



Network One Smartcard Tickets

Terms and Conditions

1 Introduction

- 1.1 This document outlines the terms and conditions of purchase and use of Network One Smartcard Tickets, which are Network One travel tickets available to load onto a Pop card and issued by Nexus.
- 1.2 This document does not cover Network One travel tickets available on other formats, including paper tickets and M Tickets; see networkonetickets.co.uk.
- 1.3 These terms and conditions should be read in conjunction with Network One Terms and Conditions, available at networkonetickets.co.uk/terms-conditions.
- 1.4 These terms and conditions may be updated from time to time, the latest version of which will be published at networkonetickets.co.uk and nexus.org.uk/termsandconditions.
- 1.5 Network One Smartcard Ticket holders are conveyed in accordance with the Conditions of Carriage and passenger regulations of the operator on whose bus, train, Metro or ferry he/she travels. The terms and conditions outlined in this document should be read in conjunction with the Conditions of Carriage and passenger regulations of the relevant transport operator, Nexus' Privacy Notice (nexus.org.uk/privacy-notice) and website policies (nexus.org.uk/website-policies).
- 1.6 Network One is a partnership of Arriva, Go North East, Stagecoach and Nexus, offering multimodal travel tickets valid on all public transport in Tyne and Wear.
- 1.7 Nexus is the trading name of the Tyne and Wear Passenger Transport Executive (VAT Number 176720058), a corporate body incorporated by statute in England, whose principal place of business is Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX. It retails Network One Smartcard Tickets through its website, nexus.org.uk, on behalf of Network One.
- 1.8 This document does not contain current Network One prices; these can be found at networkonetickets.co.uk.
- 1.9 These terms and conditions do not affect your statutory consumer rights.

2 Network One tickets available as a Smartcard Ticket

2.1 The following Network One travel tickets are available as a Smartcard Ticket:

- All Zones Anytime Ticket – One Week, Four Week, Annual (1 and 2 Zone tickets are not available as a Smartcard Ticket)
- All Zones Student and Young People Ticket – One Week, Four Week (1 and 2 Zone tickets are not available as a Smartcard Ticket)

3 Ordering a Pop card

3.1 You can only load a Network One Smartcard Ticket onto a Pop card, which can be ordered online at buyandapply.nexus.org.uk.

3.2 Pop cards are free but you must buy a ticket, which can be either a Network One Smartcard Ticket or a Metro Season Ticket, at the same time as you order a card.

3.3 When ordering a Pop card for a Student and Young People Ticket, you will need to upload proof of your eligibility at the time of ordering by following the on-screen instructions. We will accept the following as proof of eligibility:

- Student ID card with an expiry date (showing that you are a current student)
- Full or provisional UK/EU driving licence, ID card with the PASS hologram, NUS extra card, TOTUM card, passport or birth certificate (which can be an electronic copy) (showing that you are aged under 19).

3.4 A Pop card will normally be delivered within 5 working days of the order date, but this may be longer during busy periods. If you have not received your Pop card 15 days after ordering it, please contact Nexus Customer Relations.

3.5 Nexus accepts no liability for losses or expenses incurred by you whilst awaiting delivery of a Pop card.

3.6 Pop cards will be automatically registered to the online account you set up when ordering the card.

3.7 Your Pop card will be delivered with the Network One Smartcard Ticket you have purchased loaded.

4 Buying a Network One Season Ticket for an existing Pop card

4.1 Network One Smartcard Tickets can only be purchased through your online account at buyandapply.nexus.org.uk. They cannot be purchased at Metro station ticket machines, on buses, or on the Shields Ferry.

4.2 Smartcard Tickets can be purchased up to 7 days in advance of the start date.

4.3 When you purchase a Network One Smartcard Ticket to load onto an existing Pop card, before travelling you must load it onto your card by touching it on the smartcard reader at a Metro station ticket machine, gate or validator. You cannot load your Network One Smartcard Ticket on buses or the Shields Ferry.

5 Travelling with a Network One Smartcard Ticket

5.1 You must carry your Pop card with you every time you travel. Copies of Pop cards will not be accepted.

5.2 A Network One Smartcard Ticket is not transferable and can only be used by the person to whom it was issued.

- 5.3 If your Network One Smartcard Ticket is being used fraudulently, or is suspected of being used fraudulently, it may be blocked or withdrawn and you may be liable for prosecution.
- 5.4 Your Pop card may be confiscated if you are unable to provide acceptable proof of eligibility upon request by a driver, member of staff, or other authorised officer.
- 5.5 The person to whom a Pop card is issued is responsible for the use of that card, including notifying Nexus and requesting a replacement card if it is lost, stolen, damaged or faulty.
- 5.6 If you forget your Pop card when travelling on any operator's services, you must purchase a valid ticket before travelling, or you may be refused travel and, when travelling on Metro, be liable for a Penalty Fare Notice. We will not refund the cost of any additional tickets purchased.

Travelling on Metro

- 5.7 You must validate your Pop card by touching in at the start and touching out at the end of every journey you make, using Metro station gates and validators. If you do not touch in, you will be travelling without a validated smartcard as required by the Metro Conditions of Carriage and will be liable for a Penalty Fare Notice and/or prosecution.
- 5.8 If one of more of the gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your Pop card.
- 5.9 If all ticket gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in Metro Control.
- 5.10 If you are travelling with a Student and Young People Ticket, you may be asked to provide proof of eligibility alongside your Pop card at any time whilst in the Metro Compulsory Ticket Area. If you are unable to do so, or the proof you show does not provide satisfactory evidence of your eligibility, you will be liable for a Penalty Fare Notice and/or prosecution. We will accept the following as proof of eligibility:
 - Student ID card, NUS card, NUS extra card, TOTUM card or International House ID (showing that you are a current student)
 - Full or provisional UK/EU driving licence, ID card with the PASS hologram, NUS extra card, TOTUM card or passport (which can be an electronic copy) (showing that you are aged under 19).

Travelling on buses

- 5.11 You must present your Pop card to the driver upon boarding a bus and allow it to be read by the ticket machine to verify that you have a valid ticket loaded on it. If you are unable to present your Pop card, or if it cannot be read by the ticket machine, you will need to pay for your journey using alternative means or you will be refused travel.
- 5.12 If you are travelling with a Student and Young People Ticket, you may be required to show proof of eligibility alongside your Pop card, with the same forms of proof as per 5.10 being accepted. If you are unable to do so, or the proof you show does not provide satisfactory evidence of your eligibility, you will not be able to use your Student and Young People Ticket for travel and you will need to pay for your journey using alternative means.

Travelling on the Sunderland to Blaydon rail line (Northern)

- 5.13 Staff on Northern trains and National Rail ticket gates at Newcastle station are currently unable to read Pop cards. If you wish to travel on the Sunderland to Blaydon rail line with a Network One Smartcard Ticket, you will need to either:
- Obtain a free of charge accompanying paper counterpart ticket to carry alongside your Pop card, which can do by contacting Nexus Customer Relations. Paper counterpart tickets are issued separately and upon request to Pop cards and Smartcard Tickets, therefore you may not receive your counterpart ticket before the start date of your Smartcard Season Ticket, or;
 - Show the validity of your Smartcard Season Ticket to Northern staff and staff at Newcastle station ticket gates using the Pop card Checker app, see nexus.org.uk/popcardchecker for more information.

Travelling on the Shields Ferry

- 5.14 You must present your Pop card to the crew upon boarding the Shields Ferry and allow it to be read by the ticket machine to verify that you have a valid ticket loaded on it. If you are unable to present your Pop card, or if it cannot be read by the ticket machine, you will need to pay for your journey using alternative means or you will be refused travel.
- 5.15 If you are travelling with a Student and Young People Ticket, you may also be required to show proof of eligibility alongside your Pop card, with the same forms of proof as per 5.10 being accepted. If you are unable to do so, or the proof you show does not provide satisfactory evidence of your eligibility, you will not be able to use your Student and Young People Ticket for travel and you will need to pay for your journey using alternative means.

6 Replacements

Lost, stolen or damaged Pop cards

- 6.1 If your Pop card is lost, stolen or damaged, you can apply for a replacement online through your account at nexus.org.uk using the 'Replace this card' option.
- 6.2 A replacement for a Pop card will be issued with a partial Network One Smartcard Ticket with the same expiry date as the original ticket. The expiry date of a ticket issued on a replacement Pop card cannot be changed.
- 6.3 Once a replacement Pop card is issued, Nexus will block your original card from any further use. This cannot be reversed even if you subsequently find the lost card.
- 6.4 While waiting for a replacement for a lost, stolen or damaged Pop card, you must pay for any journeys you make using alternative means. Network One and transport operators will not be liable to reimburse you for any costs you incur in doing so.

Faulty Pop cards

- 6.5 A Pop card is faulty if it cannot be read by a smartcard reader, including those on Metro station ticket gates or validators, and ticket machines on bus and the Shields Ferry, but has no sign of physical damage.
- 6.6 If you think your Pop card may be faulty, contact Nexus Customer Relations for a replacement card.

- 6.7 Where applicable, a replacement for a faulty Pop card will be issued with a partial Network One Smartcard Ticket with the same expiry date as the original ticket. The expiry date of a ticket issued on a replacement Pop card cannot be changed.

7 Refunds

Future unused travel

- 7.1 To apply for a Network One Smartcard Ticket refund, contact Nexus Customer Relations.
- 7.2 Refunds are calculated on the basis of the number of full days which are unused from the date you apply for a refund. The day on which you apply will not be included in the calculation of the refund.

$$\text{Refund amount} = \frac{\text{Price paid for ticket}}{\text{Duration of ticket in days}} \times \text{Number of full days remaining on ticket}$$

- 7.3 Refunds are by cheque, which can only be made payable to the holder of the online account to which the Pop card is registered.

8 Ticket refunds for Metro service disruption

- 8.1 Under the Metro Conditions of Carriage, if you wait on a platform for more than 15 minutes longer than advertised or the Metro train you are on is delayed by more than 15 minutes, we will refund you the cost of your single journey Metro ticket. This applies to Network One Smartcard Tickets, see nexus.org.uk/metro/tickets/ticket-refunds for more information.

9 Using Nexus' website

- 9.1 You must be at least 16 years of age to make a purchase through Nexus' website and/or become a registered user. If you are 16 or 17 years of age, you must obtain your parent or guardian's consent to become a registered user.
- 9.2 To apply for a Students and Young People Ticket, you will need to upload proof of eligibility. Each file you upload must be in GIF, JPG, JPEG, PNG, TIF, TIFF, DOC, DOCX or PDF format and must not exceed 5MB in size. Nexus reserves the right to refuse to process your application if any of the files you provide are unsatisfactory in proving your eligibility. In such circumstances Nexus will contact you.
- 9.3 Any activities that occur through your online account are your responsibility, including purchases made. You should contact Nexus Customer Relations immediately if you have reason to believe your login details have been compromised or your account is being used in an unauthorised or fraudulent manner.
- 9.4 You acknowledge that all information supplied by you in using Nexus' website is accurate and that you will not make any false or fraudulent representation.
- 9.5 You further acknowledge that you will only use Nexus' website to make purchases for yourself or for another person on whose behalf you are entitled to act.
- 9.6 You acknowledge that you will be financially responsible for any purchase made through Nexus' website using your login details.

- 9.7 You are responsible for all fees payable as a result of your use or access to Nexus' website, including internet access charges and mobile data charges.
- 9.8 The Nexus website is only available in English.

Online account

- 9.9 To create an account you must provide a valid email address and create a password, which form your login details. You are responsible for maintaining the confidentiality of your login details and preventing unauthorised access to your online account.

Online transactions

- 9.10 All transactions made through Nexus' website are in pound sterling.
- 9.11 Prices, fees and charges displayed on Nexus' website are inclusive of VAT.
- 9.12 Transactions are handled by Nexus' payment service provider BT, to whose Secure Payment website you will be directed to make a payment for a purchase. Please do not email your card details to Nexus as the payment site is a third party website which Nexus cannot access. Nexus does not store the payment information which you enter into the BT site.
- 9.13 Payments can only be made using the payment methods specified on the website. Nexus are unable to accept payment by any other method including cheques, cash, purchase order or other payment method.
- 9.14 It is your responsibility to provide accurate and complete postal address information when making a purchase through Nexus' website. Nexus will not accept liability if an order is delivered to the wrong address due to inaccurate or incomplete information being provided to it.
- 9.15 By making a purchase through Nexus' website, you confirm that you have the consent of the credit or debit cardholder whose payment method you are using.