

## **Contactless Terms & Conditions**

### **1. Introduction**

1.1 These Conditions of Use apply to you when you are using a contactless payment card or device to pay for travel on West Midlands Travel Ltd. Services ('our services') where contactless is accepted. These Conditions of Use set out your rights and obligations when using a contactless payment card or device and apply in addition to the company's Conditions of Carriage, available on our website at [nxbus.co.uk](http://nxbus.co.uk).

1.2 For the purposes of these Conditions, a contactless payment card is a debit, credit, prepaid or charge card, sticker, mobile phone or other device that is used to make contactless payments and which can be used to pay for travel on our services.

### **2. Using your contactless payment card or device**

2.1 You can use your contactless payment card or device to pay for travel on our services where contactless is accepted. You may not be able to use contactless payment on certain special services. These may include school services, sporting or leisure event services or specific works services.

2.2 It is your responsibility to check the fare for your journey before you travel.

2.3 When you touch your contactless payment card or device on the red dot on the reader, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your card account.

2.4 You must let an authorised member of staff or a police officer inspect your contactless payment card or device at any time during your journey if asked to do so. You may be asked to touch your card or device on their portable card reader as part of their inspection or to state the last 4 digits of the card number for a physical card or the 'Device Account Number' for Apple Pay or 'Virtual Account Number' for Android Pay, if requested to do so.

2.5 Only one person at a time can use a contactless payment card or device for travel. Only the passenger who makes the first transaction of the day can use that card or device for travel for the rest of the day.

2.6 You must touch your contactless payment card or device on the red dot on the reader at the start of each journey.

2.7 You should touch only the card or device you want to pay with on the reader.

2.8 An illuminated arrow on the reader means that it is ready to check your contactless payment card or device. If the reader is not illuminated or is displaying a red screen, the reader is not ready to accept contactless payment. You may need to find an alternative method of payment.

2.9 A green screen, accompanied by a positive beep, means that your contactless payment card or device has been accepted for travel. A red screen, accompanied by a negative beep, means your contactless payment card or device has been rejected. You do not have the right to travel until either your contactless payment card or device has been accepted or you have paid for your journey by a different means.

2.10 If you do not touch in correctly, you will be liable to pay the Standard Fare.

2.11 If you have more than one contactless payment card or device and wish to get daily capping, you must choose which card or device you wish to use to pay for travel. You should continue to use the same card or device to pay for any further journeys on the same day.

2.12 Damaged contactless payment cards or devices may not be accepted.

2.13 When you touch your contactless payment card or device on the red dot on the reader, you are authorising West Midlands Travel Ltd. to charge the cost of your journey, including any unpaid fares, to your card account.

2.14 The amount charged to your contactless payment card account will be the fare(s) appropriate for the services and areas used and/or any unpaid fares owing.

2.15 If your card is declined when we submit it for payment, you will not be permitted to travel using the contactless payment card or device that has unpaid fares against it until the amount owed has been paid in full. To settle any unpaid fares you must contact our team on 0121 254 6363.

2.16 If you are found not to have touched in at the start of your journey or if your contactless device has run out of battery and cannot be read, you may be charged a 'Standard Fare'.

### **3. Refunds on contactless payment**

3.1 If you have used your contactless payment card or device in error or have paid more than the required fare, we may refund the amount paid subject to you having touched in as required.

3.2 To apply for a refund, after 48 hours and within 8 weeks of making a journey, you should contact our team on 0121 254 6363. We will not be able to refund any overpayment until the original transactions have cleared.

3.3 Refunds are at the sole discretion of West Midlands Travel Ltd.

3.4. Useful contacts Sales Team 51 Bordesley Green, Birmingham B9 4BZ 0121 254 6363. Fares information [www.nxbus.co.uk/fares](http://www.nxbus.co.uk/fares) 0121 254 6363. West Midlands Travel Ltd. reserve the right to amend these Conditions at any time. The most up to date version can be found online at [www.nxbus.co.uk](http://www.nxbus.co.uk)

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