

Arriva buses. Here to take you there.

**etc**  
employee

**0844 800 44 11**

[etc@arriva.co.uk](mailto:etc@arriva.co.uk)

 **ARRIVA**

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## Online Ticketing Terms and Conditions

### Definitions and Description

Arriva plc ('Arriva') is offering certain tickets for sale online to its customers subject to the terms and conditions set out below.

For the purposes of these terms and conditions:-

'we / us / our' means Arriva

'you / your' means you the customer wishing to purchase a ticket from us

'ticket' means any ticket purchased online through this website other than an Arriva m-ticket for which separate terms and conditions apply

'website' means this website

### Basis of Agreement

This website is offered as a service to you by us. By using this website, you agree that these terms and conditions will govern the relationship between us and you. You should read these terms and conditions carefully. If you do not agree with any of these terms and conditions, you should not use this website.

These terms and conditions apply to any purchase of tickets online through this website other than Arriva's m-tickets for which separate terms and conditions apply.

We will treat each order for tickets as an offer by you to purchase the tickets in accordance with these terms and conditions.

Arriva may change these terms and conditions from time to time. Any changes made will not affect existing terms and conditions accepted by you when making previous purchases through this website.

### Tickets

Tickets sold through this website are valid ONLY for travel on Arriva bus services in zones and areas as specified by us at the time that you complete your purchase of the ticket.

Tickets remain our property and must be produced at any time during the journey when requested by any of our officials. The ticket must be shown to the driver when boarding the bus. It is your

responsibility to ensure that you have a valid ticket if you wish to travel. Passengers failing to produce a current valid ticket must pay the appropriate fare on boarding and refunds will not be given where passengers have failed to produce a valid ticket. If you fail to provide proof of student status where required, you must pay the standard adult fare applicable.

We reserve the right to reject any ticket which we reasonably believe to be invalid, out of date, used on a stolen phone, cancelled, or if the ticket is damaged, defaced or otherwise impaired.

Tickets are valid for the dates or the period selected. Out of date and invalid tickets will be rejected. Tickets are not transferable, and do not confer any priority on the holder over other passengers.

Tickets cannot be transferred to anyone other than you and are non-refundable (save in the circumstances set out in these terms and conditions).

### **Delivery, Price and Payment**

Once purchased, tickets are sent at your request either by first class post or by recorded signed for delivery for an additional charge.

You must check that your ticket details are correct on receipt of your tickets. If your ticket details are incorrect in any way, please contact our helpline (0844 800 4411).

All postal tickets will be despatched within 3 working days using the Royal Mail first class delivery service. Most items will arrive the next working day. If your ticket has not arrived within 5 working days, then please call our helpline (0844 800 4411).

It is the responsibility of the customer purchasing the ticket to ensure that a delivery address for service by post or special delivery is secure and one that is suitable for accepting deliveries.

In the case of undelivered tickets, if you or we cannot recover the ticket or prove delivery, we will then consider an application for a duplicate ticket. We may ask you or others for information to allow us to determine delivery of the ticket. There is an administration charge when we issue a duplicate ticket.

The price paid by you is valid for the duration of the ticket and any subsequent change in prices during this period will not affect a ticket that has already been purchased.

The prices quoted on this website are in pounds sterling. If you choose to pay for your tickets using any other currency you may have to pay a further fee in respect of the exchange rate.

Payment for tickets must be made via either a valid (Visa or MasterCard) credit or debit card (Switch Solo/Maestro). This is a charge to account service and we will deduct the appropriate sum from your credit card or bank account once authorised by you when you purchase a ticket. Information relating to the credit you have purchased is stored on the Arriva ticket server.

Please note, we do not store any credit or debit card details (please see the Data Security section below)

Annual tickets can be paid by monthly direct debit. Please note that Arriva has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited ([www.eazycollect.co.uk](http://www.eazycollect.co.uk)), to collect these direct debit payments and Eazy Collect will be shown on your bank statement.

### **Cancellations and Refund Policy**

We reserve the right to cancel without notice or liability any tickets which we reasonably believe have been obtained in any fraudulent manner or if you fail to comply with these terms and conditions or our terms and conditions of carriage. In these circumstances we may also refuse to supply any further tickets.

We may amend these terms and conditions or cease to offer tickets for sale online at any time. In the event that we decide that tickets that have already been purchased online can no longer be used on our services, we will give notice on this website and all balances and outstanding portions of all such tickets already validly purchased will be refunded to your elected credit/bank account. We will endeavour to do this within 14 working days.

You may cancel any order for tickets and can exercise this right to cancel by forwarding to us a notice of cancellation within seven working days beginning on the day after our agreement with you is made.

### **Disclaimer**

We use reasonable endeavours to ensure that the data on this website is accurate and to correct any errors or omissions as soon as practicable after being notified of them. To the extent permitted by applicable law, we disclaim all warranties and representations (whether express or implied) as to the accuracy of any information contained on this website.

This website or any part of it may not be compatible with your browser or computer configuration and we make no warranty that it is. We make no warranty that your access to our website will be uninterrupted, timely or error free and we will not be responsible if we are unable to provide the website for whatever reason.

### **Liability**

We will be responsible if something we do causes death or personal injury. We will also be responsible for damage to your property if the cause is our fault.

Other than the responsibility we have accepted as described above, we will not be responsible for any losses that you suffer whether in contract, tort or otherwise arising out of or in connection with this website, inability to access this website or any websites linked to this website.

### **Conditions of Carriage**

All travel undertaken using your ticket is subject to the Conditions of Carriage of Arriva which are available on this website at [www.arrivabus.co.uk/conditions-of-carriage/](http://www.arrivabus.co.uk/conditions-of-carriage/).

### **Data Security**

We do not store your credit card or bank details.

Arriva will only use the information that we collect about you lawfully, in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 ("data protection laws"). You confirm that you will only enter information about yourself and that such information is true.

The details which you provide about yourself and any other information which identifies you will only be used for operational purposes. Details will not be passed to any other parties.

### **Contact Details**

If you have any queries, please contact Arriva via the dedicated helpline number 0844 800 4411 or via e-mail [ticketsonline@arriva.co.uk](mailto:ticketsonline@arriva.co.uk)

### **Statutory Rights**

As a consumer you have certain statutory rights regarding statements made in public by us or our representatives, the repair or return and replacement of defective or misdescribed goods and the performance of services, as well as claims in respect of losses caused by our negligence or our

failure to carry out our obligations. Nothing in these terms and conditions affects those statutory rights.

You also have certain statutory rights under the Electronic Commerce (EC Directive) Regulations 2002 because we are advertising and selling services online. If we do not comply with these Regulations you have certain remedies. These terms and conditions do not affect your remedies under those Regulations.

These terms and conditions are intended to be consistent with the Consumer Protection (Distance Selling) Regulations 2000 as amended and nothing in them is intended to impose on you any duty or liability additional to those specified in those Regulations. If you would like a copy of these Regulations, they can be obtained from the Office of Fair Trading.

For further information about your statutory rights, please contact your local authority Trading Standards Department or Citizens' Advice Bureau.