

busID Terms and Conditions

- busID cards are free and valid for 3 periods - up to the end of the month after your 10th and 15th birthday and up to 31 August after your 18th birthday.
- We may ask for further proof of age when we issue the card or at any time before the card expires.
- Lost, stolen or damaged cards can be replaced for a £5 fee.
- busID single and citySAVER tickets are not valid on night services and you will need to purchase a busID networkSAVER for these services.
- All tickets purchased for a busID card must be completely used before the card expires or will cease to be valid.
- busID cards must only be used by the person named/pictured on the card. Cards found being used by a person other than the person named/pictured are likely to be withdrawn and may be withheld until a penalty fare up to £50 is paid.
- If the card is deliberately defaced in any way the card is liable to be withdrawn and will need to be replaced. The same charge will apply as a lost card.
- Additional charges will be applied if a busID card is used beyond its expiry date and any product will be lost and no refund given.
- During busier periods your card will be posted to you as soon as possible.
- We cannot be responsible for items lost if sending applications by post.
- We reserve the right to refuse or cancel membership of the scheme.