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1. Introduction

- 1.1 This document outlines the Terms of Use for all Nexus Tickets and Products.
- 1.2 This document is not applicable to Tickets or Products issued by Nexus on behalf of a third party.
- 1.3 The Terms of Use outlined in this document supersede any previously printed terms of use for Nexus Tickets and Products, including guidance issued in leaflet form.
- 1.4 All Tickets and Products remain the property of Nexus and must be submitted for checking when requested to do so by a member of staff, Ticket Inspector or other authorised officer. Failure to do so may result in the issue of a Penalty Fare and possible prosecution.
- 1.5 Travelling with a Nexus Product or Ticket is subject to the Tyne and Wear Passenger Transport Act 1979, the byelaws which relate to Metro and bus premises, the Conditions of Carriage and passenger regulations of the transport operator, and the terms of use set out in this document.
- 1.6 This document should be read in conjunction with the Nexus Ticket and Smartcard Terms and Conditions of use (nexus.org.uk/termsandconditions).
- 1.7 Nexus is a corporate body incorporated by statute in England, whose principal place of business is Nexus House, St James' Boulevard, Newcastle upon Tyne, NE1 4AX. You can contact our Customer Services department by emailing customerservices@nexus.org.uk or telephoning 0191 20 20 747. Nexus is a trading name of the Tyne & Wear Passenger Transport Executive. VAT Number: 176720058



2. Contact us

2.1 If you have any questions about the Terms of Use of the ticket or product you have purchased you can contact Nexus Customer Services, details below.

Address	Telephone
Nexus Customer Services Nexus House St James' Boulevard Newcastle Upon Tyne NE1 4AX	Tel 0191 20 20 747 Web nexus.org.uk/contactus



3. Glossary

3.1 The glossary below outlines specialist phrases and definitions which are used throughout this document.

Term	Definition
Add Zone	A smart ticket, purchased from a TVM which allows an additional zone (or zones) to be added to an existing smart MetroSaver or smart Student MetroSaver product for 1 day only.
Close Your Journey	If you have a Pop PAYG card loaded with Pop PAYG credit and are using this on Metro then you must touch in and touch out. If you miss a touch in or out, whether by accident or as a result of equipment failure, then you can apply for a Close Your Journey refund (see paragraph 6.26).
Compulsory Ticket Area	Generally includes all platforms, trains, and access routes to and from platforms (excluding Sunderland station). Additionally, in the case of stations with Gates, all of the station area within the Gates. Such areas will be signposted.
Concessionary Child Fare	Reduced fares charged to anyone travelling with a Valid Under 16 Pop card. Also referred to as a Child Concessionary Ticket.
Concession; and Concessionary	An Entitlement to a reduced (or zero cost) fare on the basis of a person's age or disability e.g. a customer must be between 16 and 18 years of age to be entitled to a 16-18 Product.
Customer Claim	A term used to describe a Pop PAYG Close Your Journey Refund request where the customer forgot to touch in or out, or the customer touches in and chooses not to make a journey. (See paragraph 6.26).
Entitlement	Confirmation of eligibility which can be loaded onto a Smartcard and allows the purchase of Products only available to those authorised e.g. Student MetroSaver.



<p>Gates</p> 	<p>Gates (on the Metro system that require the customer to feed their paper magnetic stripe Ticket through the Ticket reader, or to place their Smartcard onto the Card Reader in order to open them. Smartcards must also be presented when Gates are open to validate the customer's journey.</p>
<p>Maximum Balance</p>	<p>The Pop PAYG product can have a maximum balance of £90.</p>
<p>Maximum Fare (Metro Only)</p>	<p>This is up to the equivalent of a 3 zone single fare.</p>
<p>Metro Daily Cap</p>	<p>If you are travelling on Metro with Pop PAYG you will be charged fares up to a maximum Daily Cap determined by the number of Zones you have travelled in that day. Within any one day, you may be charged reduced fares or not charged a fare at all, if you have reached the Daily Cap. The Daily Cap only applies to Metro; it does not currently apply to journeys made with Pop PAYG on buses or Shields Ferry.</p>
<p>Metro Station Ticket Machine</p> 	<p>Ticket Machines that are located at all Metro stations, which allow you to purchase a Ticket or a Product for your Metro travel.</p>
<p>Negative Pop PAYG Balance</p>	<p>If you have a Pop PAYG Balance of £0.00 or more you will be able to touch in and travel on the Metro to complete your journey which may result in your balance falling below £0.00. You will need to top up your Pop PAYG Balance to be £0.00 (or greater) before you are able to travel on Metro again. If you use Pop PAYG to purchase tickets on the bus or the Shields Ferry you can purchase tickets up to a maximum negative balance of -£3.50.</p>



<p>Online Balance</p>	<p>When you register a Pop PAYG card to a Pop Shop Account the Online Balance function is made available to you.</p> <p>If you make a Close Your Journey Request and a refund is subsequently approved the refund will then be credited to your Online Balance. Alternatively, if you purchase a top up of Pop PAYG online which cannot be processed (e.g. if you already have a top up waiting to be loaded) then this will be credited to your Online Balance.</p> <p>You can choose to transfer your Online Balance to your Pop PAYG card at a time of your choosing as long as this would not result in you exceeding the maximum card balance.</p>
<p>Pay As You Go (also referred to as PAYG or Pop PAYG)</p>	<p>This product allows you to purchase a value of travel which is carried on your Pop PAYG card. This allows travel on Metro and Bus up to the value of the amount of travel you have purchased. On Metro the cost of your journey will be deducted, provided you touch in and out at a Gate or Validator. Failure to touch in or out will result in a maximum fare being applied for your journey. Your journeys on Metro using Pop PAYG will be subject to a Metro Daily Cap. On a bus and Shields Ferry the cost of a single or day ticket can be paid for using your Pop PAYG Balance. Journeys by bus or on the Shields Ferry are not included in the Metro Daily Cap.</p>
<p>PAYG Balance</p>	<p>This is the remaining value on your Pop PAYG product, which can be used for travel.</p>
<p>Payzone</p>	<p>A network of local shops, identifiable by the Payzone sign, at which a customer will be able to purchase Nexus Products, purchase a Pop PAYG card and top up their Pop PAYG Balance.</p>
<p>Penalty Fare Notice (PFN) – also referred to as a Penalty Fare Metro Only</p>	<p>A Penalty Fare charged if a customer travels without a Valid Product or Ticket. – see www.nexus.org.uk/metro/guide-metro/penalty-fares.</p>



<p>Pop card</p> 	<p>A Nexus Smartcard with a photograph of the card holder that can be used to purchase and travel with Season Ticket Products. It cannot be used to purchase and travel with Pop PAYG.</p>
<p>Pop PAYG card</p> 	<p>A Nexus Smartcard that can be used to purchase and travel with Pop PAYG. It cannot be used to purchase and travel with Season Ticket Products.</p>
<p>Pop Shop Account</p>	<p>An account that can be created online at www.nexus.org.uk/pop via which a customer can apply for a Pop card, register a Pop card or Pop PAYG card, purchase Products and Pop PAYG credit, report a Pop card or Pop PAYG card lost or stolen, and view recent journeys they have made using Pop PAYG.</p>
<p>Product</p>	<p>A Nexus-issued smart travel product such as a MetroSaver (a Season Ticket Product) which can be loaded onto a Pop card or Smartcard, or Pop PAYG which can be loaded onto a Pop PAYG card.</p>
<p>Refundable Product</p>	<p>A customer can obtain a refund for future unused travel on certain products.</p>
<p>Replacement Product</p>	<p>A Product loaded on to a Smartcard in the event of Smartcard replacement that will have the same validity as the Product which it is replacing. Replacements are only available for certain Products which are referred to as Replaceable (see section 4).</p>
<p>Replaceable Pop card</p>	<p>In the event that a Customer loses their Pop card or has their Pop card stolen, or if the Pop card is Damaged or Faulty, then Nexus will issue a replacement (subject to the Smartcard rules – see Nexus Ticket and Smartcard Terms and Conditions of use at nexus.org.uk/termsandconditions. In this scenario, if Nexus has deemed a Product to be replaceable, then the product can be replaced on the newly issued Pop card.</p>



Season Ticket	A pre-defined Product typically Valid for a number of days or weeks, which may also restrict where and when the Customer can travel.
Smartcard	A card that carries the ITSO encoding required to load a Product, for example the Pop card and certain Smartcards issued by some other organisations e.g. Newcastle University.
Ticket	A paper ticket, issued by Nexus, usually purchased from a Metro Station Ticket Machine, with a magnetic stripe encoded on the back.
Ticket Inspector	<p>A staff member authorised by Nexus to check Tickets and Products for all passengers within the Compulsory Ticket Area (including on board Metro trains).</p> <p>They are also authorised to issue Penalty Fare Notices in line with Metro Policy available at www.nexus.org.uk/metro/guide-metro/penalty-fares.</p>
Touch In (or Out)	<p>A customer presents their Smartcard to a Metro Gate or Validator Card Reader as they enter or leave the Metro Compulsory Ticket Area to Validate their Product.</p> <p>Please see Validated Product and Validated Smartcard glossary terms.</p>
Transfare Tickets	A single Ticket for travel on two transport modes/operators (see section 4). The second leg of the journey must be started within 90 minutes of buying the Ticket.
TravelShops	TravelShops and information centres operated by Nexus that are located in, or near to, a Metro station.
Under 16 Pop card	A Smartcard with an entitlement containing the bearer's photograph that allows Under 16s who reside in Tyne & Wear to travel at Concessionary Child Fares. Valid only with the named cardholder.



<p>Valid Product or Valid Ticket</p>	<p>A Valid Product (Season Ticket) or Ticket has a start date of today or earlier but has an end date that is today or later and is being used within the allowable Zones for which it has been purchased i.e. for travel within Zone A it must have a validity of being a Product Valid for Zone A, Zone A and B or All Zones. Certain Products or Tickets may also only be valid at particular times of the day or validity may vary on certain days e.g. bank holidays. Pop PAYG is also a Valid Product provided that there is sufficient Pop PAYG loaded onto the Pop PAYG card to make a journey within the rules of the scheme.</p>
<p>Validated Product (Metro Travel only)</p>	<p>A Validated Product is a Valid Product (either Season Ticket or Pop PAYG) held on a Smartcard that has been used to touch in at a Gate or Validator at the start of your journey and touched out at the end of your journey.</p>
<p>Validated Smartcard</p>	<p>The Conditions of Carriage require you to travel with a Validated Smartcard. A Validated Smartcard is a Smartcard with both a Valid Product and a Validated Product on it.</p>
<p>Validators</p> 	<p>Where Metro stations do not have Gates, there are Validators at which Smartcard customers should touch in or out. The Validators look like the image to the left and they are usually set on top of a pole or attached to a Metro station wall.</p>
<p>Zones</p>	<p>For the purposes of calculating fares, Tyne & Wear is divided into zones and these zones are depicted in Zone Maps.</p>
<p>Zone Maps</p>	<p>There are three different Zone Maps, one relates to Student Products and Tickets, one refers to Transfare Tickets and the standard Metro Zone Map which applies to all other Nexus Tickets and Products. These can be seen at Appendix 1.</p>



4. Tickets and Products Tables

	MetroSaver	16-18 MetroSaver	Student MetroSaver
Relevant Zone Map	Metro Standard Zone Map.	Metro Standard Zone Map.	Metro Student Zone Map.
Durations Available:	Weekly, 4 Weekly and Annual.	Weekly and 4 Weekly.	4 Weekly and Annual.
Customer Media Details:	Weekly MetroSavers are available as paper Tickets and smart Products for loading onto a Smartcard. 4 Weekly and Annual MetroSavers are only available to load onto Smartcards.	Only available to load on a Pop card (with a 16-18 Entitlement).	Only available to load on a Smartcard (with a Student Entitlement).
Zones Available	Zone A, Zone B, Zone C, Zones A+B, Zones B+C or All Zones.	All Zones only.	Inner Newcastle, Inner Sunderland or All Zones.
Add Zone Option	Yes – ability to add an additional zone or zones to an existing MetroSaver product at a TVM for 1 day.	Not applicable.	Yes – ability to add an additional zone or zones to an existing Student MetroSaver product at a TVM for 1 day.
Valid Monday-Friday	All Day	All Day	All Day
Valid Weekends	All Day	All Day	All Day
Valid Public Holidays (where service operates)	All Day	All Day	All Day
Valid for Services	Metro, Ferry (All Zones only) and local rail services between Newcastle and Sunderland. A MetroSaver which	Metro, Ferry (All Zones only) local rail services between Newcastle and Sunderland and Quaylink services in the Central Zone only. You	Metro, Ferry and local rail services between Newcastle and Sunderland. A Student MetroSaver which includes an Inner



	includes Zone A can also be used on Quaylink services in the Central Zone only. You need a special ticket to accompany your Smartcard to travel between Newcastle and Sunderland on Northern Rail which can be collected from any Nexus TravelShop.	need a special ticket to accompany your Smartcard to travel between Newcastle and Sunderland on Northern Rail which can be collected from any Nexus TravelShop.	Newcastle Zone can also be used on Quaylink services in the Central Zone only. You need a special ticket to accompany your Smartcard to travel between Newcastle and Sunderland on Northern Rail which can be collected from any Nexus TravelShop.
Available for Purchase	You can purchase a Weekly MetroSaver as a paper Ticket from Metro Station Ticket Machines or Nexus TravelShops. Smart MetroSavers (Weekly, 4 Weekly and Annual) can also be purchased from Metro Station Ticket Machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.	Can be purchased from Metro Station Ticket Machines, Nexus TravelShops, Payzone outlets and online at Pop Shop using a Smartcard with 16-18 entitlement.	Can be purchased from Metro Station Ticket Machines, Nexus TravelShops, Payzone outlets and online at Pop Shop using a Smartcard with a Student entitlement.
Transferable	These products are not transferable.	These products are not transferable.	These products are not transferable.
Replaceable	Smart MetroSavers will be replaced providing you have registered your Smartcard to your Pop Shop Account.	16-18 MetroSavers will be replaced providing you have registered your Smartcard to your Pop Shop Account.	Student MetroSavers will be replaced providing you have registered your Smartcard to your Pop Shop Account.
Refundable	Refunds are available for 4 Weekly and Annual MetroSavers for future unused travel. Weekly MetroSavers are not refundable.	Refunds are available for 4 Weekly 16-18 MetroSavers for future unused travel. Weekly 16-18 MetroSavers are not refundable.	Refunds are available for Student MetroSavers for future unused travel.



Advance Purchase	You can purchase MetroSavers up to 7 days in advance of the date you wish the Product or Ticket to start.	You can purchase 16-18 MetroSavers up to 7 days in advance of the date you wish the Product to start.	You can purchase Student MetroSavers up to 7 days in advance of the date you wish the Product to start.
Notes	A Smart Weekly MetroSaver can be loaded onto any ITSO Smartcard.	You must be aged 16 or 17 years old on 31 August of the current academic year to qualify for this discount. You will need to take your Pop card to a Nexus TravelShop with proof of age* to get this Entitlement loaded onto your Pop card.	You will need a valid Student ID card to qualify for this discount. You will need to take your Pop card to a Nexus TravelShop with your valid Student ID** to get this Entitlement loaded onto your Pop card. You should carry your valid Student ID with you when travelling.

* Only the following will be accepted as proof of age – Birth Certificate, Medical Cards, Passport, Under 16 Pop card, any government based documentation e.g. a Child Benefit letter if it states the name and date of birth.

** Only the following will be accepted as valid Student ID - NUS card, NUS extra, College ID, International House ID.

	Gold Card
Relevant Zone Map	Metro Standard Zone Map.
Durations Available	This is an annual Product.
Customer Media Details	You must have a Valid ENCTS Smartcard to load this Product.
Zones Available	All Zones only.



Valid Monday-Friday	If your ENCTS Smartcard is a Nexus All Day then you can use the Gold Card all day, otherwise Gold Card is only valid after 9.30am.
Valid Weekends	All Day
Valid Public Holidays (where service operates)	All Day
Valid for Services	Metro, Ferry and local rail services between Newcastle and Sunderland. You will need a special ticket to accompany your Smartcard to travel between Newcastle and Sunderland on Northern Rail which can be collected from any Nexus TravelShop.
Available for Purchase	You can purchase Gold Card in Nexus TravelShops, at a Metro Station Ticket Machine and at a Payzone outlet.
Transferable	This Product may only be used by the person identified on the Smartcard.
Replaceable	n/a
Refundable	This Product is not refundable.
Advance Purchase	This Product can be bought up to 7 days in advance of the start date.



Notes	Depending on the ENCTS Entitlement on your ENCTS Smartcard, you will be offered the Gold Card Product which corresponds e.g. Off-Peak (including non-Tyne & Wear ENCTS Smartcards) or All Day. Nexus may allow all day travel for Gold Card holders at specified periods of the year. These will be advertised on the Metro system.
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	Single (Adult)	DaySaver (Adult)
Relevant Zone Map	Standard Metro Zone Map.	Standard Metro Zone Map.
Durations Available	This ticket is valid for 90 minutes from the time of purchase for one continuous journey.	One Day
Customer Media Details	Available as paper Tickets.	Available as paper Tickets.
Zones Available	Available as Zone A, Zone B, Zone C, Zones A+B, Zones B+C or All Zones.	Available as Zone A, Zone B, Zone C, Zones A+B, Zones B+C or All Zones.
Valid Monday-Friday	All Day	All Day
Valid Weekends	All Day	All Day
Valid Public Holidays (where service operates)	All Day	All Day



Valid for Services	Metro only (for one continuous journey, including changing lines if necessary).	DaySaver Tickets are Valid for travel on Metro, Shields Ferry (if it is an All Zone DaySaver) and local rail services between Newcastle and Sunderland.
Available for Purchase	This Ticket can be purchased from Metro Station Ticket Machines or Nexus TravelShops.	This Ticket can be purchased from Metro Station Ticket Machines or Nexus TravelShops.
Transferable	This Ticket is not transferable.	This Ticket is not transferable.
Replaceable	This Ticket is not replaceable.	This Ticket is not replaceable.
Refundable	This Ticket is not refundable.	This Ticket is not refundable.
Advance Purchase	This Ticket cannot be purchased in advance.	This Ticket cannot be purchased in advance.
Notes		For clarity, this Ticket is available for multiple journeys made in a single day, i.e. the day of purchase.

	Single (Child with Under 16 Pop card)	Child All Day (CAT) (with Under 16 Pop card)
Relevant Zone Map	Standard Metro Zone Map.	Transfare Zone Map.
Durations Available	This Ticket is valid for 90 minutes from the time of purchase for one continuous journey.	One Day
Customer Media	Available as paper Tickets.	Available as paper Tickets.



Zones Available	All Zones only.	All Zones only.
Valid Monday-Friday	All Day	All Day
Valid Weekends	All Day	All Day
Valid Public Holidays	All Day	All Day
Valid for Services	This Ticket can be used on Metro (if purchased on Metro), on bus (if purchased on bus) and on Ferry (if purchased on Ferry).	The Ticket can be used on Metro, Ferry, bus and local rail services between Metrocentre and Sunderland.
Available for Purchase	This Ticket can be purchased from Metro Station Ticket Machines, Nexus TravelShops, Bus Operators and the Ferry.	This Ticket can be purchased from Metro Station Ticket Machines, Nexus TravelShops, bus Operators and the Ferry.
Transferable	This Ticket is not transferable.	This Ticket is not transferable.
Replaceable	This Ticket is not replaceable.	This Ticket is not replaceable.
Refundable	This Ticket is not refundable.	This Ticket is not refundable.
Advance Purchase	This Ticket is not available in advance.	This Ticket is not available in advance.



Notes	<p>You must have an Under 16 Pop card to purchase this Ticket. You will need to put the Under 16 Pop card on the Card Reader of the Metro Station Ticket Machines or show the Under 16 Pop card to the Bus Driver or Ferry Operator. You must carry your Under 16 Pop card with you when you are travelling on this Ticket.</p>	<p>You must have an Under 16 Pop Card to purchase this Ticket. You will need to put the Under 16 Pop card on the Card Reader of the Metro Station Ticket Machines or show the Under 16 Pop card to the Bus Driver or Ferry Operator. You must carry your Under 16 Pop card with you when you are travelling on this Ticket.</p>
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	Commercial Child Single	Commercial Child DaySaver
Relevant Zone Map	Standard Metro Zone Map.	Standard Metro Zone Map.
Durations Available	This Ticket is valid for 90 minutes from the time of purchase for one continuous journey.	One Day
Customer Media Details	Available as paper Tickets.	Available as paper Tickets.
Zones Available	All Zones only.	All Zones only.
Valid Monday-Friday	All Day	All Day
Valid Weekends	All Day	All Day
Valid Public Holidays	All Day	All Day
Valid for Services	This Ticket can be used on Metro (if purchased on	The Ticket can be used on Metro, Ferry, and local rail services



	Metro) and on Ferry (if purchased on Ferry).	between Newcastle and Sunderland.
Available for Purchase	This Ticket can be purchased from Metro Station Ticket Machines, Nexus TravelShops, and the Ferry.	This Ticket can be purchased from Metro Station Ticket Machines, Nexus TravelShops, and the Ferry.
Transferable	This Ticket is not transferable.	This Ticket is not transferable.
Replaceable	This Ticket is not replaceable.	This Ticket is not replaceable.
Refundable	This Ticket is not refundable.	This Ticket is not refundable.
Advance Purchase	This Ticket is not available in advance.	This Ticket is not available in advance.
Notes	You may be requested to show proof of age* when travelling on this Ticket. Failure to do so may result in a Penalty Fare Notice.	You may be requested to show proof of age* when travelling on this Ticket. Failure to do so may result in a Penalty Fare Notice.

* Only the following will be accepted as proof of age – Birth Certificate, Medical Cards, Passport, Under 16 Pop card, any government based documentation e.g. a Child Benefit letter if it states the name and date of birth.



	Transfare (Adult)	Transfare (Child)
Relevant Zone Map	Transfare Zone Map.	Transfare Zone Map.
Durations Available	The first part of your journey must complete and the second part of your journey must start within 90 minutes of purchase.	The first part of your journey must complete and the second part of your journey must start within 90 minutes of purchase.
Customer Media Details	Available as a paper Ticket.	Available as a paper Ticket.
Zones Available	This Ticket can be purchased for 1, 2 or 3 Zones.	All Zones only.
Valid Monday-Friday	All Day	All Day
Valid Weekends	All Day	All Day
Valid Public Holidays	All Day	All Day
Valid for Services	Valid for Metro, local bus services, Ferry and local rail services between Sunderland and the Metrocentre.	Valid for Metro, local bus services, Ferry and local rail services between Sunderland and the Metrocentre.
Available for Purchase	Transfare Tickets can be purchased from Metro Station Ticket Machines, Nexus TravelShops, Bus Drivers or Ferry Operators.	Transfare Tickets can be purchased from Metro Station Ticket Machines, Nexus TravelShops, Bus Drivers or Ferry Operators.
Transferable	This Ticket is not transferable.	This Ticket is not transferable.
Replaceable	This Ticket is not replaceable.	This Ticket is not replaceable.



Refundable	This Ticket is not refundable.	This Ticket is not refundable.
Advance Purchase	This Ticket cannot be purchased in advance.	This Ticket cannot be purchased in advance.
Notes	This is a Ticket that allows you to make a journey on more than one mode of transport with one Ticket.	This is a Ticket that allows you to make a journey on more than one mode of transport with one Ticket.

	Ferry Singles (Adult)	Ferry Day Ticket	Ferry Season Tickets
Relevant Zone Map	Metro Standard Zone Map.	Metro Standard Zone Map.	Metro Standard Zone Map.
Durations Available	Valid for only one journey.	Valid for only one Day.	1 Weekly or 4 Weekly.
Customer Media Details	Available as a paper Ticket.	Available as a paper Ticket.	Available as a paper Ticket (You must have a Pop card to purchase a 4 Weekly Ferry Season Ticket).
Zones Available	Valid for Ferry journeys only.	Valid for Ferry journeys only.	Valid for Ferry journeys only.
Valid Monday-Friday	All Day	All Day	All Day
Valid Weekend	All Day	All Day	All Day
Valid Public Holidays	All Day	All Day	All Day
Valid for Services	Ferry only	Ferry only	Ferry and Bus Service 333 which operates as a ferry link between North Shields Ferry Landing and North Shields town centre.



Available for Purchase	Ferry only	Ferry only	A 1 Weekly Ticket is available for purchase on the Ferry only (cash purchase only). A 4 Weekly Ticket can be purchased from Ferry (cash only) or from the Nexus TravelShops in North Shields and South Shields.
Transferable	This Ticket is not transferable.	This Ticket is not transferable.	This Ticket is not transferable.
Replaceable	This Ticket is not replaceable.	This Ticket is not replaceable.	This Ticket is not replaceable.
Refundable	This Ticket is not refundable.	This Ticket is not refundable.	1 Weekly Tickets are not refundable. 4 Weekly Tickets are refundable at North Shields or South Shields Nexus TravelShop.
Advance Purchase	Not available in advance.	Not available in advance.	This Ticket is not available in advance from Ferry. In TravelShops you can purchase this Ticket 7 days in advance.
Notes			



	School Pass (Concessionary Travel)	Class and Youth Group Metro Pass
Relevant Zone Map	Metro Standard Zone Map.	Metro Standard Zone Map.
Durations Available	Termly (i.e. for the duration of a school or academic term) or Annual.	1 Day, termly or Annual.
Customer Media Details	Available as a paper Ticket.	Available as a paper Ticket.
Zones Available	All Zones only.	All Zones only.
Valid Monday-Friday	Until 7.00pm, for travel between home and school, or other places you study on school days.	After 9.00am.
Valid Weekends	No	After 9.00am.
Valid Public Holidays	No	After 9.00am.
Valid for Services	Metro, bus, Ferry and local rail services between Sunderland and Blaydon/Metrocentre.	Metro and Ferry.
Available for Purchase	You can download a form from www.nexus.org.uk , or pick one up at a Nexus TravelShop and, once completed, send to Nexus Customer Services.	You can download a form from www.nexus.org.uk and send to Nexus Customer Services.
Transferable	This Ticket is not transferable.	This Ticket is only for use by the school or organisation named on the Ticket.



Replaceable	In the case of loss or damage, replacement passes are available from Nexus for a fee.	This Ticket can be replaced for a fee.
Refundable	Only available for unused term durations of an annual pass.	This Ticket is not refundable.
Advance Purchase	Yes	Yes
Notes	<p>This Ticket is only available to residents of Tyne & Wear aged between 5 and 15 years of age on 31 August of the current academic year.</p> <p>You may be eligible to apply for a free School Pass, contact your Local Education Authority to check. Travel outside of the times specified is only valid with an authorisation slip from your school. This Ticket will be withdrawn if misused.</p> <p>Damaged passes may be withdrawn if all or part of the information on the Ticket is illegible.</p>	<p>This is a discounted Metro Ticket for groups of up to 40 students (including sixth formers, under 16s and community youth groups aged 18 and under) and up to 10 accompanying adults.</p>



5. Corporate MetroSaver and Business Pass

- 5.1 Terms and conditions for our corporate scheme are available from our Corporate Sales team – contact corporate.ticketsales@nexus.org.uk. All interactions between Nexus and the Employer in question are managed through the assigned Corporate Representative (i.e. a designated employee of the organisation participating in the Nexus Corporate Scheme). Any queries from the Corporate MetroSaver holders themselves should normally be directed to the Nexus Corporate Sales Team via their Corporate Representative. Exceptions to this are likely to fall into the area of Customer Service queries.
- 5.2 The Metro Zones Map applies – see Appendix 1.
- 5.3 An Annual Corporate MetroSaver is only available as an All Zones Product.
- 5.4 An All Zones Corporate MetroSaver is also Valid on the Shields Ferry and local rail services between Newcastle and Sunderland. A Corporate MetroSaver can also be used on Quaylink bus services in the Central Zone only.
- 5.5 Corporate MetroSavers will be loaded onto a personalised Pop card and are not transferable.
- 5.6 Corporate MetroSavers may only be used by the person identified on the personalised Pop card.
- 5.7 An Annual Corporate MetroSaver is Valid for one calendar year from the start date of the Product.
- 5.8 All Corporate MetroSaver holders are entitled to one replacement free of charge. To apply for a replacement ticket a Corporate MetroSaver Holder must report their lost/stolen ticket to the police within 48 hours to obtain an incident number. They will then need to complete and return the official Nexus replacement/claim form, via their Corporate Representative. All replacement requests will be checked and issued within 10 working days of receipt by Nexus.
- 5.9 Any subsequent losses will not be replaced and Corporate MetroSaver Holders must apply for a new ticket via their Corporate Representative.
- 5.10 Refunds are only available via the Corporate Representative. And must be requested using the official Nexus refund form. This form must be returned within 7 days of the pass being handed back. No refunds will be given without the original ticket being returned and no refunds will be given on a replacement ticket.
- 5.11 All refunds are subject to a £10 administration charge. When a refund is granted, a cheque will be sent direct to the Organisation with a covering letter. This cheque will



normally be payable to the Organisation unless other arrangements have been made and confirmed in writing by the Corporate Representative.

5.12 Corporate MetroSavers may be purchased in advance of the start date.

Business Pass

- 5.13 This Product is only available to Nexus Corporate Customers – contact corporate.ticketsales@nexus.org.uk for details. All interactions between Nexus and the Employer in question are managed through the assigned Corporate Representative (i.e. a designated employee of the organisation participating in the Nexus Corporate Scheme).
- 5.14 The Business Pass, an All Zones Product, is Valid for all Metro services, Quaylink bus services in the Central Zone only and local rail services between Newcastle and Sunderland.
- 5.15 The Business Pass is an Annual Product that is Valid for one calendar year from the start date of the Product.
- 5.16 The Business Pass is only Valid for journeys starting between 9.30am to 5.00pm, Monday to Friday, excluding public holidays and is not Valid on weekends.
- 5.17 The Business Pass is for use by any employees of an organisation, and is therefore not personalised to any one person, but rather to an organisation.
- 5.18 All Business Pass holders are entitled to one replacement for a £15 fee. To apply for a replacement ticket a Corporate Representative must report their lost/stolen ticket to the police within 48 hours to obtain an incident number. They will then need to complete and return the official Nexus replacement/claim form, together with payment details of the fee. All replacement requests will be checked and issued within 10 working days of receipt by Nexus.
- 5.19 Any subsequent losses will not be replaced and Business Pass holders (Corporate Representatives) must apply for a new ticket.
- 5.20 This Product is not refundable.

6. Pop Pay As You Go (Pop PAYG)

- 6.1 Pop PAYG is a different type of travel product. Customers purchase PAYG credit for travel and that credit is deducted as the Customer makes journeys. It is only available to load onto a Pop PAYG card available from Nexus TravelShops and Payzone agents in the North East of England. Pop PAYG can be used to travel on the Tyne & Wear Metro, selected buses in the North East of England (see nexus.org.uk/pop/payg/buses)



for further information) and the Shields Ferry. Different rules apply to the use of Pop PAYG depending on the mode of transport and these are explained below.

6.2 Comparison Pop PAYG vs Season Tickets/Products

Season Tickets/Products	Pop PAYG
Purchase a Ticket or Product for a defined number of zones.	Pre-purchase the right to travel.
Purchase a Ticket or Product for a specified time period.	No time limit but when the balance is negative no further travel is permitted.
Travel as little or as much within those zones for the time period.	Travel as little or as much but the balance reduces on the card for each journey (subject to the appropriate Metro Daily Cap).

6.3 PAYG Product Information

Relevant Zone Map	Metro Standard Zone Map.
Duration	For as long as the product is valid and in credit.
Customer Media Details	Only available to load on a Pop PAYG Smartcard.
Zones Available	Not applicable.
Valid Monday- Friday	All day
Valid Weekends	All day
Valid Public Holidays	All day
Valid for Services	Valid on Metro. Also accepted as a payment method for the purchase of single and day products on



	selected bus services and Ferry services.
Available for Purchase	You can purchase Pop PAYG from Metro Station Ticket Machines, Nexus TravelShops, Payzone Outlets and online at Pop Shop.
Replaceable	Yes, if you have registered your Pop PAYG Smartcard to your Pop Shop Customer Account.
Refundable	Refunds are available under certain conditions, see section 9 of the Terms and Conditions of Use [insert hyperlink].
Advance Purchase	Not applicable.

6.4 Prices

See <http://www.nexus.org.uk/metro/tickets> for current prices.

Getting a Pop PAYG card

- 6.5 Before 1 May 2017, when you purchase your Pop PAYG card from a TravelShop or Payzone outlet you will be charged £5. £1.50 of this is an administration fee. £3.50 is a refundable deposit.

From 1 May 2017 you can get your Pop PAYG card from any Nexus TravelShop, nexus.org.uk or from a Payzone outlet for free. Refunds are not refund available on the £3.50 deposit from this date, only on any remaining balance.

Please note that for some promotional offers, you may not be asked to pay the deposit and will therefore not be eligible for it to be refunded. We accept no responsibility for Pop cards or Pop PAYG cards obtained from non-authorized outlets.

Topping up your Pop PAYG balance at a TravelShop, Metro Station or Payzone outlet



- 6.6 You are able to top up your Pop PAYG balance at any Payzone merchant in the North East of England, at any Metro Station Ticket Machine, and at any Nexus TravelShop. You can also top up your Pop PAYG online at the Pop Shop (popcard.org.uk), but please note this top up can only be collected at a Metro Station Ticket machine, Gate or Validator on a Metro station. It cannot be collected on Ferry or at a Payzone outlet. Collection may be possible on a limited number of bus services. Further details can be found at nexus.org.uk/pop/payg/buses.
- 6.7 From 1 May 2017, on the issue of your PAYG Pop card there is a minimum top up requirement of £10. However, you may top up more if you wish, up to a maximum value of £90.
- 6.8 Some Payzone merchants do not accept debit/credit card payments, and as such some Pop PAYG top ups must be made using cash.
- 6.9 To top up at a Metro Station Ticket Machine, present your Pop PAYG card to the Smartcard reader and follow the on-screen instructions. Customers are reminded that it is important to present your Pop PAYG card again to the Smartcard reader after paying to apply the top up to your Pop PAYG card balance. If customers do not present the Pop PAYG card again to complete the transaction then the monies will usually be refunded by their bank back into their bank account within 7 days, or the cash will be returned by the Metro Station Ticket Machine.
- 6.10 There is no minimum top up at a Metro Station ticket machine, however they will only accept up to £5 in coins at any one time. Ticket Machines also accept debit/credit cards.
- 6.11 To top up your Pop PAYG balance at a Nexus TravelShop, inform the Nexus customer service assistant how much you wish to top up and present your Pop PAYG card.
- 6.12 The Pop PAYG product currently has a maximum balance of £90 and cannot be topped up to an amount greater than this. For example, if you already have a Pop PAYG balance of £20, the maximum you could top up by is £70.

Rules of Use For Metro

- 6.13 You must touch in at a Gate or Validator at the start of your journey on Metro and touch out at the end of your journey. If you do not touch in you are effectively travelling without a ticket and would be liable for a Penalty Fare. If you only touch in or out, but not both, we will assume that you have travelled a 3 zone journey and you will be charged accordingly.



- 6.14 You must have a positive balance on your Pop PAYG Smartcard to start your journey. For clarification, a zero balance and above is a positive balance. You can travel on Metro if the cost of your journey takes your Pop PAYG Smartcard into a negative balance (up to -£3.50) but you will have to load more Pop PAYG credit onto your Pop PAYG Smartcard to bring it into a positive balance before you can make any further journeys.
- 6.15 For the first journey of the day, you will be charged a single fare based on the number of zones you travel through i.e. the 1 Zone fare for a journey made wholly within 1 Metro zone, the 2 Zone fare for a journey made wholly within 2 consecutive Metro zones and the 3 Zone fare for a journey made within all 3 Zones of the Metro system.
- 6.16 Once you have made your first journey of the day on Metro, any subsequent journeys will be subject to the Metro Daily Cap.
- 6.17 If, during any given day, you make journeys wholly within 1 Zone e.g. Zone A, then the maximum you will pay for all that day's journeys is the 1 Zone Metro Daily Cap, provided you touch in and out at the start and end of your journeys.
- 6.18 If, during any given day, you make journeys wholly within 2 Zones e.g. Zones B+C, then the maximum you will pay for that day's journeys is the 2 Zone Metro Daily Cap, provided you touch in and out at the start and end of all your journeys.
- 6.19 If, during any given day, you make journeys through all 3 Zones of the Metro system, then the maximum fare you will pay for that day's journeys is the 3 Zone Metro Daily Cap, provided you touch in and out at the start and end of all your journeys.
- 6.20 The Metro Daily Caps means that for some journeys you may be travelling for free. Even if this is the case, you will still have to maintain a positive balance on your Pop PAYG Smartcard in order to travel.
- 6.21 There are three zone C's on the Metro system zone map. If you make a journey within one of the zone C's and then start and end another journey in another zone C, without using the Metro to travel between the two zone C's, then your travel will be subject to a 1 Zone fare Metro Daily Cap.
- 6.22 Metro Daily Caps are reset at the start of the Metro Business Day, which starts at 04.00am and ends at 03.59am the following day.
- 6.23 If you fail to touch in and/or touch out in the correct order, you will incur a penalty i.e. You will be liable for a 3 Zone fare.
- 6.24 If you touch in and do not touch out within 90 minutes, i.e. the 90 minute rule, you will incur a penalty.



- 6.25 In the event of a penalty, the Metro Daily Cap will default to the 3 Zone Metro Daily Cap.

Close Your Journey (Metro Only)

- 6.26 You must register your Pop PAYG card to your Customer Account on Pop Shop to apply for a Close Your Journey refund.
- 6.27 If you forget to touch in or out, or you touch in and choose not to make a journey, then you can apply for a refund. An application for either of these reasons is referred to as a Customer Claim. You are entitled to do this once every 30 calendar days. You can apply for this refund via your Customer Account on Pop Shop.
- 6.28 Applying for this refund does not amend your journey history record, but will entitle you to be refunded the difference between the fares you did pay and the fares you would have paid had you not missed a touch in or out.
- 6.29 Due to the Metro Daily Caps, a missed touch in or out may not affect the overall fare you paid for the day's travel and any refund would calculate to zero. If you do apply for a Close Your Journey refund and it is accepted, but calculates to zero, this still counts as your one refund every 30 calendar days.
- 6.30 In addition to the scenarios described above, you can apply for a refund if you were unable to touch in or out at a validator or gate because the device was faulty or some other reason. Please note if one Validator or Gate at a Metro Station is not in service then you are expected to use other available devices at that station.
- 6.31 If you cannot touch in or out at an alternative Validator or Gate then you can apply for a Close Your Journey Refund. In this scenario your number of refund requests are not limited to a certain number within a time period but will be verified against the logged faults in the system.
- 6.32 In either type of Close Your Journey refund, if approved, the refunded amount will be added to the online balance in your Customer Account on Pop Shop.

Using Pop PAYG on bus/Ferry

Please note: Nexus is in the process of rolling out this functionality in conjunction with Bus Operators and it is only available on certain bus services. A list of the available bus services can be found at nexus.org.uk/pop/payg/buses.

- 6.25 You can use the Pop PAYG loaded onto your Pop PAYG Smartcard to purchase a single, return or day ticket to travel on the bus or Shields Ferry. This will be charged at



the same price as the single or day ticket charged by the Bus Operator/Ferry Operator.

- 6.26 This is not included in the Metro Daily Cap. The costs of bus/Ferry travel are in addition to any journeys made on Metro.

How to purchase a ticket on a bus

- 6.27 The customer should inform the Bus Driver/Ferry Operator which ticket they wish to purchase – a Single, Return or Day ticket and that they wish to purchase the ticket using their Pop PAYG card.
- 6.28 The Bus Driver/Ferry Operator will select the appropriate ticket and should inform the customer when to put the Pop PAYG card onto the Smartcard reader.
- 6.29 The Bus Driver/Ferry Operator should inform the customer of the fare and issue the ticket.
- 6.30 The value of the bus fare/Ferry fare will be deducted from the Pop PAYG Balance, and the new Pop PAYG Balance should be printed on the ticket.
- 6.31 The cost of the bus ticket/Ferry ticket purchased using the customer's Pop PAYG balance is calculated on the basis of the customer request to the Bus Driver/Ferry Operator and the interaction with the ticket machine. The cost of the bus ticket/Ferry ticket purchased should be no more than the cash value required to purchase the same bus ticket/Ferry ticket or service.
- 6.32 For the majority of bus services/Ferry Services operated, customers will only be able to purchase one bus ticket/Ferry ticket at a time using the Pop PAYG product. If you wish to purchase multiple tickets, it is likely you will have to re-present your Pop PAYG card for each transaction.
- 6.33 The balance of the Pop PAYG product can become negative or be negative when purchasing a bus/ferry ticket as long as the cost of the ticket would not result in the Pop PAYG maximum negative balance of -£3.50 being exceeded. For example, if a customer has a -£1.00 Pop PAYG balance they would still be able to purchase a £2.00 bus ticket, but not a £3.00 ticket (as this would exceed the -£3.50 maximum negative).
- 6.34 Customers are not able to pay part of the bus fare using the Pop PAYG product and part with cash. Only one form of payment per transaction is permitted.
- 6.35 Customers are not able to top up their Pop PAYG Balance on board buses.



- 6.36 From time to time, the operator may not be able to accept the Pop PAYG product (e.g. due to a technical failure) for payment. In these circumstances the customer should pay for their desired bus ticket/Ferry ticket using cash. It is therefore strongly recommended that the customer carries sufficient cash for their desired bus ticket/Ferry ticket. Nexus does not accept any loss or damages as a result of operators not accepting the Pop PAYG product.
- 6.37 Customers using the Pop PAYG product to purchase bus tickets/Ferry tickets are subject to the operator's Conditions of Carriage and Passenger Regulations. Where there is a conflict between these terms and conditions and the operator's Conditions of Carriage then the operator's Conditions of Carriage take precedence.

Bus or Ferry tickets issued by mistake

- 6.38 If a customer purchases a ticket in error or a Bus Driver/Ferry Operator issues a ticket in error, the customer should inform the Bus Driver/Ferry Operator immediately (before another transaction has been made and/or before the bus/Ferry has moved away from the bus stop/Ferry terminal).
- 6.39 Where a mistaken transaction is identified immediately, the Bus Driver/Ferry Operator should be able to annul and refund the last ticket issued and return their Pop PAYG balance to what it was prior to the transaction. The Bus Driver/Ferry Operator may wish to keep the original ticket and the annulment for their records.
- 6.40 If the Bus Driver/Ferry Operator is unable or unwilling to annul the customer's bus ticket/Ferry ticket and/or the passenger wishes to request a refund for their ticket after the bus journey/Ferry crossing has occurred, the passenger should contact the bus operator's customer services to request a refund (or Nexus Customer services in the case of the Ferry). The customer request should be considered at the operator's discretion in accordance with their Conditions of Carriage.

Lost/Stolen/Faulty/Damaged

- 6.41 See Nexus Ticket and Smartcard Terms and Conditions of use.
- 6.42 If your Pop PAYG Smartcard is lost or stolen, and if it is registered to your Customer Account on Pop Shop, then you can report this to Nexus Customer Services via Pop Shop. You will then need to purchase a new Pop PAYG card from either a Nexus TravelShop or a Payzone outlet. Nexus will block the use of your lost or stolen Pop PAYG card and will transfer any remaining balance plus the £3.50 deposit to your Pop Shop online balance. You can then transfer this balance to your new card, once you register it to your Pop Shop Customer Account at a convenient time. You will



need to purchase some Pop PAYG credit on your new card until your online balance is available.

- 6.43 If your Pop PAYG card is damaged/faulty you must take the card to a Nexus TravelShop. If the card is damaged then you will need to purchase a new Pop PAYG card. If the card is deemed faulty then you will be given a new Pop PAYG Smartcard by the TravelShop (See Nexus Ticket and Smartcard Terms and Conditions of use for details of the Fair Wear and Tear Policy).
- 6.44 If your damaged or faulty Smartcard is registered to your Customer Account on Pop Shop, then Nexus will transfer any remaining balance plus the £3.50 deposit to your Pop Shop online balance. You can then transfer this balance to your new card at a convenient time. You will need to purchase some Pop PAYG credit on your new card until your online balance is available.

Refunding Pop PAYG

- 6.45 For PAYG cards issued prior to 1 May 2017, the deposit paid for the card itself and any credit upon the card is refundable. For PAYG cards issued after 1 May 2017, a refund in respect of any positive credit is available but no refund in respect of the card itself is available [confirm]

If you wish to refund your Pop PAYG balance then you must return your Pop PAYG card to Nexus Customer Services (see Section 2 for the address). It is not possible to refund part of your Pop PAYG balance, a refund is only available for the full balance on your Pop PAYG card. When the Pop PAYG card is received by Nexus Customer Services, a calculation of the balance of the PAYG is made and, if the Pop PAYG is greater than £0.00 then the deposit (if paid) will be added to the balance and your refund determined.

- 6.46 If your Pop PAYG card is in a negative balance then no refund will be due.
- 6.47 If it is determined you are due a refund then a cheque for that refund amount will be sent to you. Please note this process can take up to 3 weeks.
- 6.48 If you have a Pop Shop Account and you have an Online Balance, then you should transfer this balance to your Pop PAYG card before returning it for a refund. If you intend to get a new Pop PAYG card in the future, and add it to your Pop Shop Account, then you can keep the Online Balance for use with future Pop PAYG cards. Please note Nexus cannot refund an Online Balance unless it is loaded onto a Pop PAYG card.

7. Complaints Procedure

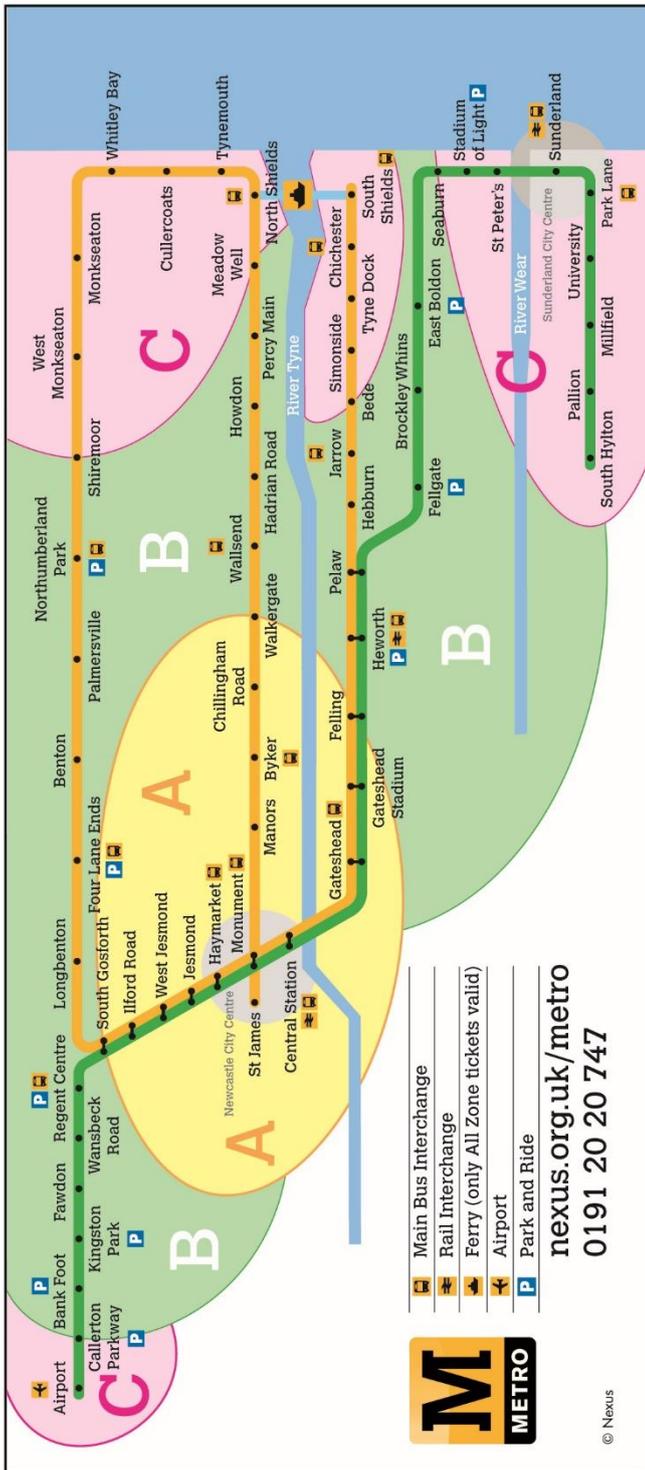


- 7.1 If you are If you are dissatisfied with any aspect of the Service, please in the first instance contact Nexus Customer Services on 0191 20 20 747. Customers are also advised of the existence of the ODR platform for resolving disputes;
<http://ec.europa.eu/consumers/odr/>



Appendix 1

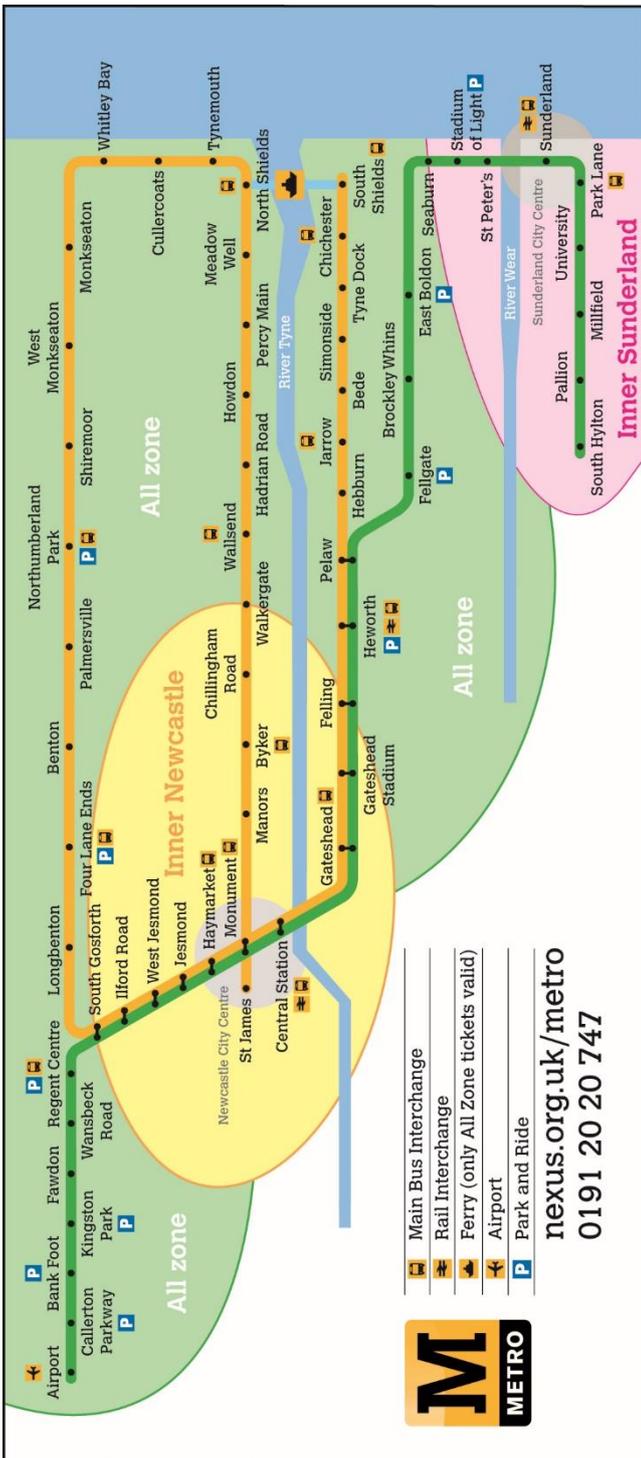
Metro Zone Map





Appendix 1

Metro Student Zone Map





Appendix 1

Transfare Zone Map

