

# Transport for Edinburgh Mobile Ticketing Terms & Conditions

## 1 General

- 1.1 M-tickets is promoted and operated by Lothian Buses Limited, Annandale Street, EDINBURGH EH7 4AZ. Lothian Buses Limited is registered in Scotland, No. 96849.
- 1.2 M-tickets refers to bus and/or tram tickets which are downloaded to smartphones, via the Transport for Edinburgh m-ticketing app.
- 1.3 Transport for Edinburgh m-tickets is supported on smartphones using either Apple iOS 7.0 or later; and Google Android 4.0 or later operating systems. You may need to upgrade the operating system on your device if Transport for Edinburgh change the operating system version(s) which are supported. You may not be able to install or use m-tickets on a jail-broken or rooted device. Some features may not be available on all devices or operating systems. M-tickets should not be used on tablets, notebooks or any device other than supported smartphone handsets.
- 1.4 Purchasing m-tickets confirms acceptance of these Terms & Conditions.
- 1.5 Entry onto Transport for Edinburgh vehicles using m-tickets also confirms acceptance of Lothian Buses Conditions of Carriage (<http://lothianbuses.com/about-us/our-company/policy-documents>) and / or Edinburgh Trams Conditions of Carriage (<http://edinburghtrams.com/information/conditions-of-carriage>)
- 1.6 Transport for Edinburgh may modify these Terms & Conditions at any time, and the most up to date Terms & Conditions will be available on our website and within the m-tickets app.

## 2 Use

- 2.1 M-tickets must be purchased through the app in advance of travel. Purchasing m-tickets requires either a Wi-Fi or cellular data connection (for which your network provider may charge you) in order to complete payment and download of the ticket(s) to your smartphone. Purchased tickets are non-refundable and cannot be altered. Once purchased, m-tickets can be activated and used offline however the m-ticket app requires periodic sever connections for security, and will notify you if a connection is required.
- 2.2 All purchases are subject to a minimum purchase value of four pounds (£4) in any one transaction – you can purchase any combination of ticket types and quantities providing the total value is at least four pounds. Transport for Edinburgh accepts payment through the m-tickets app using VISA and MasterCard debit and credit cards, and Apple Pay. Payment can also be made using Barclays Pingit - visit (<http://www.barclays.co.uk/Mobile/BarclaysPingittermsandconditions/P1242604890843>) for Barclays Pingit Terms and Conditions.
- 2.3 M-tickets must be activated prior to boarding and the ticket will be displayed on your smartphone's screen – show this to the bus driver when boarding or ticket services assistant on the tram. Your device must have sufficient battery charge to be able to display the ticket to the driver or ticket services assistant upon boarding and if requested to a Transport for Edinburgh official throughout your journey, otherwise the cash or Standard fare for the journey will be payable.
- 2.4 In case of any difficulty, the cash fare for the journey should be paid. Full details of any problems should be reported to Transport for Edinburgh by contacting customer services.
- 2.5 All m-tickets must be used within one hundred and eighty days of purchase, after which they will automatically expire. The expiry date of each ticket will be shown in the app.
- 2.6 M-tickets are locked to the device ID of the smartphone on which they are purchased and cannot be used on multiple devices under the same account. In the event of the loss or damage of that smartphone, unused m-tickets can be transferred to a new device ID by opening the m-tickets app on the new device and logging into

your account, before following the in-app prompts. Transport for Edinburgh will process one transfer request per customer in any six month period.

- 2.7 M-tickets can also be sent to another user/account, by tapping on “Share Tickets” within the app and selecting the tickets you wish to send. Doing so immediately cancels those tickets from your account and creates a sharing link which can be sent, through the smartphone’s native sharing functions such as Bluetooth, email, social media etc, to another user to be claimed. Shared m-tickets can only be claimed once and will be downloaded to the first account and device on which the sharing link is claimed. Shared tickets must be claimed by a different account from the sender, and received shared tickets cannot then be re-shared to someone else. Shared tickets will expire one hundred and eighty days after they were originally purchased.
- 2.8 With the exception of Family DAYtickets, multiple passengers cannot board with simultaneously activated tickets on one device.
- 2.9 Transport for Edinburgh reserves the right to suspend without refund any account which it believes is being misused, or where these conditions have been breached. In particular, you must:
- (a) ensure you comply with any local restrictions on downloading, using or otherwise exporting the Transport for Edinburgh m-tickets app (including any encryption keys or similar content stored in the app)
  - (b) only install the Transport for Edinburgh m-tickets app from the Apple App Store, Google Play Store or other source approved by Transport for Edinburgh
  - (c) not use Transport for Edinburgh m-tickets in any unlawful manner, for any unlawful purpose, or in any manner inconsistent with these terms, or act fraudulently or maliciously for example by modifying, hacking into or inserting malicious code into the Transport for Edinburgh m-tickets app or the data it creates.
  - (d) not use Transport for Edinburgh m-tickets in a way that could damage, disable, overburden, impair or compromise the service, systems or security or those of our agents; and
  - (e) not collect, collate or harvest any information or data from the m-ticket app, service or systems, or attempt to decipher or intercept any transmissions to or from the servers running Transport for Edinburgh m-tickets.

### **3 Mobile Ticket Types and Validity**

- 3.1 The ticket types described below are subject to change – Transport for Edinburgh may vary the type, price and validity of tickets available at any time. Any changes will be notified through the app and on our website.
- 3.2 SINGLEtickets are valid for one journey on any one of Lothian Buses day services, one journey within zones A & B on EastCoastbuses, or for one journey within the city zone on any one of Lothian Country’s day services. They cannot be used on Edinburgh Trams, Airlink, special services, Tours, NightBuses and NightHawk services, for journeys to/from the airport on Skylink, for travel outside zones A&B on EastCoastbuses, or for travel outside the city zone on Lothian Country. SINGLEtickets can only be activated between 04:00 and 00:59 the following morning. Once activated, SINGLEtickets are valid for 5 minutes during which time they should be shown to the driver upon boarding.
- 3.3 DAYtickets are valid for an unlimited number of journeys for one day on Lothian Buses day services, on Lothian Country and Edinburgh Trams day services in their respective City Fare Zones only, and on EastCoastbuses day services in zones A & B only. They cannot be used for journeys to/from the Airport on Skylink or on Edinburgh Trams, on special services, Airlink, Tours, NightBuses and NightHawk services, for travel outside zones A & B on EastCoastbuses, or for travel outside the city zone on Lothian Country. DAYtickets can only be activated between 04:00 and 23:59. Once activated, DAYtickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken.
- 3.3.1 LATEtickets are valid for an unlimited number of journeys on Lothian Buses day services after 1800, and on the following morning’s NightBuses. They are also valid on Lothian Country in the city zone only, EastCoastbuses in zones A & B only, and Edinburgh Trams in the City Fare Zone only. They cannot be used for journeys to/from the Airport on Skylink or on Edinburgh Trams, on special services, Airlink, Tours, for travel outside

zones A & B on EastCoastbuses, or for travel outside the city zone on Lothian Country. LATEtickets can only be activated between 17:55 and 05:15. Once activated, LATEtickets are valid from time of activation until 05:30 the following morning, and should be shown to the driver upon boarding for each journey taken.

- 3.3.2 Family DAYtickets are valid for two adults and up to three children for an unlimited number of journeys for one day on Lothian Buses day services, on Lothian Country and Edinburgh Trams day services in their respective City Fare Zones only, and on EastCoastbuses day services in zones A & B only. They cannot be used for journeys to/from the Airport on Skylink or on Edinburgh Trams, on special services, Airlink, Tours, NightBuses and NightHawk services, for travel outside zones A & B on EastCoastbuses, or for travel outside the city zone on Lothian Country. Family DAYtickets can only be activated between 04:00 and 23:59. Once activated, Family DAYtickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver upon boarding for each journey taken.
- 3.4 NIGHTsingle tickets are valid for one journey on Lothian Buses NightBuses, on EastCoastbuses NightHawk in zones A & B only, and on Lothian Country Night services in the city zone only. They cannot be used for travel to/from the Airport on Skylink or on Edinburgh Trams, on Lothian Buses day services (except those operating between 00:00 and 01:00), on special services, Airlink, EastCoastbuses day services (except those operating between 00:00 and 01:00 in zones A & B only), Lothian Country day services (except those operating between 00:00 and 01:00 in the city zone only), or Tours. Once activated, NIGHTsingle tickets are valid for 5 minutes during which time they should be shown to the driver upon boarding. When multiple journeys are required, LATEtickets should be used.
- 3.5 Airlink single and return m-tickets are available which can only be used on Airlink or Skylink for journeys to or from Edinburgh Airport. Once activated, each ticket is valid for 5 minutes during which time they should be shown to the driver upon boarding. Purchasing a Return ticket downloads two separate m-tickets to your smartphone – one for each journey.
- 3.6 Adult Single City Zone tickets are valid for one journey on Edinburgh Trams in the City Fare Zone only. They cannot be used on in the Airport Fare Zone on Edinburgh Trams, on any Lothian Buses day service, special services, Airlink or Skylink, Lothian Country (including Night services), Tours, NightBuses, or EastCoastbuses (including NightHawk). Adult Single City Zone tickets can only be activated between 04:45 and 23:45. Activation requires scanning the QR code located inside the tram stop shelter before boarding the tram. Once activated, Adult Single City Zone tickets are valid for 30 minutes during which time they should be shown to the Ticket Services Assistant on the tram.
- 3.7 Adult Single Airport Zone tickets are valid for one journey on Edinburgh Trams only. They cannot be used on Lothian Buses day services, special services, Airlink or Skylink, Lothian Country (including Night services), Tours, NightBuses, or EastCoastbuses (including NightHawk). Adult Single Airport Zone tickets can only be activated between 04:45 and 23:45. Activation requires scanning the QR code located inside the tram stop shelter before boarding the tram. Once activated, Single tickets are valid for 30 minutes during which time they should be shown to the Ticket Services Assistant on the tram. Purchasing a Return ticket downloads two separate m-tickets to your smartphone – one for each journey.
- 3.8 Network Day Tickets are valid for an unlimited number of journeys on Lothian Buses day services, Edinburgh Trams, Airlink, Skylink, EastCoastbuses day services, and Lothian Country for one day, and the following morning's NightBus & NightHawk services. They cannot be used on special services or Tours. Network Day Tickets should be activated between 04:30 and 23:59, and are valid from time of activation until 04:30 the following morning. Network Day Tickets should be shown to the driver or ticket services assistant upon boarding for each journey taken.
- 3.9.1 ECB Adult Single Tickets are valid for one journey within the zones specified at purchase on any one of EastCoastbuses day services. They cannot be used on Lothian Buses, Edinburgh Trams, special services, Airlink, Skylink, Tours, NightBuses, NightHawk services, or on Lothian Country. ECB Adult Single Tickets can only be activated between 04:00 and 00:59 the following morning. Once activated, ECB Adult Single Tickets are valid for 5 minutes during which time they should be shown to the driver upon boarding.
- 3.9.2 Adult County Day Tickets and Family County Day tickets are valid for an unlimited number of journeys on EastCoastbuses day services, between county zones b – f only. They cannot be used within the city zone a, or on any of Lothian Buses, Edinburgh Trams, special services, Airlink, Skylink, Lothian Country, Tours, NightBuses

or NightHawk services. County Day Tickets can only be activated between 04:00 and 23:59. Once activated, County Day Tickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken. Bundles of 28 Adult County Day Tickets are available as “Adult 28 Day County” – please note that tickets from these bundles cannot be shared with other users.

- 3.9.3 Adult CountyPLUS Day Tickets and Family CountyPLUS Day tickets are valid for an unlimited number of journeys across all zones on EastCoastbuses, and on Lothian Buses, Lothian Country (city Zone only), and Edinburgh Trams (except Airport). They cannot be used on Edinburgh Trams and Skylink for journeys to/from the Airport, special services, Airlink, Tours, Nightbuses, or NightHawk services. CountyPLUS Day Tickets can only be activated between 04:00 and 23:59. Once activated, CountyPLUS Day Tickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken. Bundles of 28 Adult CountyPLUS Day Tickets are available as “Adult 28 Day CountyPLUS” – please note that tickets from these bundles cannot be shared with other users.
- 3.9.4 Adult County NightHawk tickets are valid for all night travel on EastCoastbuses NightHawk between county zones b – f only. They cannot be used within the city zone a, or on any of EastCoastbuses day services (except those operating between 00:01 and 01:00), Lothian Buses (including NightBuses), Edinburgh Trams, Lothian Country, special services, Airlink, Skylink, or Tours. Adult County NightHawk tickets can only be activated between 00:01 and 04:30 only. Once activated, Adult County NightHawk tickets are valid from time of activation until 04:30, and should be shown to the driver upon boarding for each journey taken.
- 3.9.5 Adult CountyPLUS NightHawk tickets are valid for all night travel across all zones on EastCoastbuses NightHawk, on Lothian NightBuses, and on Lothian Country Night services in the city zone only. They cannot be used on any of EastCoastbuses day services (except those operating between 00:01 and 01:00), Lothian day services, Lothian Country day services, Edinburgh Trams, special services, Airlink, Skylink, or Tours. Adult County NightHawk tickets can only be activated between 00:01 and 04:30 only. Once activated, Adult CountyPLUS NightHawk tickets are valid from time of activation until 04:30, and should be shown to the driver upon boarding for each journey taken.
- 3.10.1 LC Adult Single Tickets are valid for one journey within the zones specified at purchase on any one of Lothian Country day services. They cannot be used on Lothian Buses, EastCoastbuses, Edinburgh Trams, special services, Airlink, Skylink, Tours, NightBuses, or NightHawk services. LC Adult Single Tickets can only be activated between 04:00 and 00:59 the following morning. Once activated, LC Adult Single Tickets are valid for 5 minutes during which time they should be shown to the driver upon boarding.
- 3.10.2 Adult cityWEST Day Ticket and Family cityWEST Day Tickets are valid for an unlimited number of journeys across the cityWEST and city zones on Lothian Country, on Lothian Buses, EastCoastbuses in zones A & B only, and on Edinburgh Trams (except Airport). They cannot be used on Lothian Country in the CountryWEST Zone, Edinburgh Trams & Skylink for journeys to/from the Airport, special services, Airlink, Tours, Nightbuses, or NightHawk services. cityWEST Day Tickets can only be activated between 04:00 and 23:59. Once activated, cityWEST Day Tickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken.
- 3.10.3 Adult countryWEST Day Ticket and Family countryWEST Day Tickets are valid for an unlimited number of journeys on Lothian Country in the countryWEST zones only. They cannot be used on Lothian Buses, EastCoastbuses, Edinburgh Trams, Skylink, special services, Airlink, Tours, NightBuses, or NightHawk services. countryWEST Day Tickets can only be activated between 04:00 and 23:59. Once activated, countryWEST Day Tickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken.
- 3.10.4 Adult lothianWEST Day Ticket and Family lothianWEST Day Tickets are valid for an unlimited number of journeys on Lothian Country, on Lothian Buses, EastCoastbuses in zones A & B only, and on Edinburgh Trams (except Airport). They cannot be used on Edinburgh Trams & Skylink for journeys to/from the Airport, special services, Airlink, Tours, NightBuses, or NightHawk services. lothianWEST Day Tickets can only be activated between 04:00 and 23:59. Once activated, lothianWEST Day Tickets are valid from time of activation until 01:00 the following morning, and should be shown to the driver or ticket services assistant upon boarding for each journey taken.

- 3.10.5 cityWEST NIGHT Tickets are valid for all night travel across the cityWEST and city zones on Lothian Country, on Lothian NightBuses, and EastCoastbuses NightHawk in zones A & B only. They cannot be used on any of Lothian Country day services (except those operating between 00:01 and 01:00), Lothian day services, EastCoastbuses day services, Edinburgh Trams, special services, Airlink, Skylink, Tours. cityWEST NIGHT Tickets can only be activated between 00:01 and 05:15 only. Once activated, cityWEST NIGHT Tickets are valid from time of activation until 05:15, and should be shown to the driver upon boarding for each journey taken.
- 3.10.6 countryWEST NIGHT Tickets are valid for all night travel on Lothian Country in the countryWEST zones only. They cannot be used on Lothian Country day services (except those operating between 00:01 and 01:00), Lothian Buses (including NightBuses), EastCoastbuses (including NightHawk), Edinburgh Trams, special services, Airlink, Skylink, or Tours. countryWEST NIGHT Tickets can only be activated between 00:01 and 05:15 only. Once activated, countryWEST NIGHT Tickets are valid from time of activation until 05:15, and should be shown to the driver upon boarding for each journey taken.
- 3.10.7 lothianWEST NIGHT Tickets are valid for all night travel across all zones on Lothian Country, on Lothian NightBuses, EastCoastbuses NightHawk in zones A & B only. They cannot be used on any of Lothian Country day services (except those operating between 00:01 and 01:00), Lothian day services, EastCoastbuses day services, Edinburgh Trams, special services, Airlink, Skylink, Tours. lothianWEST NIGHT Tickets can only be activated between 00:01 and 05:15 only. Once activated, lothianWEST NIGHT Tickets are valid from time of activation until 05:15, and should be shown to the driver upon boarding for each journey taken.

## **4 Privacy & Security**

- 4.1 Transport for Edinburgh securely processes personal information pertaining to m-tickets, in accordance with the latest Data Protection Act legislation.
- 4.2 Transport for Edinburgh collects and processes the following personal information: name, address, email address, telephone number, date of birth, purchase history associated with the m-ticketing account, and payment card details.
- 4.3 Payment card details are securely stored and processed by our payment provider in accordance with PCI DSS, and will never be disclosed to anyone for purposes other than for m-ticketing mobile payments initiated by your m-ticket account.
- 4.4 Transport for Edinburgh uses the information of m-ticket customers only for maintaining your account and processing your payments. Transport for Edinburgh will not share your personal information with any other third parties for any other reason without your prior consent, except where we are required to do so by law (for the detection and prevention of crime, for example).
- 4.5 Transport for Edinburgh will retain your information for the time that you have an active m-ticketing account registered in your name. Your account can be disabled and anonymised at any time by contacting Transport for Edinburgh.
- 4.6 Certain functionality (such as accessing secure storage for tickets, using the camera to scan QR activation codes etc.) will require to access information or features on your device to work. By using such functionality, you consent to m-tickets accessing your device and information. You may also manage how m-tickets accesses your device or information using privacy settings on your device (for iOS) or by uninstalling m-tickets (for Android).