

Young Persons' TravelPass Application Form

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

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

Data Protection Act This information, together with your photograph, 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:

(Maximum of 18 letters)

Address:

Town:

Postcode:

Email:

Phone No:

Date of Birth:

Password:

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

Signature:

Date:

Full terms & conditions are available upon request and published on our website.

What next?

Take this form to our **Travel Shop** in Fleming Way, Swindon, together with a **passport-sized photograph** and **proof of age** (e.g. CitizenCard, passport, birth certificate or driving licence).

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 TravelCard 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, telephone number or email address. This will enable contact to be made to issue a replacement for a lost TravelCard or to return a found TravelCard (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 TravelCards which have failed.
- 2.3 Once the TravelCard has been used it cannot be used again on the same bus for a period of 5 minutes.
- 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 TravelCard 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 (Mon-Thu 0830-1700, Fri 0830-1630). On receipt of the registered holder's details including name, address and password Thamesdown Transport will cancel the TravelCard as soon as possible.
- 3.3 Once cancelled, TravelCards cannot be 're-activated'. If a TravelCard is reported lost and subsequently found it will not work, but we will issue a replacement TravelCard.
- 3.4 Once the TravelCard has been cancelled the registered holder will be issued with a replacement TravelCard. The charge for issuing a replacement TravelCard is £5, payable on collection. The replacement TravelCard will have the same credit balance or expiry date as the lost TravelCard.
- 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 TravelCards 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.