

Ridacard – Terms & Conditions

1. Use of Ridacard is subject to these terms.

- 1.1 The Ridacard scheme is promoted and operated by Lothian Buses Limited, 55 Annandale Street, Edinburgh, EH7 4AZ.
- 1.2 Ridacards remain the property of Lothian Buses at all times and Lothian Buses reserves the right to withdraw the Ridacard at any time.
- 1.3 Drivers, Ticket Services Assistants and officials of Lothian Buses, East Coast Buses, Lothian country and Edinburgh Trams may inspect the Ridacard at any time.
- 1.4 A card issue fee (currently £3) is payable when a Ridacard is issued. Notice of any change to this fee will be posted in our TravelHubs and on the Lothian Buses website.
- 1.5 It is the responsibility of the cardholder to notify Lothian Buses of any change to their contact details. The cardholder must also ensure that the photograph on their card remains a recognisable true likeness. If required, a replacement card can be obtained on payment of the appropriate fee.
- 1.6 Ridacards are not transferable and will be withdrawn without refund if presented for travel by anyone other than the person whose photograph appears on it. An administration fee of £10 will be charged for the return of such cards, where the card has not been reported lost or stolen.

2. Use

- 2.1 Ridacards can be used for travel on all Lothian Buses services, NightBuses, Lothian country (city & cityWEST zones) and East Coast Buses zones A & B. Ridacard is not valid for travel on special services, East Coast Buses zones C-F and Edinburgh Bus Tours.
- 2.2 Ridacards can be used for travel on Edinburgh Trams in both the Airport and City Fare Zones, but must be successfully validated on one of the Platform Validators at each tram stop, prior to boarding the tram. Passengers who have not validated their Ridacard before boarding must pay the on-board fare of £10.
- 2.3 In case of difficulty, the cash fare for the journey should be paid and the card taken to one of our TravelHubs within two working days, where it can be checked and replaced if necessary. For weekly, four weekly and Annual Ridacards which have failed without any sign of visible damage, a replacement card will be loaded with compensatory time up to a maximum of three days - no monetary refund will be paid in respect of any cash fares paid. For Direct Debit Ridacards which have failed without any sign of visible damage, the cardholder will be refunded the value of the lowest cost equivalent on-bus tickets (e.g. DAYtickets) that have been purchased. Tickets must be retained as proof of purchase and only up to a maximum of three days travel will be refunded.
- 2.4 Lothian Buses will withdraw any Ridacard which it believes has been tampered with or is being misused or has become illegible (see 1.5 above) or electronically unreadable.

3. Loss / Failure

- 3.1 Cardholders, or in the case of a Junior card the cardholder's parent or carer, must report loss or theft of the card or any technical failure in person at one of our TravelHubs where a replacement card with the same expiry date will normally be issued. The fee for a replacement card (currently £3) will be waived if the failed card is undamaged.
- 3.2 Once cancelled, Ridacards must NOT be re-used. Once a replacement card has been issued, only that replacement card must be used for travel or subsequent Ridacard purchases.

4. Refunds

- 4.1 To apply for a refund, the card must be returned to one of our TravelHubs. Refunds are only available on Annual, Student 9 Month and Direct Debit Ridacards.
- 4.2 Refunds on Advanced Purchase Annual Ridacards are paid in accordance with the published scale. The start date for the calculation of any refund will be the date when the card is returned to us.
- 4.3 For Direct Debit Ridacards, a refund of money paid but not required to pay for travel will be made. Any refund will be calculated from the date the Ridacard is returned to one of our TravelHubs, which must be at least five working days before the monthly payment date. An administration fee of £25 will be

deducted from any refund where a Direct Debit has been cancelled within 12 months of the date of issue. Please note that Direct Debit payments will continue, irrespective of Ridacard use, until either the Ridacard is returned to one of our TravelHubs, or the Direct Debit mandate is cancelled by you. Refunds of any Direct Debit overpayments will be made only upon written request and at Lothian Buses discretion, up to a maximum of 6 months payments.

- 4.4 For Student 9 Month Ridacards, the start date for the calculation of any refund will be the date when the card is returned to Lothian Buses. The value of the whole weeks used between card activation and card return will be deducted from the price paid at the current 7 Day Student Ridacard price. No refunds are available on Student 9 Month Ridacards which have less than 15 weeks validity remaining.
- 4.5 Refunds will be paid by cheque.
- 4.6 Correspondence related to Direct Debit payments, refunds and cardholder details can be emailed to directdebit@lothianbuses.co.uk

5. Variation

- 5.1 Lothian Buses reserve the right to vary these Terms and Conditions.

6. Privacy

- 6.1 Lothian Buses will be what's known as the 'Controller' of the personal data you provide to us. We only collect basic personal data about you. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.
- 6.2 For Ridacards, we collect and processes the following personal information: name, address, date of birth, a passport size photograph and, for Student Ridacards, the college or university attended and matriculation date.
- 6.3 For Direct Debit customers, the banking information required to establish and maintain your payment schedule will be securely processed by our partners, PayWizard plc, in accordance with PCI DSS standards. We may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention or detection of crime, where required by law to do so. Otherwise, we will not share your personal information with any other third parties without your prior consent.
- 6.4 We use the information of Ridacard holders for customer services, administration, and fraud prevention. We do not collect any personal data we do not need to provide these services.
- 6.5 We will retain your information for the time that you have a Ridacard registered in your name and for up to 5 years after the last use of your card, less if the data is no longer required for its original purpose, after which your data will be securely deleted. Should you opt in to our marketing, your information will be kept with us until you notify us that you no longer wish to receive this information.
- 6.6 If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or deleted. Further details can be found in our Customer Privacy Notice. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. Our Data Protection Officer can be contacted at DPO@lothianbuses.co.uk.

7. Direct Debit

- 7.1 The Direct Debit initial payment is NOT a "deposit". The initial payment (currently £65) is used to pay for travel between the date of issue and receipt by Lothian Buses of the first Direct Debit payment. Subject to 4.3 above, that part of the initial payment which is not used to pay for travel will be included in any refund due, after cancellation of the Direct Debit mandate.
- 7.2 Direct Debit Ridacards are loaded with 5 years continuous validity, with the expiry date shown on the bus ticket machine/platform validator display every time the card is used. Towards the end of that period, continuing Direct Debit customers should visit one of our TravelHubs to have the validity of the card extended. Ridacard validity and usage are not matched to Direct Debit payments – the card should be returned to a one of our TravelHubs in order to cancel any Direct Debit.
- 7.3 It is the account holder's responsibility to ensure adequate funds are available when payment is requested. Should an attempt to collect the monthly amount due by Direct Debit be rejected, the account holder should contact Lothian buses, on 0113 320 7108, to arrange for immediate payment of the amount

due. If the amount due is not paid in full before the calculated "valid to" date, the Ridacard will be cancelled. Where time permits, Lothian Buses will write to account holders advising of a rejected attempt to collect payment.

8. Advance Purchase

- 8.1 Following initial card purchase, advance purchase 1 week and 4 week "top ups" can be purchased from PayPoint agents within the Lothian Buses operating area.
- 8.2 Zone C & D Ridacards cannot be topped up at PayPoint agents – "top ups" for these cards can only be purchased at one of our TravelHubs.
- 8.3 If a Ridacard is allowed to expire before being "topped up" with another one or four weeks, then the time purchased will not start until the card is used on one of our buses – this is called "activate on first use". Alternatively, if a Ridacard is "topped up" before the current product expires, then the current expiry date will be extended by the amount of time purchased and the card will remain continuously valid throughout – the updated expiry date will be shown on your receipt.

9. Student & Junior Ridacards

- 9.1 Student Ridacards are only available to pupils of secondary schools in the Lothian Buses operating area and to full-time students in possession of a currently valid photo-ID matriculation card from one of the following Universities and Colleges:

Edinburgh Napier University, Edinburgh Theological Seminary, Heriot-Watt University, Newbattle Abbey College, Queen Margaret University Edinburgh, SRUC (formerly Scottish Agricultural College), The Edinburgh College (formerly Edinburgh's Telford College, Jewel & Esk College and Stevenson College) and University of Edinburgh.

- 9.2 **Student Ridacards will not be valid for travel beyond the expiry date of the matriculation card which must be presented at the time of purchase. Continued eligibility to purchase a Student Ridacard beyond that date will require the cardholder to repeat the above process by presenting their new matriculation card at one of our TravelHubs. Cardholders who are no longer eligible students must visit one of our TravelHubs where any purchased time up to a maximum of 28 days will be transferred to a new Adult Ridacard. The balance of any time purchased over and above the first 28 days will be refunded by cheque. See also 7.2 for Direct Debit cardholders.**

Student 9 month Ridacard is only available to purchase between September and October.

- 9.3 Junior Ridacards are available to passengers aged between 5 and 15 (Direct Debit - 14). Proof of age is required at time of purchase. Junior Ridacards are not valid for travel on or after the cardholder's 16th birthday. See also 7.2 for Direct Debit cardholders.

Refund Chart (only available on Annual Ridacards)

Weeks left	Refund amount	Weeks left	Refund amount	Weeks left	Refund amount	Weeks left	Refund amount
52	95%	41	71%	30	46%	19	22%
51	93%	40	69%	29	44%	18	20%
50	91%	39	66%	28	42%	17	18%
49	89%	38	64%	27	40%	16	15%
48	86%	37	62%	26	38%	15	13%
47	84%	36	60%	25	35%	14	11%
46	82%	35	58%	24	33%	13	9%
45	80%	34	55%	23	31%	12	7%
44	77%	33	53%	22	29%	11	4%
43	75%	32	51%	21	27%	10	2%
42	73%	31	49%	20	24%		

The contents of this publication are believed correct at time of printing. Lothian Buses Ltd. accepts no responsibility for errors or omissions in the details given. Changes may be made to prices and/or other details shown during the currency of this leaflet. Please check our current prices at one of our TravelHubs, visit www.lothianbuses.co.uk, or call 0131 555 6363. **20 August 2019**

Ridacard Application form

valid from 2nd February 2020



Ridacard gives you our best value for money travel whenever you need it.

- Our lowest prices for travel by bus and tram.
- Unlimited travel on Lothian day services.*
- Unlimited travel on Edinburgh Trams.
- Unlimited travel on Airlink & Skylink services.
- Unlimited travel on NightBus services.
- Unlimited travel on East Coast Buses and NightHawk services (zones A & B).
- Unlimited travel on Lothian country (city and cityWEST zones).
- Flexible: you can pay by monthly Direct Debit or buy in advance when you need it.
- 1-week & 4-week top-ups can be purchased across the City, from any PayPoint within our operating area.
- Discounted rate for Students.** (with a valid matriculation card)

* Some service restrictions apply - see 2.1 overleaf.
**Student Ridacards are subject to eligibility requirements. See terms & conditions overleaf.


	Adult	Student	Junior
One week	Advance Purchase 1 week £20	£17	£10
Four week	Advance Purchase 4 week £60	£51	£30
Annual	Advance Purchase Annual £600	£510	£300
Direct Debit	Initial, one-off payment of £65 [§] followed by regular monthly payments of: £56	£45	£26

[§] Your £65 initial payment is used to pay for travel between issue of your Ridacard and your first Direct Debit payment being received. To obtain a refund of money paid but not required to pay for travel, the card must be returned to Lothian Buses when your Direct Debit is cancelled.




How do I use a Ridacard?

Bus: Simply board the bus, then:




Hold your card against the reader with the photo clearly visible.



Green light displays with “BEEP”
Expiry date shown.
Remove card and take your seat.

Tram: when on the platform:



Validate your Ridacard on the platform validator before boarding.

If a red cross appears you must purchase a ticket from the ticket vending machine or the on-board fare of £10 will apply.

Wait for a green tick and beep before boarding.

How do I buy a Ridacard?

- Complete the application form (Form 1) in this leaflet. Direct Debit customers should also complete Form 2.
- Pop into one of our TravelHubs. www.lothianbuses.co.uk/travelhub
- Choose your Ridacard - (e.g. advance purchase or Direct Debit). A card issue fee (currently £3) is payable when a card is first issued or subsequently replaced.
- Once you have a Ridacard, one week and four week top-ups can be purchased either from our TravelHubs or from one of the 250+ Agents within our operating area.

Find your nearest PayPoint agent at www.paypoint.com



Form 1

OFFICE USE ONLY.
RIDACARD No.

Without this information* we will be unable to issue you with a Ridacard.

* GDPR – This information, together with your photograph, will be held on a secure electronic database.

First name

Surname MAX 18 LETTERS

Date of Birth / /

Card Type PLEASE TICK ☐ Adult ☐ Student ☐ Junior

School/Uni/College attended: (only fill this in if you are applying for a Student Ridacard) _____

Student Matriculation Date: / /

For Direct Debit customers: Please supply the preferred date each month for collection between 1st & 28th. _____



Form 2

Instruction to your Bank or Building Society to pay Direct Debits



DIRECT Debit Originator's Identification Number

1. Name and full postal address of your bank or building society branch

To The Manager

Bank or Building Society

Address

Post Code

2. Name(s) of account holders

Address

Phone:

3. Branch sort code (from the top right hand corner of your cheque)


4. Bank or Building Society account number

5. Lothian Buses Limited reference number (entered by Lothian Buses)
URN No. _____ Card No. _____

6. Instruction to your Bank or Building Society
Please pay Lothian Buses Limited Direct Debits from the account detailed on this instruction leaflet subject to the safeguards assured by the Direct Debit Guarantee

Signature of the authorised Bankcard holder
Signature _____
Date _____ / _____ / 20____

Banks and Building Societies may not accept Direct Debit instructions for some types of account



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Lothian Buses Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Lothian Buses Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Lothian Buses Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. – If you receive a refund you are not entitled to, you must pay it back when Lothian Buses Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.