

How do I obtain my smartcard?

1. Fill in the form below.
2. Pop into our Travel Shop in Fleming Way.
...and let us do the rest!

Smartcard Application Form

The holder's details must be completed in full below. Without this information* we will be unable to issue you with a smartcard on which your TravelPass will be loaded.

*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.

Title Mr Mrs Ms Miss

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

Surname (max. 18 letters)

Address

Town

Postcode

Phone No

Date of Birth / /

Security Password (max. 10 letters)

This could be your mother's maiden name for example.

Signature

Terms & Conditions

1. Use of smartcard is subject to these terms

1.1 A smartcard 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 Smartcard remains the property of Thamesdown Transport at all times. Thamesdown Transport reserves the right to withdraw the smartcard 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).

1.4 Smartcards are not transferable and will be withdrawn without refund if presented for travel by anyone other than the person to whom it was issued.

2. Use

2.1 Smartcards can be used on all Thamesdown Transport buses on local bus services as advertised.

2.2 On boarding a bus the smartcard 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 smartcard 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 smartcard 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 smartcard 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 smartcards until it has been reported by the registered holder and the card cancelled.

3.2 The loss, theft or failure of a smartcard 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-Fri, 0745-1700). 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, smartcards 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 smartcards 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 of stored value the registered holder should take the smartcard to the Travel Shop in Fleming Way. Refunds will be paid by cheque 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.