

Online Direct Debit Ticket Schemes



Online Direct Debit 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 Direct Debit ticket purchased online through this website.

'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 direct debit tickets online through this website, separate terms and conditions apply for the sales of other Arriva online ticket sales

Advance notice confirmation of your direct debit Instruction, including future payment schedule, a copy of the Direct Debit Guarantee and your direct debit reference number will be sent to you upon completion of your account set-up

We will treat each direct debit account set-up as an offer by you to purchase 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 and selected by you when you set-up your direct debit account.

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We reserve the right to reject any ticket which we reasonably believe to be invalid, out of date, used on a stolen phone, cancelled, or if the ticket is damaged, defaced or otherwise impaired.

Advance notice confirmation of your direct debit Instruction, including future payment schedule, copy of the Direct Debit Guarantee and your DD reference number will be sent to you upon completion of your account set-up.

Your ticket will ONLY be processed once we receive confirmation from our Direct Debit Bureau that your payment has been made. A new ticket will be sent to you every month on rolling monthly bases while your direct debit payments remains active.

If you request an m-ticket, an annual ticket will be sent to the registered Arriva app on your phone. We reserve the right to cancel this ticket should any subsequent monthly payments fail.

Your payment will be collected on the 1st or 15th day of each month (dependent on date of your account application) Tickets are only 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.

If your direct debit payment date is the 1st of the month, your ticket is valid from the 12th day of that month and will expire at midnight on the 11th day of the following month. If your direct debit payment date is the 15th of the month, your ticket is valid from the 27th day of that month and will expire at midnight on the 26th day of the following month.

Your payment will remain the same each month unless we notify otherwise.

Delivery, Price and Payment

Once purchased, tickets are sent at your request either directly to your home or your registered m-ticket app. On receipt of your ticket, you must check that your ticket details are correct. If your ticket details are incorrect in any way, please email us at etc.ams@arriva.co.uk
For student and child direct debit tickets please email: studenttickets.ams@arriva.co.uk

All postal tickets will be dispatched using the Royal Mail first class delivery service. If your ticket has not arrived three days before it's start date, then please email us at the address above.

It is the responsibility of the customer purchasing the ticket to ensure that a delivery address for service by post is secure and 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.

Payment for tickets must be made via monthly Direct Debit. Please note, we do not store any credit or debit card details (please see the Data Security section below)

The ticket price paid by you is valid for 12 months from the purchase date of your annual ticket. Any subsequent change in prices during this period will not affect the ticket that has already been purchased. Thereafter your ticket price will be reviewed and may be subject to change in line with current prices at that time.

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.

Please note that Arriva has appointed the BACS Approved Direct Debit Bureau, Eazy Collect Services Limited (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.

Your ticket will continue to rollover on a monthly basis until such time as you choose to stop your ticket. To stop your ticket, you must cancel your direct debit payment directly with your bank/building society. We will not accept responsibility for cancelling your direct debit.

If a monthly direct debit payment fails, your next ticket will not be dispatched. If a direct debit payment fails for two consecutive months, then your account could be considered as expired and any future tickets may also not be dispatched.

Disclaimer

We use reasonable endeavors 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/

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 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (Amendment etc.) (EU Exit) Regulations 2019 ("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 our dedicated email address: etc.ams@arriva.co.uk
For student and child direct debit tickets queries please email: studenttickets.ams@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, Electronic Commerce (Amendment etc.) (EU Exit) Regulations 2019, 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.