



## APPLICATION FORM

Mr  Mrs  Miss  Ms  Other   
Male  Female

Surname: \_\_\_\_\_

First Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Tel No: \_\_\_\_\_

Email: \_\_\_\_\_

Password (For security, in case you lose your card) \_\_\_\_\_  
\_\_\_\_\_

I agree to the terms & conditions

Please tick this box if you do not wish to receive information about news, offers and service updates

Applicant Signature: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_  
\_\_\_\_\_

### Use of smartcard is subject to the following Terms and Conditions

The smartcard is not a cheque guarantee card, debit card or credit card. Drivers and officials of Network Warrington may inspect your Touch & Go! card at any time. The smartcard remains the property of Network Warrington at all times. Network Warrington reserves the right to withdraw the smartcard at any time. The registered holder should notify Network Warrington 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 return a found card (if not cancelled).

#### USE

Smartcards can be used on all Network Warrington buses on local bus services as advertised. It is not valid on contract and other special services.

On boarding the bus, the user must place the smartcard on the target on top of the ticket machine and show the photograph to the driver. In case of difficulty, the cash fare for the journey should be paid and the smartcard returned to the Network Warrington Travel Centre where it can be checked and replaced if necessary. Network Warrington will make appropriate compensation for valid cards that have failed.

Once the smartcard has been used, it cannot be used again on the same bus for a period of 5 minutes. Network Warrington will withdraw any smartcard that they believe has been tampered with, is being misused or which has become electronically or visually unreadable.

#### LOSS / FAILURE

Network Warrington cannot prevent the unauthorised use of lost or stolen smartcards until it has been reported by the registered holder and the card cancelled by us.

The loss, theft or failure of a smartcard must be notified to Network Warrington as soon as possible. The can be done at the Network Warrington Travel Centre (Mon - Fri 0730 - 1800, Sat 0900 - 1700) or by phoning 01925 634296 (Mon-Thu 0900-1700, Fri 0900-1600). On receipt of the registered holder's details including name, address and password, Network Warrington will cancel the card as soon as possible.

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.

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 for the first replacement and £10 for each subsequent replacement, payable on collection. The replacement card will have the same expiry date as the lost card.

Replacement cards will be available for collection from the Network Warrington Travel Centre in Warrington Interchange.

#### DURATION

The Touch & Go! Card is purchased as a set weekly, monthly or annual card ('the set period') and will be deemed to commence upon first use and will remain valid for the set period.

By agreeing to purchase a Touch & Go! Card for a set weekly, monthly or annual period you are acknowledging that a promotional offer has been made which is calculated based upon the assurance that you agree to purchase the Touch & Go! card for the set period. You thereby agree to purchase the Touch & Go! Card for the entire period and you will not be entitled to cancel the card otherwise than in accordance with the terms of the "Cancellation/Refund" clause below.

#### CANCELLATION/REFUND

You may be entitled to cancel your Touch & Go! card at anytime during the set period and any request for cancellation should be made in person by producing the Touch & Go! card to the Travel Centre in Warrington Interchange. Acceptance of any request to cancel will be purely at the discretion of Network Warrington. Network Warrington will generally only accept requests for cancellation in the following circumstances:-

- Completely Unused, no first use
- Removal of Service

The Touch & Go! card will remain valid for the duration of the set period unless Network Warrington agree to your request for cancellation. Unless a request for cancellation/refund is accepted you will remain liable for all charges for the set period. Failure to make any relevant payment may result in enforcement action.

In the event that you have purchased a Touch & Go! card for a set annual period and the Touch & Go! card has remained valid for a period of 8 months or more then no request for cancellation/refund will be accepted and you will be required to satisfy the remaining payments.

#### OFFERS

Network Warrington 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 Network Warrington at the address below.

Network Warrington, Wilderspool Causeway, Warrington, Cheshire WA4 6PT

Network Warrington reserve the right to vary these Terms and Conditions at any time.

The information in this leaflet is given, and customers carried, subject to the Conditions of Carriage of Network Warrington.

# SAVES TIME, HASSLE & MONEY IN A

# TOUCH...

The smart  
card for  
regular bus  
users



networkwarrington  
warrington's local bus company

## TOUCH&GO! TICKET PRICES

| <b>Touch &amp; Go!</b> | <b>ADULT</b> | <b>Touch &amp; Go!</b> | <b>STUDENT</b> |
|------------------------|--------------|------------------------|----------------|
| <b>Weekly</b>          | £25.50       | <b>Weekly</b>          | £17.00         |
| <b>Monthly</b>         | £90.00       | <b>Monthly</b>         | £60.00         |
| <b>Annual</b>          | £760.00      | <b>Annual</b>          | £460.00        |

Students must be aged between 11 and 19

The Touch&Go! card is purchased as a set weekly, monthly or annual card. During this time you have unlimited travel across the network, up until the expiration date of your card. You can use your Touch&Go! card for as many journeys as you need per day. If you are a regular bus user, Touch&Go! could save you money.

### HOW DO I GET A TOUCH & GO! CARD?

1. Fill in the application form in this leaflet
2. Pop into our Travel Centre at Warrington Interchange
3. Have your photo taken
4. We issue the card there and then!

### FREQUENTLY ASKED QUESTIONS...

#### What do I need to bring with me to purchase a Touch and Go! card?

You will need to complete the attached registration form to purchase a Touch and Go! card, these are available online or at the Travel Centre. If you are aged 19 or under and looking to purchase a student card, you will need to provide proof of age. You do not need to bring us any photographs, as we will take your photograph at the Travel Centre.

#### How do I top up my Touch and Go! card?

You can top up your Touch and Go! card at the Travel Centre at Warrington Interchange.

#### How much can I top up by?

You can top up your Touch & Go! card with a weekly, monthly, or annual pass.

#### Do I need to fill out a new form each time I top up?

No. Once you have received your Touch and Go! card you just need to bring it with you each time you top up.

#### When does my Touch and Go! card become activated?

Your card is activated from the first time that you use it. For example, if you purchase your ticket on a Friday but do not want to use it until the following Monday, you will not lose out on the days in between.

#### Am I obligated to top up every week/month?

You are not obligated to top up every week/month – just top up your card as and when you need it.

#### Is the use of my card limited to certain times of day?

No, you are able to use your card at any time of day.

#### Can I use my Touch and Go! card on any bus?

You can use your Touch and Go! card on all Network Warrington buses on local services. It will not be valid on contract or other special services. A Network Map showing the areas we serve is available on our website or from our Travel Centre at Warrington Interchange.

#### Can I allow my friend to use my Touch and Go! card?

No. You cannot share your Touch and Go! card with any other person. If you allow another person to use your card, it will be confiscated and you may not be allowed to purchase one in the future.

#### Who qualifies for the student card prices?

If you are aged 19 or under, then you are eligible for the discounted student rate.

#### What if I have lost my travel card or if it is stolen?

If you lose your travel card or if it is stolen, Network Warrington need to be notified as soon as possible, either by visiting Warrington Travel Centre or by phoning 01925 634296. Once the card has been cancelled, we can replace the card for a £5 charge for the first replacement and a £10 charge for each subsequent replacement. Your replacement card will have the same expiry date as your lost card.

#### What if I want to cancel my Touch & Go! card prior to the expiry of the set period?

Network Warrington will only accept a request for cancellation in limited circumstances (set out in the terms and conditions on the back of this leaflet) and any request for cancellation should be made in person at the Travel Centre at the Warrington Interchange. You should be aware that the right to grant cancellation of the Touch & Go! card is purely at the discretion of Network Warrington.

If you have an annual Touch & Go! card and have held this for a period of 8 months or more then you will not be entitled to cancel the Touch & Go! card.

For more information go to [www.touchandgo.org.uk](http://www.touchandgo.org.uk)

Call **01925 634296** or pop in to our **Travel Centre** at Warrington Interchange.

