

**Last updated:** 01/06/2024

## 1. ZoneCard Customer Terms and Conditions

This document sets out terms and conditions relating to the purchase and usage of ZoneCard tickets.

The ZoneCard ticketing arrangement is administered by Strathclyde Partnership for Transport (SPT) on behalf of the participating transport operators.

SPT's registered address is 131 St Vincent Street, Glasgow, G2 5JF. Further contact details can be found at [www.spt.co.uk](http://www.spt.co.uk).

## 2. Definitions

- **“We” and “us”** mean Strathclyde Partnership for Transport (acting on behalf of the ZoneCard participating operators).
- **“You”** means any customer purchasing or using a ZoneCard ticket product.
- **“Website”** means the ZoneCard customer website at [www.zonecard.co.uk](http://www.zonecard.co.uk).

### 2.1 Key words and terms:

We have tried to make the wording in this document as clear as possible but please find below a table to explain key words and terms.

Flexi ticket	A ticket product providing eligibility to travel on a specified number of days (not necessarily consecutive) within a set time period – for example any three days in a seven day period.
ITSO	The UK national standard for smart and interoperable transport ticketing.
Operator	The company providing public passenger transport services. Examples include First, McGill's, ScotRail, SPT Subway, Stagecoach, Whitelaws.
Product	A ticket product is an individual instance of an electronic ticket stored on a smartcard.
Season ticket	A ticket product providing eligibility to travel on a specified consecutive number of days/weeks.

Smartcard	A branded, ITSO accredited, reusable plastic card that can hold ticket products including ZoneCard ticket products.
ZoneCard	A public transport Ticketing Arrangement between participating transport operators in the west of Scotland, allowing customers to travel on multiple modes and with multiple operators using a single ticket product.

### 3 ZoneCard key principles

3.1 This document sets out terms and conditions relating to the purchase and usage of ZoneCard tickets.

3.2 Each public transport operator has their own conditions of carriage, or equivalent conditions, which apply to travelling on that operator's service using a ZoneCard ticket (or any other ticket).

3.3 Your ZoneCard ticket product will be held electronically on a smartcard. You do not need a specific ZoneCard branded smartcard (although these are available to purchase). You can also load a ZoneCard ticket product onto a McGill's, Stagecoach, ScotRail or Subway smartcard, or onto a National Entitlement Card/Young Scot card.

3.4 If you have a valid ZoneCard ticket product on your smartcard, you can travel on all eligible bus, rail and Subway services in the relevant Zones, during the validity dates of your ticket product.

3.5 Customers MUST tap their smartcard containing a valid ZoneCard product at the start of every journey (on a bus ticket machine, ScotRail entry gate, ScotRail platform validator or Subway entry gate). When travelling on rail or Subway customer MUST also tap their smartcard at the end of their journey (on a ScotRail ticket gate, ScotRail platform validator or Subway ticket gate).

3.6 Customers should familiarise themselves with the ZoneCard Privacy Policy which is available at [spt.co.uk/zonecard](https://spt.co.uk/zonecard) .

### 4. Operators and Services

Public transport operators who accept ZoneCards are listed on [spt.co.uk/zonecard](https://spt.co.uk/zonecard).

Services which are excluded from ZoneCard acceptance – such as certain rail or bus services – are also listed on [spt.co.uk/zonecard](https://spt.co.uk/zonecard).

It is your responsibility to review these details before purchasing a ZoneCard to ensure that it is accepted by the operator that you intend to travel with and is valid on the service that you intend to use.

You may wish to contact a participating operator for information on the services that they offer before you buy your ZoneCard.

## **5. Zones**

The ZoneCard map is available on [spt.co.uk/zonecard](http://spt.co.uk/zonecard).

You should buy a ZoneCard ticket which covers all of the Zones you will need to travel in.

You can buy one Zone, some combinations of two adjacent Zones, or All Zones.

Any ticket which includes Zone 2 will always includes Zone 1.

## **6. ZoneCard Refund and Replacement Policy**

6.1 If a customer loses a ZoneCard-issued smartcard, this should be reported as soon as possible to [zonecard@spt.co.uk](mailto:zonecard@spt.co.uk) .

6.2 If a customer loses a smartcard issued by another organisation (for example a ScotRail smartcard or a National Entitlement Card), this should be reported to the issuing company as soon as possible. If you had ZoneCard ticket products on your smartcard, you should report this when advising that your card has been lost.

6.3 If your smartcard containing ZoneCard ticket products has been lost, any remaining full weeks of ticket validity can be refunded or provided onto a replacement card. One-day and flexi tickets cannot be refunded. Any refunds will be subject to an administration charge of £10.

6.4 Customers may also request a refund for any unused full weeks remaining on ZoneCard tickets for any other reason. One-day and flexi tickets cannot be refunded. Any refunds will be subject to an administration charge of £10.

6.5 No refunds will be issued by SPT in response to travel disruption (for example cancelled train, bus or Subway services). In the event of travel disruption please contact the relevant operator.

## **7. Responsibility**

SPT is not responsible for any loss (including any loss of profits, loss of savings and/or any other indirect or consequential loss); damage (including, but not limited to, loss of, or damage to, your clothes, baggage and/or property); and/or death, injury, delay or inconvenience caused by or in connection with any defect in any vehicle used or travelled in using a ZoneCard ticket, or through the negligence, wilful misconduct, strikes, or other acts, defaults, or omissions of any employee or contractor of the participating operators.