

citysmart – Terms & Conditions

Updated: April 2025

1. Use of citysmart is subject to these terms

- 1.1. The citysmart scheme is promoted and operated by Lothian Buses, 55 Annandale Street, Edinburgh, EH7 4AZ.
- 1.2. citysmart cards remain the property of Transport for Edinburgh at all times and Transport for Edinburgh reserves the right to withdraw the citysmart at any time.
- 1.3. Drivers, Ticket Services Assistants, and officials of Lothian Buses, EastCoastbuses, LothianCountry, and Edinburgh Trams may inspect the citysmart at any time.

2. Use

- 2.1 **citysmart** cards can initially be purchased with a minimum of twenty journeys from Transport for Edinburgh Travelshops, and online at <https://lothianbuses.myshopify.com/>
- 2.2 **citysmart** can be loaded with a maximum of fifty adult single journeys, each valid for one trip on: Lothian day services; EastCoastbuses and Lothiancountry day services in zones A and B only; Edinburgh Trams within the City Fare Zone.
- 2.3 **citysmart** journeys cannot be used for travel on Airlink; night services; outside of zones A and B on EastCoastbuses and LothianCountry; special services; Edinburgh Bus Tours; or for travel to or from Edinburgh Airport on Edinburgh Trams.
- 2.4 Subsequent “top-ups” of five, ten, twenty or fifty journeys can be purchased from Transport for Edinburgh Travelshops, or Park & Ride Kiosks. Top ups of five journeys can be purchased from the driver on Lothian day services, where **citysmart** journeys are valid.
- 2.5 Journeys on **citysmart** are valid for one hundred and eighty days from the date of purchase or top-up, after which they will automatically expire. Topping up a card resets the expiry date of all unexpired journeys on the card to one hundred and eighty days.
- 2.6 Bus Use - you must hold your **citysmart** to the ticket machine upon boarding the bus. The driver will deduct a single journey from the balance on the card and a receipt for the journey, showing the number of journeys left, will be printed which should be retained. If multiple passengers are travelling with one **citysmart**, you must ask the driver to deduct additional journeys.
- 2.7 Tram Use - you must hold your **citysmart** to one of the Platform Validators located on every tram stop BEFORE boarding the tram. A single journey will be deducted from the balance on the card and the remaining balance will be shown on the Platform Validator screen. Only one passenger per **citysmart** card per journey may travel on Edinburgh Trams. Once on board the tram, you should present your **citysmart** to the on-board Ticket Services Assistant, who will check to ensure that you have validated your card before boarding. Passengers who have not validated their **citysmart**, or who attempt to travel to or from Edinburgh Airport using **citysmart**, must pay the Standard Fare (currently £10).
- 2.8 Transport for Edinburgh will withdraw any **citysmart** card which we believe has been tampered with, is being misused or is electronically unreadable.
- 2.9 Unused or expired **citysmart** journeys are non-refundable.

3 Failure / Loss

- 3.1 In case of difficulty, the cash fare for the journey should be paid and the card taken to a Transport for Edinburgh Travelshop. Where **citysmart** has failed without any sign of visible damage, a replacement card with the same number of remaining journeys will be available to collect from a Transport for Edinburgh Travelshop after up to three working days.
- 3.2 Where **citysmart** has been visibly damaged, a replacement card with the same number of remaining journeys will be available to collect from a Transport for Edinburgh Travelshop after up to three working days, on payment of an administration charge of £3.00. Visibly damaged cards with fewer than five remaining journeys will not be replaced.
- 3.3 Each **citysmart** card has a unique 8-digit card number printed on the front of the card. This number is also printed on all corresponding receipts and tickets, which should be kept safe by the customer. Without this number, Transport for Edinburgh cannot replace any lost cards.
- 3.4 Lost **citysmart** cards should be reported by visiting a Transport for Edinburgh Travelshop and quoting the **citysmart** card number and answering a verification question, based on the card's usage history. The card will then be "blocked" after up to three working days which will prevent further use of that card. Once the card has been blocked, a replacement card with the remaining number of journeys, if any, at the time the card was blocked will be available to collect from a Transport for Edinburgh Travelshop, on payment of an administration charge of £3.00. Lost cards with fewer than five remaining journeys will not be replaced.

4 Variation

- 4.1 Lothian Buses reserve the right to vary these Terms and Conditions, the most recent version of which will always be available on our website at <https://www.lothianbuses.com/>