

## Terms and conditions

### 1. About the terms & conditions

The below terms and conditions apply to the issue and use of the iff card. Please read these terms carefully to ensure you understand them. Please note that Cardiff Bus may amend these terms and conditions from time to time at its discretion. Any amendments to these terms and conditions will be posted on our website [www.cardiffbus.com](http://www.cardiffbus.com).

### 2. Who are we?

We are Cardiff City Transport Limited, trading as Cardiff Bus. Our registered office is Sloper Road, Cardiff, CF11 8TB. Our company registration is 2001229.

### 3. About the iff card?

- a. The iff card is a pre-payment card issued by Cardiff Bus for travel on all Cardiff Bus services. The card can be used in two different ways:
  - i. As an “electronic purse” allowing you to credit your card for future travel (up to a maximum of £50 credit at any time);
  - ii. To purchase Cardiff Bus tickets using the credit on your card. For information regarding what tickets can be purchased on your iff card at any given time, please visit our website at [www.cardiffbus.com](http://www.cardiffbus.com)
- b. By applying for an iff card from Cardiff Bus you agree to be bound by these terms and conditions, and hereby agree to adhere to Cardiff Bus’ Terms and Conditions of carriage (available to view on our website at [www.cardiffbus.com](http://www.cardiffbus.com)) whenever you travel with Cardiff Bus.
- c. Anyone capable of travelling independently who is over the age of 6 and under the age of 60 (an alternative concessionary card is available for individuals over 60) is eligible to apply for an iff card.
- d. Once you have completed the iff application form and submitted the form to Cardiff Bus we will process your application and if accepted we will send your iff card within approximately 7 working days by post. Your card will be valid for your use on arrival. If you do not receive your card within this time you should contact Cardiff Bus to alert us that your card has not arrived.
- e. The card remains the property of Cardiff Bus at all times and we reserve the right to withdraw it at any time or refuse any application or renewal at our discretion.

- f.** Replacement cards may at our discretion be subject to an administration fee for no more than £5, chargeable at the point of ordering.
- g.** You must notify Cardiff Bus in writing or by email of any change to your name, address, email or contact telephone number which you provided on the iff application form. Failure to notify Cardiff Bus of any change in the aforementioned personal details could result in Cardiff Bus being unable to return your card to you if it is lost or stolen, or return any outstanding credit owed to you if your card is unused for more than one year in accordance with the provision 7b below.
- h.** Cardiff Bus may at its sole discretion withdraw any iff card which we believe has been tampered with, is being misused or which has become electronically or visually unreadable.
- i.** If we chose to withdraw your card for any reason in accordance with provision 3h above, we will notify you and either transfer your remaining balance to your new card, or alternatively provide you with a refund of the amount equivalent to your remaining balance where you request this within 28 days of notification. Failure to request a refund of your remaining credit from Cardiff Bus within 28 days of your card being withdrawn will result in Cardiff Bus issuing you automatically with a new card, which will be credited with the remaining balance from your withdrawn card and sent to the address which we hold for you.

#### **4. Using your iff card**

- a.** You must have your card available for inspection by a Cardiff Bus company official at any time when travelling with Cardiff Bus.
- b.** You may only pay for Cardiff Bus services with your iff card if it is present on you at the time of travel. Even if you have sufficient credit on your card for your planned journey, if you do not have your card present with you when you travel with Cardiff Bus you will have to pay for your travel separately notwithstanding the available credit or ticket on your card.
- c.** When boarding the bus, the card must be placed on the ticket machine to initiate a transaction. When purchasing tickets your card will be debited an amount equivalent to the value of the ticket which will be deducted from your remaining credit.
- d.** Your iff card cannot be used in partial payment with cash for any journey.

## **5. Topping up your iff card**

- a.** You can top up your card either on any Cardiff bus service, by attending the Cardiff Bus Customer Service Centre in the Central Library or Sloper Road Head Office or at any Paypoint terminal in the Cardiff and Vale areas.
- b.** The minimum top up amount that can be added to a card in any transaction is £5. Top ups can be made in units of £5, £10 and £20. The maximum balance that can be present on a card used as an “electronic purse” at any given time is £50.

## **6. Lost, damaged or stolen iff cards**

- a.** If your card is lost, stolen or damaged you must notify our Customer Service Centre immediately (contact details below), quoting the security details provided in your application. If you have not provided security details you will need to call into a Customer Service Centre, and provide proof of identity (passport, driving licence or other photographic identification). Once we have confirmed to our satisfaction that you are the registered owner of the card, it will be cancelled on our system. We will then issue you with a new card which can either be posted to you or collected from a Customer Service Centre the next working day.
- b.** Your liability for any fares charged if the missing or stolen card is used will cease from midnight on the day you report to us that the card is lost or stolen.
- c.** Subject to 6b above, any remaining balance or travel days will be transferred to your new card. We may at our discretion charge you an administration fee for no more than £5 for replacing your card. In some circumstances this may result in no transfer being given where your outstanding credit is equal to or less than £5.

## **7. Unused iff cards**

- a.** If you no longer require an iff card, any funds you have credited to your card may be refunded by returning your card to a Customer Service Centre and requesting a refund. To protect you from theft/fraud we will require proof of your identity (passport, driving licence or other photographic identification) in order to process the refund.
- b.** If you have not used your iff card for one year or more, we will automatically cancel your card. We will notify you approximately one month prior to cancellation that your card will be cancelled due to non-use. Unless you contact Cardiff Bus to obtain a

refund or any remaining credit within 28 days of receiving notification by us that your card will be cancelled, any remaining credit on your card will be unrecovered by you.

- c. If you have failed to update us with your new address in accordance with provision 3g above, we accept no liability which may ensue as a result of you not being informed your card will be cancelled and your credit lost.

## **8. Our liability to you**

- a. To the extent permitted by law, Cardiff Bus's liability to you is limited to the value of credit on your iff card at any given time.
- b. Cardiff Bus shall not be liable to you in any way if your iff card fails to reach the registered holder by post.
- c. Cardiff Bus shall not be liable for any consequential losses or damage arising from a failing of your iff card or the smartcard system.
- d. Cardiff Bus shall not be liable to you for any losses you may incur as a result of you failing to notify us of a change in your personal details, including where your card is cancelled by us for any reason.
- e. Where you have purchased any ticket using your iff card, Cardiff Bus shall have no liability to you if you cannot use your ticket due to our services not being run for any reason.

## **9. Data protection and personal information**

- a. For the purpose of the Data Protection Act 1998 (the Act), we act as a data controller. We hereby agree to process your data in accordance with the Act, and will use your data for the following purposes:-
  - i. To provide you with the service you applied for, and for the ongoing administration of the service;
  - ii. To allow us to improve products and services we offer to our customers;
  - iii. For research and statistical analysis including travel patterns;
  - iv. To enable us to conduct surveys;
  - v. For the prevention and detection of crime and fare evasion;
  - vi. To enable us to comply with our legal and regulatory obligations;
  - vii. To ensure that we follow your instructions correctly and to improve our customer service, we may monitor and/or record any communication between you and us.

- b.** We may use your information for marketing purposes in the following circumstances;
  - i. To let you know about other related products or services;
  - ii. To send you offers on behalf of selected third parties which we believe to be appropriate.
- c.** We may contact you for the above purposes by post, email, telephone or text messaging to SMS enabled devices depending on the information you have provided to us.
- d.** If you do not wish to receive such information you may choose not to do so by telephoning, writing or emailing us at the address below. If you wish to receive information now but change your mind later, you can contact us via the same way at any time.
- e.** We will only disclose your information to other parties in the following limited circumstances;
  - i. When we are legally obliged to do so eg to law enforcement and regulatory authorities;
  - ii. When there is a duty to disclose in the public interest;
  - iii. Where disclosure is necessary to protect our interest eg to prevent or detect crime or fare evasion;
  - iv. Where you give us permission to do so.
- f.** We will retain your information for the time that you have an iff card registered in your name in order to comply with terms and conditions herein.

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This information is subject to the Conditions of Carriage of Cardiff City Transport Services Limited. For any queries regarding our terms and conditions, contact our Customer Service Team at:

Customer Service Centre, Head Office, Sloper Road, Cardiff CF11 8TB. 02920 666444.  
[Talktous@cardiffbus.com](mailto:Talktous@cardiffbus.com)