

Safe and secure

Your busID is registered with us. So if you lose the card we will replace it (there is an administrative fee), and any remaining travel will be transferred to the replacement card. Our tickets are designed to be used over consecutive days so the sooner you advise us that a card is lost, the sooner we can replace it, protecting your existing travel period.

Terms and conditions

- busID cards are valid for 3 periods - expiring on the young person's 10th and 15th birthdays, when the photo will need to be updated. and finally, until 31st August following a young person's 18th birthday.
- We may ask for further proof of age when we issue the card or at any time before the card expires.
- Lost, stolen or damaged cards can be replaced for an administration fee.
- busID single and citySAVER tickets are not valid on night services and you will need to purchase a busID networkSAVER for these services.
- All tickets purchased for a busID card must be completely used before the card expires or they will cease to be valid.
- busID cards must only be used by the person named/ pictured on the card. Cards found being used by a person other than the person named/ pictured are likely to be withdrawn and may be withheld until a penalty fare of up to £50 is paid.
- If the card is deliberately defaced in any way the card is liable to be withdrawn and will need to be replaced. The same charge will apply as a lost card.
- Additional charges will be applied if a busID card is used beyond its expiry date and any product will be lost and no refund given.
- During busier periods your card will be posted to you as soon as possible.
- We cannot be responsible for items lost if sending applications by post.
- We reserve the right to refuse or cancel membership of the scheme.