Ridacard – Terms & Conditions

1. Use of Ridacard is subject to these terms.

1.1 Ridacard is the property of Lothian Buses at all times.

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 Zones A & B and Edinburgh Trams may inspect the Ridacard at any time.

1.4 A card issue fee (currently £3.00) will be payable when a Ridacard is issued. Notice of any change to this fee will be posted in our Travelshops 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 a replacement card is 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1.6 Ridacards are not transferable and will be withdrawn without refund if presented for travel by anyone other than the person whose photograph appears on it.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 £25 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. A Ridacard is not valid for travel on special services, East Coast Buses zones C-F and Annandale Street, Edinburgh, EH7 4AZ.

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 transit stop before 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 Travelshops 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 damage, a replacement card will be issued with a compensatory time up to a maximum of three days - no monetary refund will be paid in any such case. Direct Debit Ridacards which have failed without any sign of 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 will travel 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 deducted from any refund where a Direct Debit has been cancelled within 12 months of the date of issue. Where it is determined that Direct Debit payments will continue, irrespective of Ridacard use, until the ridacard is returned to one of our Travelshops. A administration fee of £25 will be charged for the return of such cards, where the card has not been reported lost or stolen.

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 Travelshops where a replacement card with the same expiry date will normally be issued. The fee for a replacement card (currently £25) will be waived if the failed card is undamaged.

3.2 Once cancelled, Cardholders MUST NOT be re-used. Once a replacement card has been issued, only that replacement card must be used for travel or subsequent purchases.

4. Refunds

4.1 For a refund, a card must be returned to one of our Travelshops, Refunds are only available on Annual, Student 9 Month and Direct Debit customers.

4.2 Refunds on Advanced Purchase Annual Ridacards are paid in accordance with the published start date. 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 Travelshops, which will 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. Where it is determined that Direct Debit payments will continue, irrespective of Ridacard use, until the ridacard is returned to one of our Travelshops. A administration fee of £25 will be charged for the return of such cards, where the card has not been reported lost or stolen.

5. Variation

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

6. Privacy

6.1 Lothian Buses will be what is 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: card number, name, date of birth, address, sex, telephone number, email address, whether the card holder is a Junior, a carer or a student.

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 for the purposes of the prevention or detection of crime, where required by law to do so or in order to ensure that we can supply our services to you.

6.4 Cardholders 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.

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 personal data will be securely destroyed, unless we are required to keep it with us until you notify us that you no longer wish to receive this security 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 DP0@lothianbuses.co.uk.

7. Direct Debit

7.1 The Direct Debit Initial payment is NOT a “deposit”. The initial payment (currently £35) 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 card. After 5 years, the card will be cancelled. Towards the end of that period, continuing Direct Debit customers should visit one of our Travelshops to have the validity of the card extended. In the event that a card has not matched a Direct Debit payment, the card should be returned to one of our Travelshops in order to cancel any Direct Debit payments.

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 Local

8. Advance Purchase

8.1 Following initial card purchase, advance purchase 1 week and 4 week “top up” can be made by contacting the cardholder's college or university.

8.2 Zone C & D Ridacards cannot be topped up at PayPoint agents – “top up” for these cards can only be purchased at one of our Travelshops.

8.3 If a cardholder wishes to cancel the Direct Debit arrangement with another one or four weeks, then the time purchased will not start until the card is used on one of our travels - this is called "activate on first use". Alternatively, if a Ridacard is “topped up” before the current product expires, then the expire 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 Trainridacards 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 (South of Scotland Agricultural College), The University of Edinburgh (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 all times. Continued eligibility for purchase a Student Ridacard beyond that date will require the cardholder to repeat the process of matriculation card registration. Refunds are only available on Annual, Student 9 Month and Direct Debit cardholders.

9.3 Junior Ridacards are available to passengers aged between 5 and 15 (Direct Debit – £4). Proof of age is required at time of purchase. Junior Ridacards are not valid on travel before the cardholder’s 16th birthday. See also 7.2 for Direct Debit cardholders.

Refund Chart (only available on Annual Ridacards)

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The contents of this publication are correct at time of printing. Lothian Buses Ltd. accepts no liability for any resultant loss or damage incurred. Any details shown during the currency of this leaflet may be subject to change. Please check our current prices at one of our Travelshops, visit www.lothianbuses.co.uk, or call 0131 555 6363. 25 May 2018
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.

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 £1.00 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 Travelshops.
- 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 Travelshops or from one of the 250+ Agents within our operating area.

Ridacard prices

- Adult
  - One week: £19
  - Four week: £57
  - Annual: £665
- Student
  - One week: £16
  - Four week: £48
  - Annual: £560
- Junior
  - One week: £9
  - Four week: £29
  - Annual: £324
- Direct Debit
  - Initial, one-off payment of £65 followed by regular monthly payments of: £53
- Best value
  - One week: £42
  - Four week: £25

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 card is cancelled.

Find your nearest PayPoint agent at www.paypoint.co.uk/locator.aspx

Form 1

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

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

**Form 2**

Instruction to your Bank or Building Society to pay Direct Debts

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

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4. Bank or Building Society account number

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5. Lothian Buses Limited reference number (offset by Lothian Buses)

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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 Barnard holder

Date

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The Direct Debit Guarantee

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there is anything wrong with the payment of your Direct Debit, you are protected under the Direct Debit Guarantee Scheme. Should the amount you pay to Lothian Buses Limited abnormal or for any reason you have reason to believe that the payment has not been made to your bank or building society, please contact Lothian Buses Limited on 0345 600 1004 immediately. Do not delay. See the Direct Debit Guarantee Scheme for full details.

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

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