

Milton Park shuttle buses, new smart card system – FAQs

Q: What does the £20 a year cover? What do I get out of it?

A: You will get as many trips throughout the year as you like, from Didcot Parkway to Milton Park and back again. If annual passes weren't available, this would cost users £3 a day. A third shuttle bus has been introduced and new times have been increased, allowing for more users of the bus at peak times. In the past, the buses have been open to misuse by people who don't work on Milton Park, the new smartcard software will stop this from happening and therefore increase capacity for those who are truly entitled to it.

Q: How do I get my new card?

A: New cards will be available online through Courtney Buses, the bus service operator. Online registration will open at the beginning of August and full details will be communicated to you all. If you are unable to access a computer, then Mandy from Courtneys will be at The Innovation Centre for you to swap your old card and purchase a new card on set dates throughout August. All cards will be sent to your employers company address to ensure that only those people working on the Park can use them.

Q: Will my card be automatically renewed?

A: No, you must renew your card online or directly with Courtney buses every year.

Q: Will you send me reminders to renew?

A: Yes – there will be annual reminders sent out to remind you of your renewal date. We will also be sending out reminders throughout August for the initial registration.

Q: When does my old card stop working?

A: Old cards will cease to be valid from 30th September 2015.

Q: What if I lose my card or it's stolen?

A: Please contact Courtney's: www.courtneybuses.com or call: 01189 733486 or on info@courtneybuses.com, there will be an admin fee of £5 to reissue lost or stolen cards.

Q: What if I have any further questions?

A: Courtney's are the bus operators and are managing the new smartcard system on behalf of Milton Park. Their offices are open 9am – 5pm, Monday to Friday and you can reach them on: www.courtneybuses.com or call: 01189 733486 or on info@courtneybuses.com.

Q: What controls are in place to stop people who don't work at Milton Park acquiring a card?

A: Cards will be addressed to the individual registering for a smartcard and addressed to their company on Milton Park only. Cards will not be sent anywhere off Milton Park, this ensures all users of the shuttle bus only work on Milton Park.

Q: What happens if I need a shuttle bus pass before the new system is installed?

A: If you need a pass before the new system is installed, you will receive this for free, but you must remember to purchase your annual pass ready for September as well.

Q: What if I don't need my bus pass for the whole year? Will I get a refund?

A: Unfortunately not, the bus passes are charged at an annual fee of £20.