Ridacard Terms & Conditions

1. Use of Ridacard is subject to these terms.

2. Lothian Buses and Edinburgh Trams may issue the Ridacard and will determine the conditions under which it is issued.

3.1 Cardholders, or in the case of a Junior card the cardholder’s parent or carer, must ensure that a replacement card is returned to us before a scheduled payment date.

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 Refunds are only available on Annual, Student 9 Month and Direct Debit Ridacards.

4.2 Refunds on Advance Purchase Annual Ridacards are paid in accordance with the published schedule. The start date for the calculation of any refund will rely upon the date when the card is returned to us.

4.3 Refunds on Direct Debit Ridacards, a refund of money paid but not required to pay for travel will be made.

4.3.1 Any refund will be calculated from the date the Ridacard is returned to one of our TravelHubs, Refunds must be made within 12 months of the date issued.

4.3.2 Lothian reserves the right to withhold the £25 initial administration fee from any refund when a Direct Debit has been cancelled within 12 months of the date issued.

4.3.3 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 the cardholder. 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 the Ridacard is returned to one of our TravelHubs. Refunds must be made within 12 months of the date issued.

4.5. Refunds on payments made by Direct Debit will be calculated from the date card return is deducted from the price paid at the time of transaction. No refunds are available on Student 9 Month Ridacards which have less than 15 weeks validity remaining.

5. Variation

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

6. Privacy

6.1 The Ridacard scheme is promoted and operated by Lothian Buses Limited, 55 Annandale Street, Edinburgh, EH7 4AZ.

6.2 We only collect basic personal data about you. We have a Data Protection regime in place to ensure the effective and secure processing of your personal data.

6.3 For all Ridacards, we collect and process the following personal information: name, address, date of birth, passport-size photograph and, for Student Ridacards, the college or university attended and matriculation date.

6.4 For Direct Debit customers, we also collect email addresses for communication and this information is required to establish and administer your payment schedule and will be securely processed by our partners, PayWizard plc, and used solely for that purpose and 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. Other wise, we will not share your data with any third party unless required to do so by law.

6.5 We use the information of Ridacard holders for customer services, administration, and internal statistical purposes. We do not collect any personal data we do not need to provide these services.

6.6 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, if this data is no longer required for its original purpose, after which your data will be securely deleted. Should you not wish your data to be stored, please contact us to request that it is deleted.

6.7 In the unlikely event that we process your personal data on you incorrectly, you have the right to request that your data is corrected or deleted. Further details can be found in the Ridacard terms and conditions.

6.8 It is the account holder’s responsibility to ensure adequate funds are available for the return of a replacement card. 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.

6.9 Junior cards 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 known as the Edinburgh College of Art), Jesuit & Elk College and Stevenson College and University of Edinburgh.

7. Direct Debit

7.1 The Direct Debit administration fee, currently £25, is payable in addition to the first monthly travel payment to initiate any subscription. Subject to clause 3.4, this fee will not be refunded if the card is returned within a month of the subscription.

7.2.1 This date may be changed so long as at least one scheduled Direct Debit payment has been collected, and that any requested change is notified to Lothian at least ten days before the next scheduled payment date.

7.2.2 Changing the date payment may result in a pro-rata rational charge for travel, which is payable at the time the payment date is changed.

7.3 Records are kept of all payments made using the direct debit system, and the validity of the card purchased and the card number will be transferred to one of our TravelHubs to have the validity of the card extended. Ridacard validity and usage information will be transferred to our TravelHub system where the card must be returned to one of our TravelHubs in order to cancel any Direct Debit.

7.3.1 It is the account holder’s responsibility to ensure adequate funds are available for the return of a replacement card. 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.

8. Advance Purchase

8.1. Following initial card purchase, advance purchase 1 week and 4 week ‘top up’ cards can be purchased from one of our TravelHubs.

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. Any request for a refund of a 1 week or 4 week ‘top up’ with one another or four weeks, then the time purchase will not start until the card is used on one of our services. If a request for a refund is made before the current product expires, then the expiry date will be extended by two weeks, or the time purchased will be refunds will be made within 12 months of the date issued. Should you not wish your data to be stored, please contact us to request that it is deleted.

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.

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 time up to a maximum of 28 days after the last date will require the cardholder to repeat the above process by presenting their new matriculation card at one of our TravelHubs. Cardholders who no longer eligible students may visit one of our TravelHubs to request a refund for any purchased time up to a maximum of 28 days before the card expires. See also 7.2 for Direct Debit cardholders.

9.3 Junior Ridacards are available to passengers aged 15 to 16 (Direct Debit cardholders) and proof of age is required at the time of purchase. Junior Ridacards are not valid for travel on or after the cardholder’s 16th birthday.

7.3.2 Should any second attempt to collect payment also fails, the Ridacard and associated subscription will be immediately cancelled.

Refund Chart (only available on Annual Ridacards)

<table>
<thead>
<tr>
<th>Weeks</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
<th>Refund amount on</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-27</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>28-56</td>
<td>55%</td>
<td>55%</td>
<td>55%</td>
<td>55%</td>
<td>55%</td>
<td>55%</td>
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</tr>
<tr>
<td>57-84</td>
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<td>35%</td>
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<td>35%</td>
<td>35%</td>
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<td>35%</td>
</tr>
<tr>
<td>85-112</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
</tbody>
</table>

7.4.1 Lothian will attempt to collect the overdue amount after seven days. The account holder may also contact Lothian, by calling 0131 328 7160 or visiting one of our TravelHubs, to arrange for immediate payment of the overdue amount.

7.4.2 If you are unable to collect payment also fails, the Ridacard and associated subscription will be immediately cancelled.
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 NightBuses.
- 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.**

* 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 £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

Ridacard prices

<table>
<thead>
<tr>
<th>Ridacard</th>
<th>Adult (per week)</th>
<th>Student (per week)</th>
<th>Junior (per week)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weekly</strong></td>
<td><strong>£20</strong></td>
<td><strong>£17</strong></td>
<td><strong>£10</strong></td>
</tr>
<tr>
<td><strong>Monthly</strong></td>
<td><strong>£60</strong></td>
<td><strong>£51</strong></td>
<td><strong>£30</strong></td>
</tr>
<tr>
<td><strong>Annual</strong></td>
<td><strong>£600</strong></td>
<td><strong>£510</strong></td>
<td><strong>£300</strong></td>
</tr>
<tr>
<td><strong>Direct Debit</strong></td>
<td><strong>£56</strong></td>
<td><strong>£45</strong></td>
<td><strong>£26</strong></td>
</tr>
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