

Ticket Terms & Conditions

These Terms and Conditions cover the issue of FirstWeek, FirstMonth, FirstTen, FirstTerm (including 5, 8, 10 and 13 week tickets), First6Month, First Academic Year and FirstYear tickets.

1. Terms Of Use:

A season ticket is issued subject to the Company's Regulations and Conditions, which may be viewed at any Company Travel shop or Head Office, and also subject to the following special conditions.

- 1.1 A valid Child or Student Photo card must accompany Child and Student Season Tickets.
- 1.2 The Season Ticket is valid only in the specific area, up to and including the expiry date shown.
- 1.3 For each journey taken a season ticket must be produced.
- 1.4 Passengers not in possession of a valid season ticket and matching Photo card (if applicable) for the journey being undertaken may be liable to pay a standard fare of £30 and have your ticket confiscated.
- 1.5 The Company reserve the right to refuse to issue or renew any season ticket.
- 1.6 An expired, defaced, illegible or altered season ticket is not valid and will be withdrawn.
- 1.7 Care of the season ticket is the responsibility of the holder. In exceptional circumstances replacements can be applied for to the Passes Administrator, subject to an administration charge of £50 and proof of purchase being provided.
- 1.8 A maximum of 3 replacements for any purchased tickets will be permitted. Any subsequent replacements will be at the full price, this is provided the original receipt of purchase is produced.

The card does not provide any priority of place over any other passenger whether on the bus or in the queue, nor any right to travel on any particular journey.

2. Pass Protection

To protect cards from being lost or stolen, customers may purchase Pass Protection. This must be bought at time of purchase and costs:

- £40 - First6Month, FirstAcademic Year, FirstYear
- £20 - FirstTerm

NB – FirstAcademicYear and FirstTerm tickets are only available to full time students. Terms and conditions apply.

This entitles customers to obtain up to a maximum of 3 replacement tickets free-of-charge.

3. Refunds:

- 3.1 There will be **No** refunds on the unused portion of FirstWeek, FirstTen, FirstMonth, FirstTerm, First6Month, FirstAcademicYear, and FirstYear tickets. However, in special circumstances, a refund may be given at our discretion on production of the card and receipt.
- 3.2 Refunds will be subject to a **£20** administration charge and will be based on the number of weeks or months used at the current First Week and/or FirstMonth price less any initial discount you may have received. As the cost of the season ticket has been calculated to allow for annual holidays, the validity period will not be extended for periods of non-use due to holidays or sickness.

4. Replacements for Lost/ Stolen/Damaged Tickets:

- 4.1 If a ticket is lost, First will offer a replacement but only with an original receipt. We do not accept photocopies. This is subject to an administration charge of **£50** unless Pass Protection has been purchased (at time of purchase) and subject to clause 1.8.
- 4.2 If a ticket and receipt is stolen, and a crime reference number is supplied, we will provide a replacement without an original receipt. If no crime reference number is provided, we will not replace without an original receipt. In both instances a £50 administration charge will be made, unless Pass Protection has been purchased and subject to clause 1.8.
- 4.3 Defaced or damaged tickets will only be replaced on production of old ticket and original receipt. A **£20** administration charge will be payable
- 4.4 Student Photo Cards will be replaced on receipt of **£10**.
- 4.5 Child Photo Cards will be replaced on receipt of **£5**.

Note: Commuter Card Scheme:

For any Companies that deal with First Commuter Card Scheme, please be aware that any tickets that require refunds will be repaid to the Companies and not the individuals.

Contact Us:

If you have any enquiries about your ticket, please contact the First office where you purchased your ticket, our Customer Services team or our Passes Administrator on 0117 3736481 or 0117 373 6417. You can also write to: Passes Administrator, Enterprise House, Easton Road, Bristol BS5 0DZ.