

First York wish to clarify the requirements for use of the Yorkey cards to staff and students of the University.

The Yorkey card is a discounted product specifically for staff and students of the University of York. It can be used on all First York services.

- **Where can I buy one?**
They can be purchased on bus from the driver, on mTickets, online or from the YUSU shop on campus.
- **Do I need proof I am a staff member or student?**
Yes you need to show your University of York photo id when you purchase the card.
- **Do I need to show ID when I use it?**
Yes a valid University of York staff, student or associate pass must be shown for each journey.
- **Can I use it to pay for my student friend/university staff colleague?**
As long as you both have valid University of York ID, and can show this to the driver, you can use the Yorkey card more than once when boarding the bus.
- **Do I need ID on the 66 service?**
Yes you need to show ID on all journeys.
- **Does the Yorkey card expire?**
The card has a shelf life from production of 5 years. After this it will expire and not be able to be used.
- **Does the product expire?**
The trips that are purchased on the Yorkey card are valid for 3 years from the date of purchase. If they are not used within this time they expire and the trips are lost.
- **Can I get a refund on unused trips?**
First will buyback any unused trips at the conclusion of the University year (July) at 66% of the original price paid. Refunds can be claimed in person from First offices at Unit 1A George Hudson Street, York, YO1 6WR by returning the card. Refunds can only be claimed at the end of the University year (July) not within.

For further information, please contact yourbussupport@firstgroup.com