

Contents	Page
1 Introduction	3
2 Contact us	4
3 Glossary	5
4 Tickets and Products Tables	11
5 Corporate Season Ticket and Business Pass	24
6 Pay As You Go	26
PAYG Product Information	26
Pop PAYG	
Prices	27
Getting a Pop PAYG card	27
Topping up your Pop PAYG card	27
Using Pop PAYG on Metro	28
Close Your Journey (Metro Only)	29
Using Pop PAYG on Ferry	30
Using Pop PAYG on buses	30
Pop blue - 18 and Under PAYG	32
Getting a Pop blue card	33
Topping up your Pop blue card	34
Using a Pop blue card on Metro	35
Proof of age entitlement	35
Close Your Journey on Pop blue	36
Using a Pop blue card on Ferry	36
Using a Pop blue card on buses	37
Expiry of your Pop blue card	38



General Conditions for Pop PAYG and Pop blue	38
Bus or Ferry tickets issued by mistake	38
Refunding PAYG	38
7 Complaints Procedure	40
Appendix 1	
Metro Zone Map	41
Metro Student Zone Map	42
Transfare Zone Map	43



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 The Terms of Use outlined in this document should be read in conjunction with the Nexus Terms and Conditions of Use (available from www.nexus.org.uk/termsandconditions), the byelaws which relate to Metro and bus premises, the Conditions of Carriage and passenger regulations of the relevant transport operator, the byelaws which relate to North and South Shields Ferry, where travelling by Ferry, Nexus Privacy Policy (www.nexus.org.uk/privacy-policy) and website policies (www.nexus.org.uk/website-policies).
- 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
- 1.8 North East Metro Operations Limited (NEMOL) is a wholly owned subsidiary of Nexus. Its primary role is to operate the Tyne and Wear Metro trains and stations on behalf of Nexus.



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	Email
Nexus Customer Services Nexus House St James Boulevard Newcastle Upon Tyne NE1 4AX	0191 20 20 747 (Monday-Friday, 8am-6pm)	customerservices@nexus.org.uk



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 Season Ticket or smart Student Season Ticket product for 1 day only.
Close Your Journey	If you are using a Pop PAYG card or Pop blue card on Metro then you must touch in and touch out to validate your smartcard. If you miss a touch in or out, as a result of equipment failure or service disruption, then you can apply for a Close Your Journey refund.
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 an 18 and Under 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 Season Ticket.

<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>Pop PAYG cards and Pop blue cards 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're travelling on Metro using a Pop PAYG card, the daily cap ensures you pay the best value fare by capping the amount you are charged at the equivalent of a day fare. The daily cap is based on the number of zones you've travelled in and the number of journeys you've made. Once you've reached the daily cap for the number of zones you've travelled in, you won't be charged for further journeys you make that day within the same zone(s).</p> <p>If you're using a Pop blue card on Metro, the daily cap is based only on the number of journeys you've made. After you've made two single journeys you'll reach the daily cap and you won't be charged for the third or subsequent journeys you make for the remainder of that day.</p> <p>The daily cap only applies on Metro; it does not currently apply to journeys made on Ferry or buses.</p> <p>The daily caps reset at 4am daily.</p> <p>See nexus.org.uk for the latest daily cap prices.</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>Online Balance</p>	<p>When you register a Pop PAYG card or Pop blue 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 PAYG top up 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 or Pop blue card at a time of your choosing as long as this would not result in you exceeding the Maximum Balance.</p>
<p>PAYG Balance</p>	<p>This is the remaining value on your Pop PAYG card or Pop blue card, which can be used for travel.</p> <p>You can commence and complete a journey on Metro, Ferry or bus as long as your Pop PAYG card or Pop blue card has a balance of £0 or more. If making this journey results in your balance falling below £0 into a negative balance, you will need to top up your balance to £0 or more before you can commence any further journeys.</p>
<p>Payzone</p>	<p>A network of local shops, identifiable by the Payzone sign, at which you can purchase Nexus Products, purchase a Pop PAYG card and top up your Pop PAYG card or Pop blue card.</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 blue card</p> 	<p>A Nexus Smartcard that can be used by anyone aged 18 or under to purchase discounted PAYG fares on Metro and Ferry. The balance on your Pop blue card may also be used to purchase tickets on buses, but this is at the bus operator’s own discretion and may require proof of age or eligibility. It cannot be used for Season Ticket Products or for Pop PAYG travel.</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</p>

	<p>Products. It cannot be used to purchase and travel with Pop PAYG or Pop blue.</p>
<p>Pop Pay As You Go / 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>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 or 18 and under PAYG.</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, Pop PAYG card or Pop blue card, purchase Products and PAYG credit, report a Pop card, Pop PAYG card or Pop blue card lost or stolen, apply for a Close Your Journey refund and view recent journeys they have made using their Pop PAYG card or Pop blue card.</p>
<p>Product</p>	<p>A Nexus-issued smart travel product such as a MetroSaver (a Season Ticket Product) which will be loaded onto a Pop card or Smartcard; or PAYG balance which can be loaded onto a Pop PAYG card or a Pop blue 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>



Replaceable Pop card	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 www.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.
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	A staff member authorised by Nexus to check Tickets and Products for all passengers within the Compulsory Ticket Area (including on board Metro trains). 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 .
Touch In (or Out)	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. Please see Validated Product and Validated Smartcard glossary terms.
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 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 on Metro, Ferry, local buses and some rail services. Valid only with the named cardholder.
Valid Product or Valid Ticket	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 and Pop blue are also Valid Products provided that there is sufficient PAYG balance loaded onto the Pop PAYG card or Pop blue card to make a journey within the rules of the scheme.
Validated Product (Metro Travel only)	A Validated Product is a Valid Product (either Season Ticket or 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.
Validated Smartcard	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.
Validators 	Where Metro stations do not have Gates, there are Validators at which Smartcard customers should touch in or out to validate their journey or deduct from their PAYG balance. 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.
Zones	For the purposes of calculating fares, Tyne & Wear is divided into zones and these zones are depicted in Zone Maps.
Zone Maps	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.

4 Tickets and Products Tables

	Metro Season Ticket	18 and Under Metro Season Ticket	Student Metro Season Ticket
Relevant Zone Map	Metro	Metro	Metro
Durations Available:	1 Week, 4 Week, Annual	1 Week, 4 Week	4 Week, Annual
Customer Media Details:	1 Week Season Tickets are available as paper tickets and can be loaded onto a Smartcard. 4 Week and Annual Season Tickets are only available to load onto a Pop card.	Only available to load onto a Pop card (with an 18 and Under Entitlement).	Only available to load onto a Pop card (with a Student Entitlement). Newcastle University students can also load their Student Season Ticket onto their University ID card.
Zones Available	A, B, C, A+B, B+C, A+B+C (All Zones)	A+B+C (All Zones) only	Inner Newcastle, Inner Sunderland, All Zones
Add Zone Option	Yes, for Season Tickets loaded onto a Pop card	N/A – All Zones only product	Yes – ability to add an additional zone or zones to an existing Student Season Ticker 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 (with an All Zones Season Ticket) and local rail services between Newcastle and Sunderland (with an All Zones Season Ticket). A	Metro, Ferry (with an All Zones 18 and Under Season Ticket), local rail services between Newcastle and Sunderland (with an All	Metro, Ferry (with an All Zones Student Season Ticket) and local rail services between Newcastle and Sunderland (with an All

Product Terms of use

January 2019



	<p>Season Ticket which includes Zone A can also be used on Quaylink services in the Central Zone only.</p> <p>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.</p>	<p>Zones 18 and Under Season Ticket) and Quaylink services in the Central Zone only.</p> <p>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.</p>	<p>Zones Student Season Ticket). A Student Season Ticket which includes an Inner Newcastle Zone can also be used on Quaylink services in the Central Zone only.</p> <p>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.</p>
Available for Purchase	<p>You can purchase a 1 Week Season Ticket as a paper ticket from Metro station ticket Machines or Nexus TravelShops.</p> <p>Season Tickets to load onto a Pop card can also be purchased from Metro station ticket machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.</p>	<p>18 and Under Season Tickets can be purchased from Metro station ticket machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.</p>	<p>Student Season Tickets can be purchased from Metro station ticket machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.</p>
Transferable	Not transferable	Not transferable	Not transferable
Replaceable	<p>Season Tickets loaded onto a Pop card can be replaced if the Pop card is registered to a Pop Shop account.</p>	<p>18 and Under Season Tickets can be replaced if the Pop card is registered to a Pop Shop account.</p>	<p>Student Season Tickets can be replaced if the Pop card is registered to a Pop Shop account.</p>
Refundable	<p>Refunds are available for 4 Week and Annual Season Tickets for future unused travel.</p>	<p>Refunds are available for 4 Week 18 and Under Season Tickets for future unused travel.</p> <p>1 Week 18 and Under</p>	<p>Refunds are available for Student Season Tickets for future unused travel.</p>

Product Terms of use January 2019



	1 Week Season Tickets are not refundable.	Season Tickets are not refundable.	
Advance Purchase	You can purchase a Season Ticket up to 7 days in advance of the date you want it to start.	You can purchase an 18 and Under Season Ticket up to 7 days in advance of the date you want it to start.	You can purchase a Student Season Ticket up to 7 days in advance of the date you want it to start.
Notes		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 an 18 and Under 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 a Student 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.

Product Terms of use January 2019



	Metro Gold Card
Relevant Zone Map	Metro
Durations Available	Annual only
Customer Media Details	You must have a Valid ENCTS Smartcard to load this Product
Zones Available	All Zones only
Valid Monday-Friday	After 9.30am, unless you have
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.

Product Terms of use

January 2019



	Metro Single (Adult)	Metro Day Ticket (Adult)
Relevant Zone Map	Metro	Metro
Durations Available	Valid for 90 minutes from when you buy it, and cannot be used to make a return journey	Valid for an unlimited number of trips on the day of purchase
Customer Media Details	Available as a paper ticket only	Available as a paper ticket only
Zones Available	A, B, C, A+B, B+C, A+B+C (All Zones)	A, B, C, A+B, B+C, A+B+C (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, Shields Ferry (with an All Zones ticket) and local rail services between Newcastle and Sunderland (with an All Zones ticket)	Metro, Shields Ferry (with an All Zones ticket) and local rail services between Newcastle and Sunderland (with an All Zones ticket)
Available for Purchase	From Metro station ticket machines	From Metro station ticket machines
Transferable	Not transferable	Not transferable
Replaceable	Not replaceable	Not replaceable
Refundable	Not refundable	Not refundable
Advance Purchase	Not available	Not available

Product Terms of use

January 2019



	Single (Child with Under 16 Pop card)	Child All-day Ticket (CAT) (with Under 16 Pop card)
Relevant Zone Map	Metro	Metro
Durations Available	Valid for 90 minutes from when you buy it, and cannot be used to make a return journey	Valid for an unlimited number of trips on the day of purchase
Customer Media	Available as a paper ticket only	Available as a paper ticket only
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	Metro (if purchased on Metro), bus (if purchased on a bus) or Shield Ferry (if purchased on the ferry	Metro, Shields Ferry, local bus services and local rail services between Metrocentre and Sunderland.
Available for Purchase	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding
Transferable	Not transferable	Not transferable
Replaceable	Not replaceable	Not replaceable
Refundable	Not refundable	Not refundable
Advance Purchase	Not available	Not available



Notes

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.

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.

Product Terms of use

January 2019



	Commercial Child Single	Commercial Child Day Ticket
Relevant Zone Map	Metro	Metro
Durations Available	Valid for 90 minutes from when you buy it, and cannot be used to make a return journey	Valid for an unlimited number of trips on the day of purchase
Customer Media Details	Available as a paper ticket only	Available as a paper ticket only
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	Metro (if purchased on Metro), bus (if purchased on a bus) or Shield Ferry (if purchased on the ferry)	Metro, Shields Ferry, local bus services and local rail services between Metrocentre and Sunderland.
Available for Purchase	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding
Transferable	Not transferable	Not transferable
Replaceable	Not replaceable	Not replaceable
Refundable	Not refundable	Not refundable
Advance Purchase	Not available	Not available
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.

Product Terms of use

January 2019



	Transfare (Adult)	Transfare (Child)
Relevant Zone Map	Transfare	Transfare
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	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	Metro, Shields Ferry, local bus services and local rail services between Sunderland and the Metrocentre.	Metro, Shields Ferry, local bus services, Ferry and local rail services between Sunderland and the Metrocentre
Available for Purchase	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding	From Metro station ticket machines, Nexus TravelShops, bus drivers and the Ferry operator when boarding
Transferable	Not transferable	Not transferable
Replaceable	Not replaceable	Not replaceable
Refundable	Not refundable	Not refundable
Advance Purchase	Not available	Not available
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.

Product Terms of use

January 2019



	Ferry Single (Adult)	Ferry Day Ticket	Ferry Season Ticket
Relevant Zone Map	Metro	Metro	Metro
Durations Available	Valid for only one journey	Valid for an unlimited number of trips on the day of purchase	1 Week, 4 Weeks
Customer Media Details	Available as a paper ticket only	Available as a paper ticket only	1 Week Ferry Season Tickets are available as a paper ticket 4 Week Ferry Season Tickets are available to load onto a Pop card
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 and bus service 333 which operates as a ferry link between North Shields Ferry Landing and North Shields town centre.	Ferry and bus service 333 which operates as a ferry link between North Shields Ferry Landing and North Shields town centre.	Ferry and bus service 333 which operates as a ferry link between North Shields Ferry Landing and North Shields town centre.
Available for Purchase	From the Ferry operator when boarding	From the Ferry operator when boarding	1 Week Ferry Season Tickets can be purchased from the Ferry operator when boarding. 4 Week Ferry Season Tickets can be purchased from the Ferry operator when boarding or from North Shields and South Shields Nexus TravelShops.
Transferable	Not transferable	Not transferable	This Ticket is not transferable.

Product Terms of use January 2019



Replaceable	Not replaceable	Not replaceable	This Ticket is not replaceable.
Refundable	Not refundable	Not refundable	1 Week Ferry Season Tickets are not refundable. 4 Week Ferry Season Tickets are refundable at North Shields or South Shields Nexus TravelShop for future unused travel.
Advance Purchase	Not available	Not available	Not available in advance if purchased on the Ferry. You can purchase a Ferry Season Ticket up to 7 days in advance of the date you want it to start if purchased in North Shields or South Shields Nexus TravelShops.

Product Terms of use

January 2019



	School Pass (Concessionary Travel)	Class and Youth Group Metro Pass
Relevant Zone Map	Metro	Metro
Durations Available	1 Term (i.e. for the duration of a school or academic term), Annual	1 Day, 1 Term, Annual
Customer Media Details	Available as a paper ticket only	Available as a paper ticket only
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, Shields Ferry, local buses and local rail services between Sunderland and Blaydon/Metrocentre.	Metro and Shields Ferry
Available for Purchase	You can download an application 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	Not transferable	For use only by the school or organisation named on the pass
Replaceable	In the case of loss or damage, replacement passes are available from Nexus for a fee	Can be replaced for a fee
Refundable	Only available for unused term durations of an annual pass	Not refundable
Advance Purchase	Yes	Yes
Notes	This Ticket is only available to residents of Tyne & Wear aged between 5 and	This is a discounted Metro Ticket for groups of up to 40 students (including sixth formers, under 16s and

Product Terms of use January 2019



	<p>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>community youth groups aged 18 and under) and up to 10 accompanying adults.</p>
--	--	--



5 Corporate Season Ticket 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 Season Ticket 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 Season Ticket is only available as an All Zones Product.
- 5.4 An All Zones Corporate Season Ticket is also Valid on the Shields Ferry and local rail services between Newcastle and Sunderland. A Corporate Season Ticket can also be used on Quaylink bus services in the Central Zone only.
- 5.5 Corporate Season Tickets will be loaded onto a personalised Pop card and are not transferable.
- 5.6 Corporate Season Tickets may only be used by the person identified on the personalised Pop card.
- 5.7 An Annual Corporate Season Ticket is Valid for one calendar year from the start date of the Product.
- 5.8 All Corporate Season Ticket holders are entitled to one replacement free of charge. To apply for a replacement ticket a Corporate Season Ticket 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 Season Ticket 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 Season Tickets 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 Pay As You Go

6.1 Pay As You Go (PAYG) allows you to purchase credit for travel, which is stored on a smartcard and deducted as you make journeys. There are two types of PAYG card available: Pop PAYG cards and Pop blue cards. PAYG can be used to travel on Metro, Ferry and selected buses in North East England (see nexus.org.uk/pop/payg/buses for further information). Different rules apply to the use of Pop PAYG cards and Pop blue cards depending on the mode of transport, which are explained below.

6.2 PAYG Product Information

	Pop PAYG	Pop blue
Eligibility	Anyone can travel using Pop PAYG	You must be 18 years of age or under to travel
Relevant Zone Map	Metro Standard Zone Map.	Not applicable – Pop blue has a flat fare irrespective of the zones travelled in.
Duration	For as long as the product is valid and in credit	
Customer Media Details	Pop PAYG balance is only available to load on a Pop PAYG card.	Pop blue balance is only available to load onto a Pop blue card.
Zones Available	Not applicable	
Valid Monday- Friday	All day	
Valid Weekends	All day	
Valid Public Holidays	All day	
Valid for Services	<p>Valid on Metro.</p> <p>Accepted as a payment method for the purchase of Single and Day PAYG fares on Ferry.</p> <p>Accepted as a payment method for the purchase of adult single, return and day tickets on buses.</p>	<p>Valid on Metro.</p> <p>Accepted as a payment method for the purchase of 18 and Under Ferry Single and 18 and Under Ferry Day Tickets for travel on Ferry.</p> <p>Accepted as a payment method for the purchase of selected tickets on buses. The types of ticket you can buy on a bus is subject to the operator's own criteria for</p>



		the acceptance of Pop blue cards and are offered at the operator's discretion.
Available for Purchase	You can purchase Pop PAYG credit from Metro Station Ticket Machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.	You can purchase Pop blue credit from Metro Station Ticket Machines, Nexus TravelShops, Payzone outlets and online at Pop Shop.
Replaceable	Yes, if you have registered your Pop PAYG card to your Pop Shop Account.	Yes, if you have registered your Pop blue card to your Pop Shop Account.
Refundable	Refunds are available under certain conditions, see section 9 of the Terms and Conditions of Use [insert hyperlink].	

6.3 Pop PAYG

Prices

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

Getting a Pop PAYG card

- 6.3.2 You can get a Pop PAYG card by applying online at nexus.org.uk/pop or by visiting a Nexus TravelShop or Payzone outlet.
- 6.3.3 Pop PAYG cards are free but must be topped up with an initial £10 balance.
- 6.3.4 Your Pop PAYG will be posted to you by standard Royal Mail delivery. We can only post to UK addresses.

Topping up your Pop PAYG card

- 6.3.5 You can top up your Pop PAYG balance online at popcard.org.uk or in person at Metro station ticket machines, Nexus TravelShops and selected Payzone outlets in the North East.
- 6.3.6 If you top up at a Metro station ticket machine, present your Pop PAYG card to the smartcard reader and follow the on-screen instructions. It is important to present your smartcard again to the smartcard reader after paying to load your purchased balance to your Pop PAYG card. Failure to do so will result in your money being refunded to your bank account within 7 days or the cash being returned to you by the Metro station ticket machine.



- 6.3.7 There is no minimum top up at a Metro Station ticket machine, however the ticket machine will only accept up to £5 in coins at any one time. Ticket machines also accept debit/credit cards.
- 6.3.8 If you top up online at popcard.org.uk, at a Nexus TravelShop or a Payzone outlet, you must load your purchased balance onto your Pop PAYG card at a Metro station ticket machine, gate or validator. You can load your balance on a limited number of bus services (see nexus.org.uk/pop/payg/faqs for details), but not on the Shields Ferry.
- 6.3.9 Some Payzone merchants do not accept debit/credit card payments, and as such some top ups must be made using cash.
- 6.3.10 Pop PAYG cards have a maximum balance of £90 and cannot be topped up to an amount greater than this. For example, if you already have a balance of £20, the maximum you could top up by is £70.

Using Pop PAYG on Metro

- 6.3.11 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.
- 6.3.12 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.
- 6.3.13 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.
- 6.3.14 Once you have made your first journey of the day on Metro, any subsequent journeys will be subject to the Metro Daily Cap.



- 6.3.15 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.
- 6.3.16 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.
- 6.3.17 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.
- 6.3.18 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. In addition, even when you have travelled sufficiently to be eligible for a daily price cap to be applied, you must continue to touch your Pop card in/out at the start and end of each Metro journey. If you do not, do so, you may be liable for a penalty fare and/or prosecution.
- 6.3.19 There are three zone Cs on the Metro system zone map. If you make a journey within one of the zone Cs and then start and end another journey in another zone C, without using the Metro to travel between the two zone Cs, then your travel will be subject to a 1 Zone fare Metro Daily Cap.
- 6.3.20 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.
- 6.3.21 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.
- 6.3.22 If you touch in and do not touch out within 90 minutes, i.e. the 90 minute rule, you will incur a penalty.
- 6.3.23 In the event of a penalty, the Metro Daily Cap will default to the 3 Zone Metro Daily Cap.

Close Your Journey on Pop PAYG (Metro Only)

- 6.3.24 You must have registered your Pop PAYG card to your Customer Account on Pop Shop to be able to apply for a Close Your Journey refund.



- 6.3.25 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.
- 6.3.26 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.
- 6.3.27 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.
- 6.3.28 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.
- 6.3.29 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.
- 6.3.30 For 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 Ferry

- 6.3.31 You can use the balance on your Pop PAYG card to pay for single and day tickets on the Shields Ferry.
- 6.3.32 Tickets purchased using Pop PAYG on Ferry are not included in the Metro Daily Cap and are in addition to any journeys made on Metro.

Using Pop PAYG on buses

- 6.3.33 You can use the balance on your Pop PAYG card to pay for adult single, return and day tickets on buses.
- 6.3.34 Tickets purchased using your Pop PAYG card on buses are not included in the Metro Daily Cap and are in addition to any journeys made on Metro.



- 6.3.35 You should inform the bus driver which ticket you wish to purchase – a single, return or day ticket and that you wish to purchase the ticket using your Pop PAYG card.
- 6.3.36 The bus driver will select the appropriate ticket and should inform you when to put your Pop PAYG card onto the smartcard reader.
- 6.3.37 The bus driver should inform you of the fare and issue the ticket.
- 6.3.38 The value of the bus fare will be deducted from your Pop PAYG card balance, and the new balance should be printed on the ticket.
- 6.3.39 The cost of the bus ticket purchased using your Pop PAYG card balance is calculated on the basis of your request to the bus driver and the interaction with the ticket machine. The cost of the bus ticket purchased should be no more than the cash value required to purchase the same bus ticket or service.
- 6.3.40 For the majority of bus services operated, you will only be able to purchase one bus ticket at a time using your Pop PAYG card. If you wish to purchase multiple tickets, it is likely you will have to re-present your Pop PAYG card for each transaction.
- 6.3.41 Your Pop PAYG card can become negative or be negative when purchasing a bus as long as the cost of the ticket would not result in the maximum negative balance of - £3.50 being exceeded. For example, if you have a -£1.00 card balance you 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).
- 6.3.42 You cannot pay part of the bus fare using your Pop PAYG card and part with cash. Only one form of payment per transaction is permitted.
- 6.3.43 You cannot top up your Pop PAYG card balance on board buses.
- 6.3.44 From time to time, the operator may not be able to accept the Pop PAYG card (e.g. due to a technical failure) for payment. In these circumstances you should pay for your desired bus ticket using cash or other means accepted by the operator. It is therefore strongly recommended that you carry sufficient cash for your desired bus ticket. Nexus does not accept any loss or damages as a result of operators not accepting Pop PAYG cards.
- 6.3.45 Customers using their Pop PAYG card to purchase bus 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.

6.4 Pop blue

Getting a Pop blue card

- 6.4.1 You can get a Pop blue card by applying online at nexus.org.uk or in person at a Nexus TravelShop.
- 6.4.2 Use of a Pop blue card is deemed acceptance of these terms.
- 6.4.3 You must be 18 years of age or under to be eligible for a Pop blue card.
- 6.4.4 Cardholders aged 18 must apply on their own behalf.
- 6.4.5 Cardholders aged 16 or 17 must have parental or guardian consent to apply for a Pop blue card.
- 6.4.6 The date of birth of the cardholder must be provided on application in order to demonstrate their eligibility and an address must be provided. You must notify Nexus of any change to the address promptly.
- 6.4.7 Applicants online aged 17 or 18 must create a web account in their own name, with a valid email address and input their date of birth. We will only discuss an application with the account holder who made the original application.
- 6.4.8 Applications for Pop blue cards must be made by a parent/guardian if the applicant is under 16. Account holders (i.e. the parent/guardian) for applicants under 16 years of age must provide their address and contact details at the application stage. The date of birth of the cardholder should be provided to confirm their eligibility.
- 6.4.9 We define the parent/guardian of someone aged under 18 as an adult that the applicant lives with for the majority of the time (if there is a dispute about this, we will make a decision based on the information that is available to us).
- 6.4.10 In applying for a Pop blue card either online or in person, you confirm that you are at least 16 years old to become a registered user and/or use the Service, and if you are 16 or 17 years old, you confirm that you have obtained your parent or guardian's consent to become a registered user and/or use the Service. You confirm that you have authority to use the payment method or billing account details you provide for the purpose of settling any payments due for any purchase made through the Service, or that you owe



to us. If you are 16 or 17 years old and using a credit card for the purpose of settling any payments due for any purchase made through the Service, or that you owe to us, you confirm you have obtained appropriate consent from the payment card holder prior to using it.

- 6.4.11 For the purposes of these terms and conditions the parent/guardian/applicant who is over 18 will be referred to as the account holder and the applicant is the person who will be using the Pop blue card.
- 6.4.12 It is the responsibility of the account holder and applicant to be familiar with these terms.
- 6.4.13 Pop blue cards are free of charge but must be topped up with an initial £10 balance.
- 6.4.14 If your application for a Pop blue card is successful, it will be posted to you by standard Royal Mail delivery. We can only post to UK addresses.
- 6.4.15 Pop blue cards will normally be dispatched within 48 hours of a completed online application being received or immediately if applying in person in a Nexus TravelShop. Applications made less than 5 working days before the cardholder's 19th birthday may not be accepted, as the card would not be delivered before the cardholder turns 19 and is blocked from use. Nexus accepts no responsibility for delays in delivery after the Pop blue card has been posted following an online order.
- 6.4.16 We may refuse to issue a Pop blue card at our discretion.
- 6.4.17 We may contact an account holder or applicant and ask them to provide further proof of the applicant's eligibility. If this happens, a Pop blue card will not be issued (or an existing Pop blue card may be stopped) until satisfactory further proof has been provided.
- 6.4.18 We are not liable for any application, rejection letter, email or lost Pop blue card, a damaged or delayed Pop blue card, or a Pop blue card not received by you or Nexus. This includes any delay in the Pop blue card being received in the post. Nexus is not liable for any fares paid while waiting for applications to be processed or Pop blue cards to be received.
- 6.4.19 When an application for a new Pop blue card is received or to replace a lost, stolen, damaged or failed card, the existing Pop blue card will stop working on or shortly after the issue of the replacement Pop blue card. While waiting for the new Pop blue card, the card holder will need to pay for their travel in full.



Topping up your Pop blue card

- 6.4.20 You can top up your Pop blue card balance online at popcard.org.uk or in person at Metro station ticket machines, Nexus TravelShops and selected Payzone outlets in the North East.
- 6.4.21 If you top up at a Metro station ticket machine, present your Pop blue card to the smartcard reader and follow the on-screen instructions. It is important to present your smartcard again to the smartcard reader after paying to load your purchased balance to your Pop blue card. Failure to do so will result in your money being refunded to your bank account within 7 days or the cash being returned to you by the Metro station ticket machine.
- 6.4.22 There is no minimum top up at a Metro station ticket machine, however the ticket machine will only accept up to £5 in coins at any one time. Ticket machines also accept debit/credit cards.
- 6.4.23 If you top up online at popcard.org.uk, at a Nexus TravelShop or a Payzone outlet, you must load your purchased balance onto your Pop blue card at a Metro station ticket machine, gate or validator. You can load your balance on a limited number of bus services (see nexus.org.uk/pop/payg/faqs for details), but not on the Shields Ferry.
- 6.4.24 If you are using a credit/debit card you must have the cardholder's permission to use it. Some Payzone merchants do not accept debit/credit card payments, and as such some top ups must be made using cash.
- 6.4.25 Pop blue cards have a maximum balance of £90 and cannot be topped up to an amount greater than this. For example, if you already have a balance of £20, the maximum you could top up by is £70.
- 6.4.26 If you are unable to provide proof of age when requested by a ticket inspector or other authorised member of staff while travelling using a Pop blue card, you may be liable for a Penalty Fare. You can appeal this Penalty Fare within 21 days, beginning with the day following the day on which the Penalty Fare is charged, if you are able to subsequently provide proof of your entitlement to travel using a Pop blue card. See nexus.org.uk/metro/guide-metro/penalty-fares for more information on Penalty Fares and appeals.

Using a Pop blue card on Metro

- 6.4.27 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 travelling without a validated smartcard and may be liable for a Penalty Fare.
- 6.4.28 You must have a positive balance (£0 or more) on your Pop blue card to start your journey. You can travel on Metro if the cost of your journey takes your Pop blue card into negative balance (less than £0) but you will have to top up your balance to bring it into a positive balance before you can begin any further journeys.
- 6.4.29 For your first journey of the day, you will be charged a single fare of £1, irrespective of the number of zones you travel in.
- 6.4.30 For the second journey of the day, you will be charged a further single fare of £1, irrespective of the number of zones you travel in. This will bring your total cost of travel for the day to £2, triggering the daily cap and meaning that you will not be charged for any further journeys you make that day.
- 6.4.31 Even when you have travelled sufficiently to be eligible for a daily price cap to be applied, you must continue to touch your Pop card in/out at the start and end of each Metro journey. If you do not, do so, you may be liable for a penalty fare and/or prosecution.
- 6.4.32 If you forget your ticket or smartcard (including Pop PAYG and Pop blue) when travelling on Metro, you must purchase a valid ticket before travelling otherwise you may be liable for a penalty fare and/or prosecution. We will not refund the cost of any additional tickets purchased during this time.

Proof of age entitlement

- 6.4.33 As an age restricted product that can only be used by people aged 18 or under, you may be asked at any time when travelling using a Pop blue card to provide proof of your age by a ticket inspector or other authorised member of staff. You must carry proof of age with you at all times when travelling with a Pop blue card. The following forms of proof of age are acceptable:
- Full or Provisional UK/EU driving licence
 - Identification card with the Proof of Age Standards Scheme (PASS) hologram
 - NUS extra card



- Under 16 Pop card (may be expired)
- Pop card with a valid 18 and Under Entitlement
- Passport or Birth Certificate (including copies, which may be held in electronic format).

Close Your Journey on Pop blue

- 6.4.34 You must have registered your Pop blue card to your Customer Account on Pop Shop to be able to apply for a Close Your Journey refund.
- 6.4.35 If you miss a touch in or out, or you touch in and choose not to make a journey because of service disruption, 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.
- 6.4.36 Applying for this refund does not amend your journey history record, but will entitle you to be refunded the difference between the fare you did pay and the fare you would have paid had you not missed a touch in or out.
- 6.4.37 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 Validators or Gates at that station.
- 6.4.38 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.
- 6.4.39 For any 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 a Pop blue card on Ferry

- 6.4.40 You can use the balance on your Pop blue card to pay for an 18 and Under Ferry Single and an 18 and Under Ferry Day Ticket on the Shields Ferry.
- 6.4.41 You must have a positive balance (£0 or more) on your Pop blue card when purchasing a Ferry ticket. You can buy a Ferry ticket if the cost of your journey takes your Pop blue



card into negative balance (less than £0) but you will have to top up your balance to bring it into a positive balance before you can buy any more tickets.

6.4.42 Tickets purchased using a Pop blue card on Ferry are not included in the Metro daily cap and are in addition to any journeys made on Metro.

Using a Pop blue card on buses

6.4.43 You can use the balance on your Pop blue card to pay for bus operators' own tickets on buses. The tickets you can buy on a bus is subject to the operator's own criteria for the acceptance of Pop blue cards and are offered at the operator's discretion.

6.4.44 Tickets purchased using your Pop blue card on buses are not included in the Metro daily cap and are in addition to any journeys made on Metro.

6.4.45 For the majority of bus services, you will only be able to purchase one bus ticket at a time using your Pop blue card. If you wish to purchase multiple tickets, it is likely you will have to re-present your Pop blue card for each transaction.

6.4.46 You must have a positive balance (£0 or more) on your Pop blue card when purchasing a bus ticket. You can buy a bus ticket if the cost of your journey takes your Pop blue card into negative balance (less than £0) but you will have to top up your balance to bring it into a positive balance before you can buy any more tickets.

6.4.47 You cannot pay part of the bus fare using your Pop blue card and part with cash. Only one form of payment per transaction is permitted.

6.4.48 You cannot top up your Pop blue card balance on board buses.

6.4.49 Some bus operators may not be able to accept the Pop blue card, due to a technical failure or inability of their ticket machine to read the card. In these circumstances you should pay for your bus ticket using cash or other means accepted by the operator. It is therefore strongly recommended that you carry sufficient cash for your bus ticket. Nexus does not accept any loss or damages as a result of operators not accepting Pop blue cards for payment of a fare.

6.4.50 Customers using their Pop blue card to purchase bus 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.



Expiry of Pop blue

- 6.4.51 You can use your Pop blue card until the last day of the month in which your 19th birthday falls, after which we will block your card. For example, if your 19th birthday is in May, you will be able to use your Pop blue card until the end of 31st May.
- 6.4.52 A blocked card is no longer valid for travel. If you attempt to travel with a Pop blue card after it has been blocked you will be liable for a Penalty Fare.
- 6.4.53 You must use any balance remaining on your Pop blue card before it is blocked when you turn 19.
- 6.4.54 We will contact the account holder by email the month before the cardholder's 19th birthday. For example, if the cardholder's 19th birthday is in May we will contact the account holder in April. We will only contact the account holder using the email address provided at the Pop blue application stage, unless we have been informed of a change in details.
- 6.4.55 Nexus accepts no responsibility for residual balance remaining on a blocked Pop blue card. If you are unable to use your remaining balance before it is blocked, contact Nexus Customer Services.

6.5 General conditions for Pop PAYG cards and Pop blue cards

Bus or Ferry tickets issued by mistake

- 6.5.1 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).
- 6.5.2 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 card or Pop blue card 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.
- 6.5.3 If the bus driver/Ferry operator is unable or unwilling to annul the customer's ticket and/or the passenger wishes to request a refund for their ticket after the journey has occurred, the passenger should contact the service operator's customer services to request a refund (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.

Refunding PAYG Balance

- 6.5.4 You can get a refund on any remaining balance on your Pop PAYG card or Pop blue card.
- 6.5.5 If you purchased your Pop PAYG card on or before 1 May 2017, you may have paid a £5 fee for your Pop PAYG card. If so, you are eligible for a refund of the £3.50 deposit. The remaining £1.50 is a non-refundable administration fee.
- Please note that for some promotional offers before 1 May 2017, you may not have paid the £5 fee for your Pop PAYG card and are therefore not eligible for a refund of the £3.50 deposit. Nexus maintains a record of all cards issued. Only a refund of the loaded balance is available for these cards.
- 6.5.6 If you wish to obtain a refund on your balance then you must return your Pop PAYG card or Pop blue card to Nexus Customer Services.
- 6.5.7 A refund is only available for the full balance remaining on your Pop PAYG card or Pop blue card; it is not possible to refund part of your balance.
- 6.5.8 If your Pop PAYG card or Pop blue card is in negative balance, then no refund will be due.
- 6.5.9 If your request for a refund is successful, a cheque for the refund amount will be sent to you by post. For Pop blue cards applied for by a parent or guardian of the cardholder, the cheque will be made payable to and sent to the parent or guardian. If you are eligible for a refund of the £3.50 Pop PAYG card deposit, it will be added to your refund amount. This process can take up to 3 weeks.
- 6.5.10 If you have a Pop Shop Account and you have an Online Balance, then you should transfer this balance to your Pop PAYG card or Pop blue card before returning it for a refund. If you intend to get a new card in the future, and add it to your Pop Shop Account, then you can keep the Online Balance for use with future cards. Please note Nexus cannot refund an Online Balance unless it is loaded onto a Pop PAYG or Pop blue card.

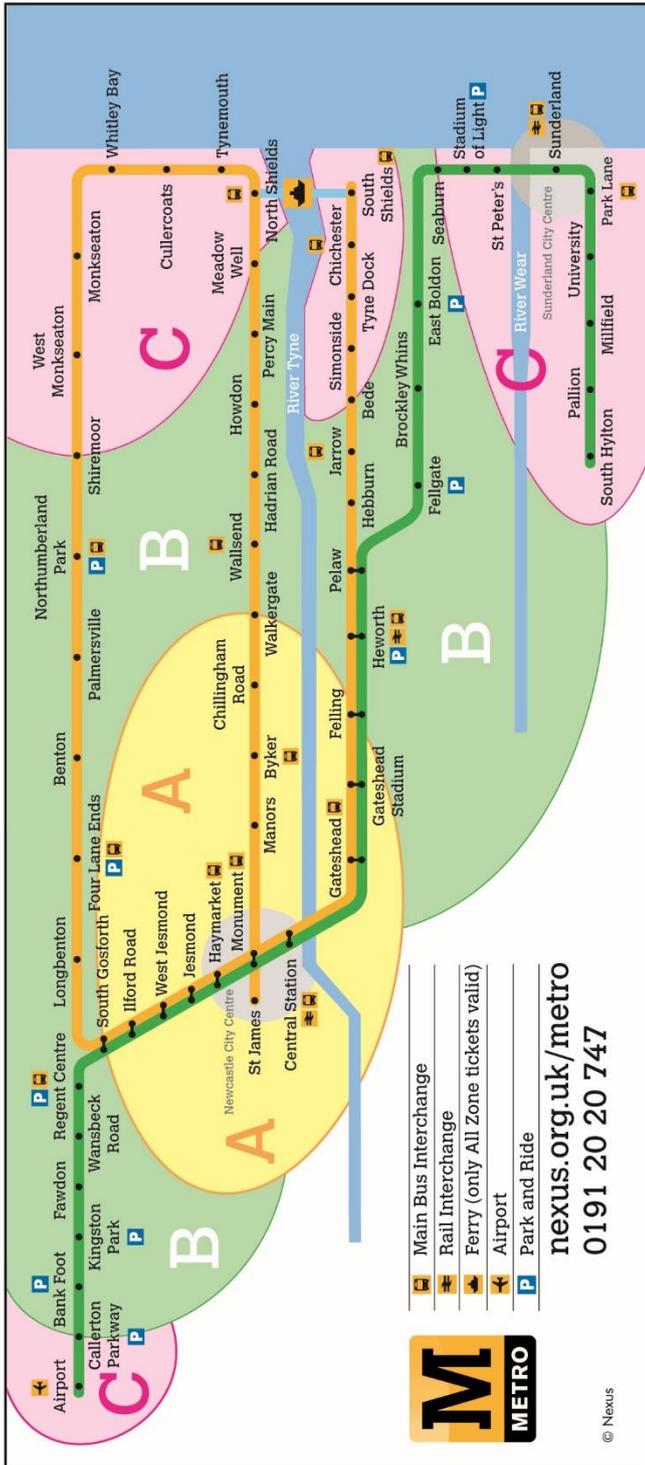


7 Complaints Procedure

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

Appendix 1

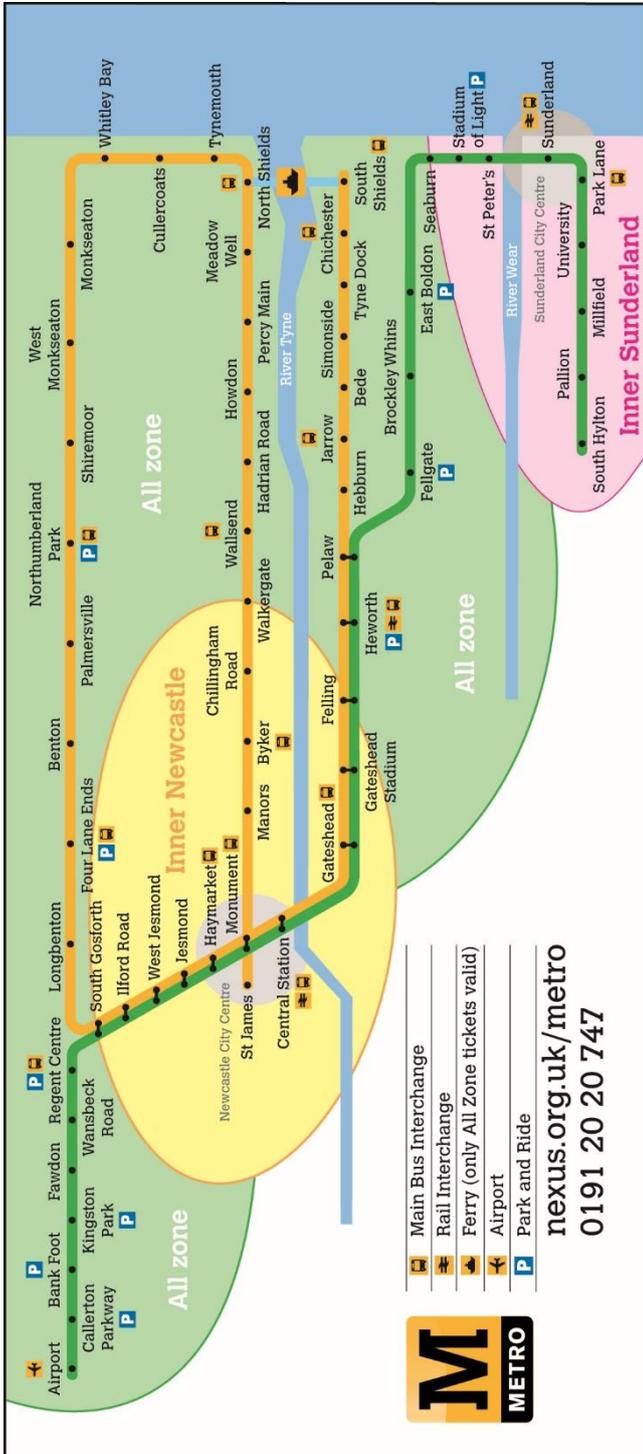
Metro Zone Map



Appendix 1



Metro Student Zone Map





Appendix 1

Transfare Zone Map

