

## ZoneCard conditions of purchase



Strathclyde Partnership for Transport (“SPT”) administers the ZoneCard on behalf of the participating operators (a current list of operators is available on [spt.co.uk/zonecard](http://spt.co.uk/zonecard)).

This document (“ZoneCard conditions of purchase”) applies to your purchase of a ZoneCard ticket, using your ZoneCard and your rights regarding refunds.

Each public transport operator has their own conditions of carriage, or equivalent conditions, which apply to travelling on that operator’s service using your ZoneCard or any other ticket.

Where there is any conflict between the ZoneCard conditions of purchase, and a public transport operator’s conditions of carriage or equivalent conditions, in relation to a ZoneCard matter, the ZoneCard conditions of purchase will take precedence.

All ZoneCards are issued on the express condition that 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 the ZoneCard, or through the negligence, wilful misconduct, strikes, or other acts, defaults, or omissions of any employee or contractor of the participating operators.

### **Operators and Services**

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

It is your responsibility to review these lists 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.

Local transport services supported by SPT are detailed on [spt.co.uk](http://spt.co.uk).

Participating operators may introduce special offers or competitions for their customers. You should be aware that as a ZoneCard user you may not be eligible for such offers; this is at the sole discretion of the operator involved. Unless expressly stated, SPT is in no way involved in any such special offer or competition.

### **Zones**

In the ZoneCard area there are over seventy available Zones. These are shown on the ZoneCard map which is available on [spt.co.uk/zonecard](http://spt.co.uk/zonecard).

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

The minimum number of Zones you can buy is two. If you buy thirteen Zones or more, your ZoneCard automatically covers all Zones in the ZoneCard area (six Zones or more for Juvenile cards).

If your ZoneCard includes Zone G1 and/or G2, you can travel throughout Glasgow city centre, including travel anywhere on the Glasgow Subway. Please refer to the map on [spt.co.uk/zonecard](http://spt.co.uk/zonecard) for more information.

If your ZoneCard includes at least three Glasgow Zones (from G1 to G8), you are entitled to travel in all Glasgow Zones.

In some special cases, travel through a Zone may be permitted without the Zone being purchased. It is your responsibility to check if any such special rules apply – see Appendix 1. Please contact us using the telephone number or email address below for more information on Zone-specific rules.

### **Buying a ZoneCard (first-time purchases)**

If you are buying a ZoneCard for the first time you must do so at a staffed ScotRail station, or at other outlets which are detailed at [spt.co.uk/zonecard](http://spt.co.uk/zonecard) and on the ZoneCard leaflet.

**Please note that as from 1 October 2020 ScotRail will no longer accept cheques.**

You must provide a colour passport-style photo for inclusion on your ZoneCard. This must show your head and shoulders, and must be a true likeness.

Adult ZoneCards are available for between 2 and 12 Zones, or for all Zones, and in the following durations:

- One week
- Four weeks
- Ten weeks
- Annual

Child ZoneCards are available to under-16s, for between 2 and 5 Zones, or for all Zones, and in the following durations:

- One week
- Four weeks

Proof of age will be required for purchase of a Child ZoneCard. A passport or a Young Scot card will be accepted as proof of age.

ZoneCard validity always starts on a Sunday. You can buy a ZoneCard on a Saturday to start the following day.

<b>Purchase Day</b>	<b>ZoneCard Start Day</b>
Saturday	Following day (Sunday)
Sunday	Same day (Sunday)
Monday - Friday	Previous Sunday

Current ZoneCard prices are shown on [spt.co.uk/zonecard](http://spt.co.uk/zonecard). If you have any questions about the Zones you need to purchase, please contact us by phoning 0141 333 3758 (Mon – Fri 9am to 4pm), or by emailing [zonecard@spt.co.uk](mailto:zonecard@spt.co.uk).

PLEASE NOTE DURING THE COVID-19 LOCKDOWN, WHICH STARTED IN MARCH 2020, WE ARE TAKING ENQUIRIES BY EMAIL ONLY.

### **Renewing an Existing ZoneCard**

You can renew your ZoneCard at a staffed ScotRail station. You can also renew for one or four weeks (subject to availability), at a number of other retailers which are listed at [spt.co.uk/zonecard](http://spt.co.uk/zonecard).

**Please note that as from 1 October 2020 ScotRail will no longer accept cheques.**

You can renew an existing ZoneCard at a staffed ScotRail station or other retailer **from the Thursday before the expiry date of the ZoneCard.**

You can also renew your ZoneCard online at <https://zonecard.online/>.

PLEASE NOTE THE ONLINE SALES FACILITY IS CURRENTLY AVAILABLE BUT WITH LIMITED ACCESS ONLY.

To process orders with reduced staffing levels, the times when you can order tickets are now restricted as follows:

- To renew your ZoneCard, you must place your order between Friday 16:00 and Tuesday 12:00 (midday).
- The ZoneCard online store will be closed outwith these times.

Please check the website for all current details or email [zonecardsales@spt.co.uk](mailto:zonecardsales@spt.co.uk) for further assistance.

### **Using a ZoneCard**

A ZoneCard is comprised of two parts, a Photocard and a travel ticket.

A ZoneCard is only valid for use where the travel ticket displays the same serial number as the Photocard.

A ZoneCard is only valid for travel in the Zones which are listed on the travel ticket.

The number of Zones in the “Zones Charged” box on the Photocard must match the number of Zones stated on the travel ticket.

A ZoneCard may only be used by the person represented in the Photocard.

### **Using a ZoneCard on the Subway**

If you want to use your ZoneCard on the Subway, it will need to be enabled for the Subway smart ticketing system. Simply bring your ZoneCard to any Subway ticket office for validation. Your ZoneCard must be revalidated at a Subway ticket office every time it is

renewed. Once this is done, simply present your ZoneCard at the ticket gate to access the Subway.

### **Using a ZoneCard at ScotRail Ticket Gates**

If you will be travelling by train and using a ScotRail station with ticket gates, you should buy your ZoneCard at a staffed ScotRail station. You will be provided with a travel ticket which can be used on the ticket gates.

### **ZoneCard Refund and Replacement Policy**

Your ZoneCard allows you to travel on buses, trains, Subway and ferries operated by a number of different operators. The revenue from all ZoneCard sales is divided between these operators, all of whom have different refund policies. A specific ZoneCard refund policy is therefore required.

#### **Lost or Stolen ZoneCards**

We will not be responsible for and cannot provide a refund or replacement for a lost or stolen ZoneCard. This is because the original ZoneCard could still be in use, meaning two ZoneCards are being used but only one has been paid for.

SPT recommends that you consider insuring your ZoneCard. SPT are not able to provide advice on insurance products; you should obtain independent advice from a suitably qualified advisor.

***All customers are encouraged to write their name and contact details in the space on the back of the Photocard. This may help your ZoneCard to be returned to you if it is lost.***

#### **Annual ZoneCard Registration**

If you have an annual ZoneCard, you can register it with SPT. This means in the event of your annual ZoneCard being found and returned to SPT, we will be able to send it on to you. To register, you can email your ZoneCard photo ID number, name and address to [zonecard@spt.co.uk](mailto:zonecard@spt.co.uk). Please note registration is only available for **annual** ZoneCards.

#### **Refunds on Remaining Weeks**

If you no longer require your ZoneCard we can refund the value of any remaining whole weeks. This will be subject to an administration charge of £3.00.

Please note no refunds are given on weekly tickets.

To obtain a refund you should email [zonecardsales@spt.co.uk](mailto:zonecardsales@spt.co.uk) with the following:

- 1) A picture of your valid ZoneCard ticket in its current state where both parts are clearly visible (the upper photocard part, and the lower travel portion). We must be able to see the photo I.D. reference number in both parts of your ZoneCard ticket.
- 2) A picture of the travel portion of your ticket (the lower part) after it has been destroyed. You can cut your ticket into smaller pieces thus rendering it void.

ZoneCard refunds can only be provided for complete remaining weeks. This means that in order to provide a refund, SPT require evidence of the ticket being destroyed, as described above.

SPT will respond to your enquiry advising whether your refund can be approved, and if so confirming the method for the refund being paid.

Please note ZoneCard week runs from Sunday to Saturday.

If you have any questions about this - please email [zonecardsales@spt.co.uk](mailto:zonecardsales@spt.co.uk).

**Refunds for Travel Disruption**

Refunds will not typically be issued by SPT for disruption to travel. Any claims relating to travel disruption should be addressed to the specific transport operator involved in the first instance. Refunds will only be considered by SPT in extreme circumstances, and any consideration and decision in relation to such a request shall be subject to the agreement of the participating ZoneCard operators.

## Appendix 1: Special Zone Rules

### **Overlap Areas (G1/G2 and Y4/Y5)**

- There are two areas where Zones overlap. In these overlap areas, either one of the Zones is valid for travel. See the ZoneCard map for more detail:
  - Glasgow City Centre (part of Zone **G1** and part of Zone **G2** overlap);
  - Greenock Town Centre (part of Zone **Y4** and part of Zone **Y5** overlap).

### **Central Glasgow**

- Customers cannot purchase **ONLY** one Central Glasgow Zone (**G1** or **G2**) with **ONLY** one Outer Glasgow Zone (**G3** to **G8**). A third adjoining Zone must also be purchased. For example, a passenger wishing to travel between Clarkston (**G4**) and Glasgow City Centre would require **G1, G2** and **G4**.
- A customer with **EITHER** Zone **G1** or Zone **G2** (or **BOTH**) is entitled to travel to/from any station on the **Glasgow Subway**.
- If any three **G** Zones are purchased, the ZoneCard will be valid for **ALL** Glasgow Zones (**G1** to **G8**).

### Through Zones

Where the Zone rules below allow for travel **THROUGH** additional Zones without purchasing those Zones, **BOARDING AND ALIGHTING** in the **THROUGH** Zones will **NOT BE PERMITTED**.

#### **Cumbernauld – Glasgow**

- Customers buying Zones **S6, S3, G6** and **G1** for the road route between Cumbernauld and Glasgow are also entitled to travel **THROUGH** Zones **S2** and **G7** to use the rail route between Croy and Glasgow.

#### **Motherwell – Glasgow**

- Customers buying Zones **H3, H1, G5** and **G2** for travel between Motherwell and Glasgow are also entitled to travel **THROUGH** Zone **H4** on rail services between Airbles and Blantyre. The same customers are also entitled to travel **THROUGH** Zones **G6** and **G1** on participating express coach services via the M8.

#### **Irvine/Ardrossan– Glasgow**

- Customers buying Zones **K4** (Irvine) or **K5** (Ardrossan), and all of **K2, K3, R6, R5, R4, R1, G3** and **G2** for the rail route between Irvine/Ardrossan and Glasgow, are also entitled to travel **THROUGH** Zones **R7** and **R2**, allowing use of the road route.

#### **Ayr/Prestwick – Glasgow**

- Customers buying Zones **A1** (if required), **A2, A3, K4, K2, K3, R6, R5, R4, R1, G3** and **G2** for the rail route between Ayr/Prestwick and Glasgow, are also entitled to travel **THROUGH** **A4, K1, R7, R2** and **G4**, allowing use for the road route.
- Similarly, customers buying Zones **A1** (if required), **A2, A3, A4, K2, K1, K3, R7, R5, R2, G4** and **G2** for the road route between Ayr/Prestwick and Glasgow, are also entitled to travel **THROUGH** Zones **K4, R6, R4, R1** and **G3**, allowing use of the rail route.

### **Kilmarnock – Glasgow**

- Customers buying Zones **K1, K2, K3, R7, R5, R2, G4** and **G2** for the road route are also entitled to travel **THROUGH G3** for the rail route.
- Customers buying Zones **K1, K2, K3, R7, R5, R2, G3** and **G2** are also entitled to travel **THROUGH G4** for the road route.

### **Kilbirnie/Beith/Lochwinnoch – Glasgow**

- Customers buying Zones for rail or express bus services between Kilbirnie/Beith/Lochwinnoch and Glasgow, may travel on participating bus services **THROUGH** the Clyde Tunnel in Zone **G1** even if Zone G1 has not been purchased.

### **Glasgow – Mount Vernon – Whifflet rail line**

- Customers travelling by rail between Baillieston and Bargeddie (including travel from stations further east and/or west) **DO NOT REQUIRE ZONE H1**.

### **Carstairs Rail Services**

- Customers with Zones **L1 and L4** for rail travel from Carstairs to points northwards are also entitled to travel by bus between Zones **L1 and L4** making a connection in Lanark in **L3**. Boarding and alighting in **L3**, other than to transfer between buses at Lanark, are not permitted.

### **Glasgow International Airport**

- Customers holding tickets that include either Zones **R1 or R3** are entitled to board or alight in the area of Glasgow International Airport.

### **Renfrew Cross**

- Customers travelling directly between Paisley and Renfrew Cross **MUST** purchase Zone **R1** and **EITHER R3 or G3**.