2223 or visit our website www.plymouthbus.co.uk.

3 LOSS / FAILURE

3.1 Plymouth Citybus cannot prevent the unauthorised use of a lost or stolen Freedom Card until it has been reported by the registered holder and the card cancelled.

3.2 The loss, theft or failure of a Freedom Card should be notified to Plymouth Citybus TravelShop as soon as reasonably possible by phone or in person. A replacement card will normally be ready to collect from the Plymouth Citybus Travel Shop within 3 working days. Reasonable Travel costs using Plymouth Citybus Services will be reimbursed if it is found that the fault is with Plymouth Citybus. (Please keep any Tickets as proof of purchase). Any fee for a replacement card will be waived if the failed card is undamaged. The replacement card will have the same period of validity as the lost or failed card.

3.3 Once cancelled, Freedom Cards cannot be "re-activated". If a card is reported lost and subsequently found it will not work, but we will issue a replacement card for an appropriate replacement fee.

4 REFUNDS

4.1 Refunds of Freedom Cards are paid on a scaled system. The start date for the calculation of any refund will be the date when the card is returned to Plymouth Citybus. Any unused products are replaced at the purchase price of the product (excluding DD) used products are refunded at full days left at price paid per day less 10%.

4.2 For Direct Debit Freedom Cards, a refund of money paid but not required to pay for travel will be made. In order to ensure that no unnecessary request for payment is made, notice of cancellation must reach us five working days before the Monthly Payment date. The start date for the calculation of any refund will be the date when the card is returned to Plymouth Citybus. An administrative fee of £20 will be made when the Direct Debit is cancelled within twelve months of the date of issue.

4.3 To apply for a refund the registered holder MUST take the Freedom Card to our City Centre TravelShop.

4.4 Refunds will be paid by cheque and forwarded to the registered holders address on file.

4.5 Correspondence related to Direct Debit payments, refunds and cardholder details can be e-mailed to freedom@plymouthbus.co.uk.

5 VARIATION

5.1 Plymouth Citybus reserve the right to vary these Terms & Conditions.

6 OFFERS

6.1 Plymouth Citybus from time to time may contact the registered holder with details of special offers or services.

7 EXCLUSIONS

7.1 Plymouth Citybus shall not be liable for any reason (except any act or omission of Plymouth Citybus or any of their approved agents or employees) for cards that fail to reach the registered holder by post.

8 DIRECT DEBIT INITIAL PAYMENT

8.1 The initial payment is used to pay for travel between issue of a Direct Debit Freedom Card and the first anticipated Direct Debit payment being made.

ZONES OF TRAVEL

1.1 INNER ZONE

All Plymouth Citybus DAYRIDER, INNER ZONE and ALL ZONE PRODUCTS are valid in this zone which is an area East of the ST BUDEAUX bypass, South of the A38 and West of the River Plym.

1.2 OUTER ZONE

All DAYRIDER, OUTER ZONE, ALL ZONE PRODUCTS are valid in this zone which is an area West of the ST BUDEAUX bypass, North of the A38 and East of the River Plym.

1.3 ALL ZONE

ALL DAYRIDER, and ALL ZONE Products are valid in this zone. ALL ZONE is an area that includes all local bus services operated by Plymouth Citybus.

DayRider tickets are valid for use on all Plymouth Citybus Services. Due to the concession travel scheme settlement for Devon County, Plymouth Citybus DayRiders are not available to purchase on bus in West Devon and South Hams.