

Student Terms and Conditions

If you are travelling using a verified student mobile ticket, no further documents are required as your photo is on your screen.

If you are travelling using an unverified student ticket (your picture will not show on your mobile-ticket if your registered verification has expired) or a key card, please ensure that you are carrying your valid Student ID with you to show a company official when requested.

It is your responsibility to check that your verification will be valid for the full duration of your ticket before you purchase or activate it. If you are in doubt, you can check the expiry date by viewing the “Verification” section of the settings menu on your app. If you have any questions about this, or to extend your verification please contact us.

You must not use a discounted mobile ticket beyond the expiry date of your student registration card. It is your responsibility to ensure that your ID is valid. Please note that if your student ID cannot be presented, your account may be blocked pending it being shown at a later date. This will also incur an administration charge to reopen the account. To qualify you must be able to prove that you are on a full-time course for a minimum of 13 weeks and present ID as below.

The ID card must be:

- a ‘credit’ card style and not laminated.
- a photo ID and have a commence/expiry date or have the years of validity printed on the card (e.g. 26/27 would refer to the academic year between September 2026 through to the end of the academic year in July 2027).
- the ‘ISIC’ app or card.

If your registration card does not include an expiry date you will need evidence of when your course is expected to finish; this will need to be an original letter from your college/university. If using our in-app verification process, you may need to apply for an extension to verification for longer courses in person via customer services or a travel shop. Key cards and mobile tickets need to be available to be shown to the driver when boarding the bus and any other company official on request for the entire duration of your journey with us.

As an alternative to a university or college ID, an ISIC card can be purchased online at myisic.co.uk; you will need to provide evidence of your student status.

Student keycards and mobile tickets are not transferable; cards or tickets found being used by a third party are liable to being withdrawn, the account being blocked and a settlement fare applied.

A full list of the available ID options for our in-app verification service is available on our website.

Please note that we do not accept UNIDAYS or NUS/TOTUM cards unless the card doubles as an ISIC; in this case we only accept the expiry date on the ISIC side of the card (for a three-year NUS extra card these dates may be different).