

NEW! - M-TICKETING FROM METROLINE

You can now buy the following ticket types using your Smartphone via the INTALINK app, subject to availability and the INTALINK Terms and Conditions shown below. The INTALINK app can be downloaded free of charge from www.intalink.org.uk. Sign up for m-ticketing and use your debit/credit card or Barclays Pingit to pay for your ticket. Download your ticket to your Smartphone and activate it shortly before your first bus ride of the day. Present the barcode on your ticket to the reader on the bus ticket machine and away you go...it's that easy!

Please note that currently only **Metroline** m-tickets are valid on our buses, and only on routes 84/84A and 242. If you need assistance, please call 01707 347700 (office hours) or preferably email us at routes84and242@metroline.co.uk. Enjoy your journey!

METROLINE M-TICKET TYPES AND INTRODUCTORY PRICES AS AT 15.12.2014**			
Metroline M-Ticket Type	M-ticket Price	Description	Validity Rules
Adult Day Rover	£5.80	Unlimited travel on routes 84/84A and 242*	Valid on day of activation
Child Day Rover	£2.90	Unlimited travel on routes 84/84A and 242*	Valid on day of activation
Adult Weekly Rover	£25.20	Unlimited travel on routes 84/84A and 242*	Valid for 7 days including day of activation
Child Weekly Rover	£12.60	Unlimited travel on routes 84/84A and 242*	Valid for 7 days including day of activation
Adult Monthly Rover	£71.10	Unlimited travel on routes 84/84A and 242*	Valid for calendar month including day of activation
Child Monthly Rover	£36.00	Unlimited travel on routes 84/84A and 242*	Valid for calendar month including day of activation
Bundle of 5 Adult Day Rover tickets	£27.00	Unlimited travel on routes 84/84A and 242*	Valid on day of activation (each ticket)
Bundle of 5 Child Day Rover tickets	£13.50	Unlimited travel on routes 84/84A and 242*	Valid on day of activation (each ticket)
Adult Barnet 7 Weekly Ticket	£14.40	Unlimited travel on route 84/84A between New Barnet Station and Potters Bar (Wroxham Gardens)	Valid for 7 days including day of activation
Child Barnet 7 Weekly Ticket	£7.20	Unlimited travel on route 84/84A between New Barnet Station and Potters Bar (Wroxham Gardens)	Valid for 7 days including day of activation
Adult Cheshunt Sixer Ticket	£11.70	Unlimited travel on Metroline buses on route 242* between Waltham Cross and Rosedale Estate or Goffs School	Valid for 1 week including day of activation (but not valid on Sundays or Public Holidays)
Child Cheshunt Sixer Ticket	£5.85	Unlimited travel on Metroline buses on route 242* between Waltham Cross and Rosedale Estate or Goffs School	Valid for 1 week including day of activation (but not valid on Sundays or Public Holidays)
Adult Colney Metro Monthly Ticket	£45.00	Unlimited travel on route 84/84A between Colney Fields Retail Park and St Albans City Centre/Townsend/St Albans Girls' Schools	Valid for calendar month including day of activation
Child Colney Metro Monthly Ticket	£30.00	Unlimited travel on route 84/84A between Colney Fields Retail Park and St Albans City Centre/Townsend/St Albans Girls' Schools	Valid for calendar month including day of activation
* - Not route 242 on Sundays or Public Holidays			
** - Ticket types offered and prices charged may be changed without notice; children aged 14 and above must show a valid Saver Card or child Oyster card to travel at child rates			

Intalink m-ticketing Terms and Conditions

1 - General

1.1 Intalink m-ticketing is promoted and operated by Hertfordshire County Council, County Hall, Pegs Lane, Hertford, Hertfordshire, SG13 8DQ. The Intalink partnership includes a number of companies providing local bus services within Hertfordshire, some of which are participants in this m-ticketing scheme, and references to Intalink include such companies where appropriate.

1.2 M-ticketing refers to bus tickets which are downloaded to Smartphones, via the Intalink m-ticketing app.

1.3 Intalink m-ticketing is supported on Smartphones using either Apple iOS or Google Android operating systems. M-ticketing should not be used on tablets, notebooks or any device other than supported Smartphone handsets.

1.4 Purchasing m-tickets confirms acceptance of these Terms & Conditions.

1.5 Entry onto vehicles using m-ticketing also confirms acceptance of Intalink's Conditions of Carriage (www.intalink.org.uk/m-ticket) and those of the relevant bus operating company.

1.6 Hertfordshire County Council may modify these Terms & Conditions at any time.

2 - Use

2.1 M-tickets must be purchased through the app in advance of travel. Purchasing m-tickets requires either a wifi or cellular data connection in order to complete payment and download of the ticket(s) to your Smartphone. Purchased tickets are non-refundable and cannot be altered. It is the purchaser's responsibility to check that the ticket(s) being purchased are valid on the intended route(s). Currently m-tickets can only be used on the designated operator's routes and not those of any other operator. [In the case of Metroline, these are currently routes 84/84A (daily except Christmas Day) and 242 (Monday to Saturday except Public Holidays)]. Route details may change at short notice.

2.2 The Intalink app accepts payment through the mobile ticketing app using VISA and Mastercard debit and credit cards.

2.3 Payment can also be made using Barclays Pingit. Registration for Barclays Pingit requires that you are aged 16 or over, have a UK-registered current account and a UK mobile number - visit <http://www.barclays.co.uk/Mobile/BarclaysPingittermsandconditions/P1242604890843> for Barclays Pingit Terms and Conditions.

2.4 Once purchased, m-tickets must be activated prior to boarding and the ticket will be displayed on your Smartphone's screen. The ticket displayed will include a barcode/QR which must be placed on the bus ticket machine's reader for validation. Your device must have sufficient battery charge to be able to display the ticket to the reader upon boarding and if requested to the driver or a bus company official throughout your journey, otherwise the cash or Standard fare for the journey will be payable.

2.5 In case of any difficulty, the cash fare for the journey should be paid. Full details of any problems experienced should be reported as soon as practical to the relevant bus operating company, including contact details for the user. For Metroline this should be done by emailing routes84and242@metroline.co.uk or by calling customer services on 01707 347700 between the hours of 9.00am and 4.00pm Monday to Friday.

2.6 M-tickets are non-transferable and are locked to the registered Smartphone to which they are downloaded and cannot be copied, sent or moved to another device. Intalink reserves the right to terminate without refund any m-ticketing user account which we believe is being misused.

2.7 M-tickets which have been activated accidentally or which have been downloaded to Smartphones which have subsequently been lost or stolen are non-refundable.

2.8 We cannot guarantee that m-tickets purchased in advance will remain valid for activation more than four weeks after their purchase. Refunds will not be given for non-activated tickets.

2.9 Where tickets are purchased for use by children, students or other categories of user enjoying discounted rates, the form of identification (e.g. Saver Card) required for the particular ticket product being used must be presented to the driver at time of travel and produced subsequently if requested by the driver or a bus company official, failing which the full adult fare for the journey being taken will become payable.

3 - Privacy & Security

4.1 Intalink and Hertfordshire County Council securely process personal information pertaining to m-ticketing, in accordance with the latest Data Protection Act legislation.

4.2 Intalink and Hertfordshire County Council collects and processes the following personal information: name, address, email address, telephone number, date of birth, purchase history associated with the m-ticketing account, and payment card details.

4.3 Payment card details are stored securely and will never be disclosed to anyone for purposes other than for m-ticketing mobile payments initiated by you. Payments are securely processed by our partners, Realex, in accordance with PCI DSS standards. Otherwise, Hertfordshire County Council will not share your personal information with any other third parties without your prior consent.

4.4 Intalink uses the information of m-ticket customers only for maintaining your account and processing your payments.

4.5 Intalink will retain your information for the time that you have a m-ticketing account registered in your name. Your account can be removed by contacting us.

5 Liability

5.1 We will be responsible if something we do causes death or personal injury. We will also be responsible for damage to your property if the cause is our fault. Other than the responsibility we have accepted as described above, we will not be responsible for any losses that you suffer whether in contract, tort or otherwise arising. Your statutory rights are not affected. The applicable law is that of England and Wales.