

Which ticket is best for you?

This guide gives details about our tickets and passes, where to use them and where to buy them.

Occasional travellers

Making a one-way trip?

Buy a **Single** on the bus. For a return trip on the same day, a **DayRider** or **Day Return** (where available) is the best option.

More regular travellers

Making the same return trip once, or a few times every week?

Buy a **Multi-DayRider** on a TravelCard.

Commuters

Travelling 5 or more days a week?

Buy **TravelPass** or **NetworkPass** on a TravelCard.

Under 20s

Under 20 years old and travelling to school, college or work?

Buy a **Young Persons' TravelPass** on a TravelCard.

TravelCards are available from our Travel Shop in Fleming Way or online at www.thamesdownbus.com. You can load money or passes onto the TravelCard online, on the bus or at our Travel Shop.



Look out for this symbol for free Wi-Fi on the bus

Swindon area tickets and prices

What's changed?

- Adult 1 Zone and 2 Zone Singles increased by 10 pence.
- Child 1 Zone and 2 Zone Singles replaced by new Young Person Singles for ages 5 to 19.
- New Young Person DayRider and DayRider PLUS tickets.
- Certain DayRider and DayRider PLUS prices increased.
- Holders of English National Concessionary Travel Cards can now buy a Young Person Single for 1 Zone and 2 Zones travel before 0930 and after 2300 on Mondays to Fridays.



traveline
public transport info

www.travelinesw.com

0871 200 22 33

calls cost 12p per minute plus your phone company's access charge

Visit our **Travel Shop** in Fleming Way, Swindon
Monday-Friday 9am-5.30pm / Saturday 9am-5pm

Telephone 01793 428428

Web thamesdownbus.com

Twitter @thamesdown

All information correct as at 28th August 2016, but subject to alteration

Fares Guide

Which ticket or pass is best for you?

Where to buy your ticket or pass

From
28th Aug
2016

Thamesdown

One-way Fares

Buy on bus

	Adult	Young Person
Travel within Inner Zone	£1.60	£1.10
Travel within Outer Zone	£1.60	£1.10
Travel in 2 Zones	£2.10	£1.60

Single fares are available from/to PLUS and NETWORK ZONES at various prices. Please visit our website or call 01793 428428.

Day Return Fares

Buy on bus

Day Return Fares are available from/to PLUS and NETWORK ZONES at various prices. Please visit our website or call 01793 428428 for details.

SmartFare

TravelCard

'Pay as you go' with SmartFare. Load £10, £15 or £20 onto a TravelCard and pay for Singles, Day Returns or DayRiders on the bus when you need to. Get your TravelCard from our Fleming Way Travel Shop or online. Top up online, on the bus or at our Travel Shop.

Note: Thamesdown SmartFare is not valid on Stagecoach buses.

DayRider & DayRider PLUS

Buy on bus

Unrestricted travel on all Thamesdown and Stagecoach buses in the Swindon area for one day.

	DayRider INNER & OUTER ZONES ONLY	DayRider PLUS INNER, OUTER & PLUS ZONES
Adult	£4.00	£4.80
Young Person 16 to 19 years old	£3.50	£4.50
Child 5 to 15 years old	£2.70	£3.30
Adult & Kids 1 adult & up to 3 children	£5.00	£5.80
Family 2 adults & up to 3 children	£6.80*	£8.50

*Special 'Family for a Fiver' offer!

At weekends and in Swindon school holidays a Family ticket is just £5 for travel in the Inner and Outer Zones.

Multi-DayRider & Multi-DayRider PLUS TravelCard

Buy 6 DayRiders or DayRider PLUS for the price of 5 on a TravelCard from our Fleming Way Travel Shop or online.

Load Multi-DayRiders online, on the bus or at our Travel Shop.

	DayRider INNER & OUTER ZONES ONLY	DayRider PLUS INNER, OUTER & PLUS ZONES
Adult	£20	£24
Adult & Kids 1 adult & up to 3 children	£25	£29

TravelPass & TravelPass PLUS TravelCard



Unrestricted travel on all Thamesdown and Stagecoach buses in the Swindon area.

	TravelPass INNER & OUTER ZONES ONLY	TravelPass PLUS INNER, OUTER & PLUS ZONES
1 week	£14.50	£16.50
4 weeks	£55	£63
13 weeks	£160	£185

Get your TravelCard from our Fleming Way Travel Shop or online. Renew passes online, on the bus* or at our Travel Shop.

*except 13 weeks on bus.

Wiltshire DayRover

Buy on bus

One day's travel throughout Wiltshire on many operators' buses. Also includes Service 51/51A from Swindon to Cirencester and Service 66 from Swindon to Oxford.

Details of operators and services can be found on www.connectingwiltshire.co.uk/bus

Adult	£8.50
Child/Senior	£5.50
Family 2 adults & 2 children or 1 adult & 3 children	£20.00

EveningRider PLUS

Buy on bus

Unrestricted travel after 6pm on all Thamesdown and Stagecoach buses on the Inner, Outer and PLUS Zones.

EveningRider PLUS £2.50

Young Persons' TravelPass

TravelCard

Unlimited travel on all Thamesdown and Stagecoach buses in the Swindon area for people under 20 years old.

	YP TravelPass INNER & OUTER ZONES ONLY	YP TravelPass PLUS INNER, OUTER & PLUS ZONES
1 week	£11	£12.50
4 weeks	£40	£46

Please complete an application form, available from our Travel Shop or download one from our website. Take it to our Travel Shop with a passport-sized photo and proof of age (e.g. Citizencard, passport, birth certificate or driving licence).

Renew passes on the bus or at our Travel Shop in Fleming Way.



NetworkPass

TravelCard

The 'go anywhere' ticket valid at any time for travel on all Thamesdown bus services. Get your TravelCard from our Fleming Way Travel Shop or online. Load passes online, on the bus* or at our Travel Shop. *except 13 weeks on bus.

1 week	£22
4 weeks	£82
13 weeks	£230

Note: NetworkPass is not valid on Stagecoach buses.

Travelling on the bus

Paying your fare



Passengers paying for fares and tickets on the bus must place the exact fare in cash or vouchers in the cash vault as they board.

The driver has no change or access to the vault.

Any bank notes or vouchers should be shown to the driver before placing in the vault.

Passengers with TravelCards or English National Concessionary free travel passes should place their card on the ticket machine.



When the machine 'beeps' and the green light shows, take your card and enjoy the journey.

Dogs

Dogs are carried at a flat fare of 50p per single journey.

Hearing and assistance dogs accompanying disabled persons are carried free of charge.

We only allow well behaved dogs to travel on our buses!



Child and Young Person fares



Up to four children under the age of 5 may travel free of charge accompanied by a fare paying adult.

Persons aged 5 to 19 pay the Young Person single fare.

Children aged 5 to 15 can buy a Child DayRider or Child DayRider PLUS.

Persons aged 16 to 19 can buy a Young Person DayRider or Young Person DayRider PLUS.

Note: In the Network Zone, Child Single and Day Return fares apply to 5 to 15 year olds. Young Person fares are not available in this zone.

English National Concessionary Travel Card holders are accepted for free travel after 0930 and up to 2300 Mondays to Fridays and all day Saturdays, Sundays and Bank Holidays.

Need to travel before 0930 or after 2300 on Mondays to Fridays within the Inner and Outer Zones? Show your pass to the driver and ask for a Young Person fare for the zones you wish to travel in.

PlusBus



We accept PlusBus tickets in the Swindon Inner and Outer Fare Zones.

Buy your bus and train tickets together online - ideal for travelling to or from your local station. Select PlusBus with your train tickets at www.gwr.com

TravelCard Application Form

1. Fill in the form below. No photo required.
2. Take it to our Travel Shop or post it to us.
3. You can also apply online!

(Use **BLOCK CAPITALS** in black pen only please)

The holder's details must be completed in full below.

Data Protection Act This information will be held on a secure electronic database and used by Thamesdown Transport Ltd to provide you with the latest information on our bus services. This information will not be divulged to third parties.

To opt out, tick here

Title: Mr Mrs Ms Miss

First Name:

(How you want it on your card eg: William, Bill)

Surname:
(Max 18 letters)

Address:

Town:

Postcode:

Email:

Phone No:

Date of Birth:

Password:

(Max of 10 letters. This could be your mother's maiden name for example.)

Signature:

Date:

 Our full Terms & Conditions are available upon request and published on our website.

Fare Zones



TravelCard Terms & Conditions

1. Use of TravelCard is subject to these terms

- 1.1 A TravelCard is not a cheque guarantee card, debit or credit card. Drivers and officials of Thamesdown Transport may inspect the card at any time.
- 1.2 A TravelCard remains the property of Thamesdown Transport at all times. Thamesdown Transport reserves the right to withdraw the TravelCard at any time.
- 1.3 The registered holder should notify Thamesdown Transport in writing of any change to their name, address or telephone number. This will enable contact to be made to issue a replacement for a lost card or to return a found card (if not cancelled).

2. Use

- 2.1 TravelCards can be used on all Thamesdown Transport buses on local bus services as advertised.
- 2.2 On boarding a bus the TravelCard must be placed on the bullseye on top of the ticket machine with any photograph clearly visible to the driver. In case of difficulty, the cash fare for the journey should be paid and the TravelCard returned to the Thamesdown Transport Travel Shop where it can be checked and replaced if necessary. Thamesdown Transport will make appropriate compensation for valid cards which have failed.
- 2.3 Once the TravelCard has been used it cannot be used again for a period of 5 minutes. Products on a TravelCard will expire if not used within one year of loading.
- 2.4 Thamesdown Transport will withdraw any TravelCard which they believe has been tampered with, is being misused or which has become electronically or visually unreadable.

3. Loss/Failure

- 3.1 Thamesdown Transport cannot prevent the unauthorised use of lost or stolen TravelCards until it has been reported by the registered holder and the card cancelled.
- 3.2 The loss, theft or failure of a TravelCard must be notified to Thamesdown Transport as soon as possible. This can be done at the Thamesdown Transport Travel Shop or by phoning 01793 428428 (0830 - 2000 Monday to Friday). On receipt of the registered holder's details including name, address and password Thamesdown Transport will cancel the card as soon as possible.
- 3.3 Once cancelled, TravelCards cannot be 're-activated'. If a card is reported lost and subsequently found it will not work, but we will issue a replacement card.
- 3.4 Once the card has been cancelled the registered holder will be issued with a replacement card. The charge for issuing a replacement card is £5, payable on collection. The replacement card will have the same credit balance or expiry date as the lost card.
- 3.5 Replacement TravelCards will be available for collection from the Thamesdown Travel Shop in Fleming Way (open Mondays to Fridays 0900-1730, Saturdays 0900-1700) four working weekdays after notification of loss has been received.

4. Refunds

- 4.1 To apply for a refund the registered holder should take the TravelCard to the Travel Shop in Fleming Way. Refunds will be paid by cheque in accordance with our Conditions of Carriage and sent by post.

5. Offers

- 5.1 Thamesdown Transport may from time to time contact the registered holder with details of service information or special offers. Any registered holder who would like to be removed from this promotional list should write to Thamesdown Transport at the address below.

6. Exclusions

- 6.1 Thamesdown Transport shall not be liable for any reason (except any act or omission of Thamesdown Transport or any of their approved agents or employees) for cards that fail to reach the registered holder by post.

Thamesdown Transport reserve the right to vary these Terms and Conditions at any time.

Thamesdown Transport Ltd, Barnfield Road, Swindon SN2 2DJ

The information in this leaflet is given, and customers are carried, subject to the Conditions of Carriage of Thamesdown Transport Limited.