

mTicket Terms and Conditions

November 2024

Definitions and descriptions

In these Conditions “the Company” means West Midlands Travel Ltd (National Express West Midlands and National Express Coventry).

These terms and conditions will govern the purchase and use of National Express Bus mTickets bought on the National Express Bus website and via the NXBus mTicket App and used on any Company bus service. When downloading the App you are also agreeing to be bound by these terms.

For the purposes of these Terms and Conditions:

“we/us/our” refers to the Company

“you/your” refers to the person buying tickets or downloading the App.

“mTicket” means a paperless ticket that is downloaded onto your mobile phone and accepted for travel on the Company’s services.

“mobile phone” means an iPhone or Android, or any other hand held device running the appropriate software allowing you to download the mobile ticket facility and an mTicket.

“mobile ticket facility” means the NXBus mTicket App which you download enabling you to buy an mTicket via your mobile phone.

These Terms and Conditions may be modified at any time. This will not affect any existing terms accepted by you when buying your mTicket through either the website or the mobile ticket facility.

National Express West Midlands and National Express Coventry shall use any of the following mechanisms to receive payment for travel: prepaid stored value (“Stored Value”) or bank card payments. Stored Value can be loaded to your Stored Value Account via payment by a valid debit or credit card via the App. There is a minimum single transaction amount of £2 that can be loaded to your Stored Value Account, with a maximum single transaction amount of £120. There is no expiry date on the funds stored within the ‘Account Balance’. Any funds added to the Stored Value Account are non-refundable.

Tickets

National Express mTickets are available to buy via your mobile phone using the NX Bus mTicket App. Once you have bought the ticket it will be delivered as an mTicket to your mobile phone. mTickets sold on the NXBus mTicket App are for use on National Express services only in the times and in the areas as specified at the time of purchase, unless you are buying an nBus ticket or a plus Metro add-on ticket. Where a ticket has been bought on the NX Bus mTicket app for use on other operators' services you will be bound by the relevant operators' conditions of carriage.

Pricing & duration

The price you pay for the mTicket will be valid for the duration of the ticket, any subsequent price changes during the validity of the ticket will not affect the mTicket you have already bought.

Single mTickets can only be activated once, within 3 days of purchase, and will remain active for 30 minutes.

Day Saver tickets will start immediately after activation and can be used until 2.59am. Tickets must be used within 3 days of purchase.

5 day flexible ticket bundles must be used within 14 days of purchase. A ticket will start immediately after activation and can be used until 2.59am.

10 day flexible ticket bundles must be used within 28 days of purchase. A ticket will start immediately after activation and can be used until 2.59am.

1 week and 4 week mTickets are valid immediately for travel at the time you make your purchase. Please ensure that you wish to travel on the day you buy the ticket as no refunds will be given.

Payment for mTickets must be made by credit or debit card. The appropriate payment for the mTicket will be deducted from your bank account at time of purchase once it has been authorised by your bank. Please note we do not store your debit/credit card details, you are able to save your card details for your convenience and at your own risk.

Use

Mobile tickets - mTickets are downloaded to your registered mobile device through the NX Bus mTicket App. Tickets are downloaded to your registered mobile device via the internet. An internet connection will be required to download your tickets. Following purchase, your mTicket cannot be changed and is non-refundable.

mTickets must be activated just before you board the bus, the ticket displayed on your mobile phone screen must be scanned using the reader on the bus or shown to the other

operators' bus driver or conductor on the Tram. Please ensure you have sufficient battery charge to show to the driver and for the whole duration of your journey, the company cannot be held responsible if you have insufficient battery.

Please allow time for the App to load whilst waiting for the bus. If you are unable to display the ticket on your phone the full cash fare must be paid. No refund will be given.

Students will be required to carry either a physical student ID or show a valid Yoti digital ID on their phone at all times whilst travelling. Physical student ID can include a physical photo ID card or a TOTUM card. You may be asked to show your mTicket to an Inspector or any member of staff employed by the Company, West Midlands Police or the Safer Travel Team.

We reserve the right to refuse travel on invalid mTickets or if used on a stolen phone. The mTickets are not transferable and may only be used by the registered phone user, mTickets do not give you priority over other passengers.

The NX Bus mTicket App

Once you have downloaded the NX Bus mTicket App you will be able to buy tickets to travel with National Express Bus.

All tickets bought through the App are subject to our Conditions of Carriage which can be found at <https://nxbus.co.uk/west-midlands/help-information/conditions-of-carriage>

The App is owned by the company and Masabi Ltd and may only be used for your own personal use.

You must not try to alter, modify or in any way try to copy or transfer the mobile ticket facility to any other users.

You must ensure that your mobile device has the required version of the relevant operating system.

You are responsible for all data charges incurred when using the app with your mobile phone provider.

Legal responsibility

If you lose your mobile phone with a valid mTicket saved on it, log on to your account within the app on your new device using the email address you signed up with and the ticket will transfer to your new device.

We may cease to operate the service at any time. The values of any balance associated with unused tickets at that time will be refunded.

Privacy Notice

Click [here](#) for our Privacy Notice

Correct on 30th October 2024, subject to change without notice