

Valid from
2nd January 2012

Merseytravel's Guide to Season Tickets

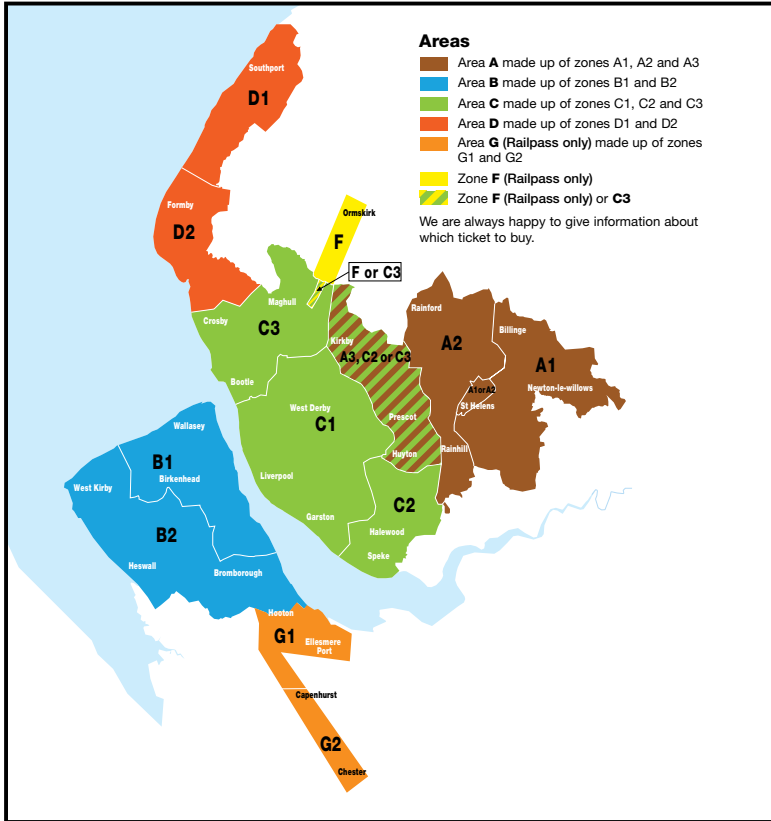
One ticket for all
the different journeys
we make...

trio  *solo*  *railpass* 



Merseytravel tickets are available for these areas and zones

When you're travelling on a bus, train or ferry, you can easily tell which area and zone you're in and when you pass into other zones. All bus stops and rail stations have information to show which area and which zone they are in.



Travelling outside your zones or areas

If you find that your journey will take you outside your chosen Trio, Solo or Railpass zone or area, simply pay the normal fare for the 'extra' part of your journey before the journey begins.

You can combine different types of season tickets for journeys through different areas or zones. For example, you could travel from Liverpool to Ormskirk either by an all zones Railpass (rail only) or a Trio or Solo ticket for area C and a Railpass for zone F.

trio

(See pages 4 and 5 for details.)

You can use Trio tickets on any bus (not private buses, night buses or coaches) or train (no matter which company runs it) or Mersey Ferry in the chosen zones or areas.

solo

(See pages 6 and 7 for details.)

You can use a Solo ticket to travel on any bus (not private buses, night buses or coaches) in your chosen area, no matter which company runs the bus.

railpass

(See pages 8 and 9 for details.)

You can use a Railpass ticket on trains in the chosen zones or areas.

Adults can buy tickets for:

- a week
- a month
- a year
- a term

Adult Term Time Tickets are available for anyone aged 18 or over in full-time education (full-time is 16 hours or more).

Young people can buy tickets for:

- a week
- a term

Young person's tickets are for young people aged five to 15, or aged 16 to 17 if they are in full-time education, training or work-based learning. Young people aged 16 to 17 can only use a young person's ticket for journeys to or from school or for other educational purposes.

Term dates for 2012

Term	Valid from	Valid to
Spring	3 Jan 2012	30 March 2012
Summer	16 April 2012	20 July 2012
Autumn	TBC	TBC

Term dates are printed on the front of these tickets and are only valid as shown.

You can buy Term Time Tickets in advance but they will not be valid until the start of the term. Term Time Tickets are not valid during the half term school/college holidays.

Trio tickets

For buses, trains and Mersey Ferries in your chosen zones or areas

(Tickets are only valid on commercial buses, not private buses, night buses or coaches. They are not valid on River Explorer cruises or special cruises.)

How long are the tickets valid for?

You can buy a Trio ticket for a week, a month, a year or a term. There is also an annual off-peak, all zones ticket. You can buy young person's tickets for a week or a term.

- You can use **weekly, monthly and annual tickets** at any time, on any day.
- You can use an **annual off-peak, all zones** from Monday to Friday at any time (except for journeys starting between 6.31am and 9.29am and between 4.01pm and 5.59pm) and all day Saturdays, Sundays and bank holidays.
- You can use **Term Time Tickets** Monday to Friday, until 8pm, during term-time only. You must be in full-time education, training or work-based learning.

Which zone or area do I need?

Take a look at the map on page 2.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

Each area is split into zones.

Check which zone your journey starts in and which zone it ends in.

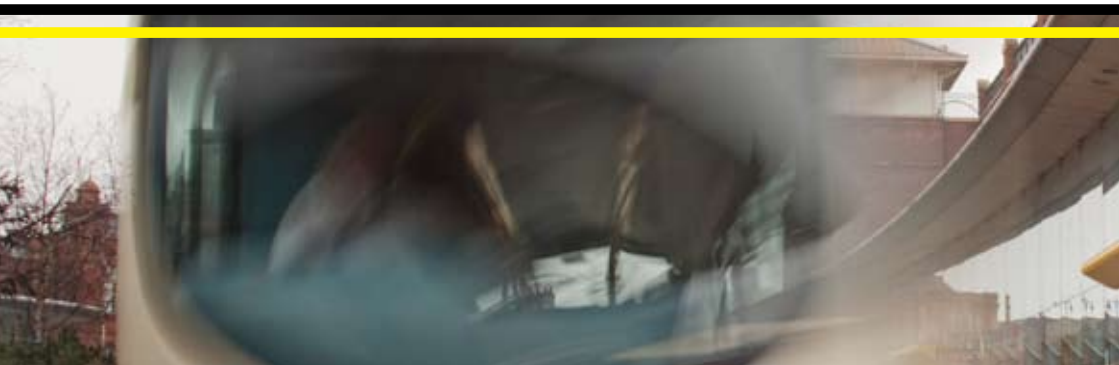
Make a note of the zones you travel through.

Add the number of zones together (if you travel through two or more zones in one area, this counts as one area).

If your journeys start or finish in zones F, G1 or G2, you must buy a Railpass ticket.

You can only use a Railpass ticket on trains in these zones.

You can use your Trio ticket on any buses, trains or Mersey Ferries in your chosen area.



How much do Trio tickets cost?



	Adult				Young person		
	Weekly	Monthly	Term time	Annual	Annual off-peak	Weekly	Term time
1 zone	£16.10	£56.80	£115.80	£568	-	£8.10	£77.40
2 zones or 1 area	£20.10	£71.10	£147.40	£711	-	£10.90	£97.50
3 zones or 1 area + 1 zone	£25.70	£88.30	£183.40	£883	-	£12.70	£122.70
All zones across the county	£33.30	£115.20	£238.50	£1,152	£393.10	£16.60	£159.40

Where can I buy a Trio ticket?

- From any of our Merseytravel Centres (addresses are on page 15).
- From any staffed Merseyrail station.
(Annual and Term Time Tickets are only available from selected stations, see note 1).
- From any main post office.

Note 1: All stations sell weekly and monthly tickets, but only some sell annual and term time tickets. Go to the Merseytravel website at www.merseytravel.gov.uk or ring Traveline on 0871 200 22 33 to check.



Solo tickets

For buses in your chosen area

(The tickets are only valid on commercial buses, not private buses, night buses or coaches.)

How long are the tickets valid for?

You can buy a Solo ticket for a week, a month, a year or a term. You can buy young person's tickets for a week or a term.

- You can use **weekly, monthly or annual** tickets at any time, on any day.
- You can use **Term Time Tickets** Monday to Friday, up to 8pm, during term-time only. You must be in full-time education, training or work-based learning.

Which area do I need?

Take a look at the map on page 2.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

If your journeys are all within one area, you will need a one-area ticket.

If your journey crosses a boundary – for example, from Liverpool to Southport – you will need an all-areas ticket.



solo

	Adult				Young person	
	Weekly	Monthly	Term time	Annual	Weekly	Term time
1 area (A,B,C or D)	£16.50	£57.90	£114.70	£579	£8.50	£76.70
All areas	£23.80	£82.80	£170.20	£828	£11.90	£114.70

Where can I buy a Solo ticket?

- From any of our Merseytravel Centres (the addresses are on page 15).
- From any main post office.

Railpass tickets

For trains in your chosen zones or areas

How long are the tickets valid for?

You can buy a Railpass ticket for a week, a month, a year or a term. You can buy young person's tickets for a week or a term.

- You can use **weekly, monthly** or **annual** tickets any time, on any day.
- You can use Railpass Term Time Tickets Monday to Friday, until 8pm, during **term time** only. You must be in full-time education, training or work-based learning.

Which zone or area do I need?

Take a look at the map opposite.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

Each area is split into zones.

Rail stations have information to show which zone and area they are in, so you can easily tell which zone and area you are in and when you pass into other zones.

Check which zone your journey starts in and which zone it ends in.

Make a note of the zones you travel through.

Add the number of zones together (if you travel through two or more zones in one area, this counts as one area).

How much do Railpass tickets cost?

	Adult			Young person		
	Weekly	Monthly	Term time	Annual	Weekly	Term time
1 zone	£13.80	£48.20	£98.60	£482	£6.90	£65.90
2 zones or 1 area	£17.20	£60.20	£125.10	£602	£9.10	£82.50
3 zones or 1 area + 1 zone	£21.80	£75.20	£155.40	£752	£10.90	£103.70
All zones across the county	£28	£97.50	£203	£975	£13.80	£135.90

Where can I buy a Railpass ticket?

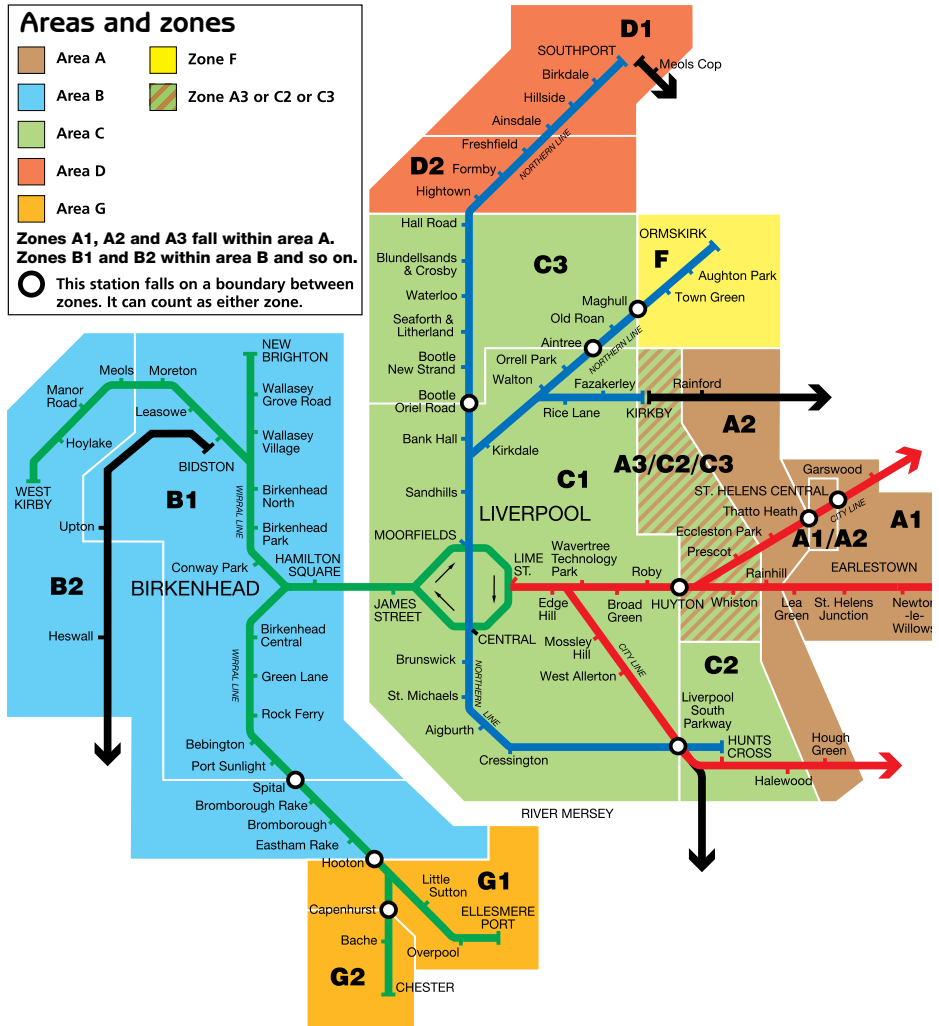
From any staffed Merseyrail station (see note 1 on page 9).

Areas and zones

	Area A		Zone F
	Area B		Zone A3 or C2 or C3
	Area C		
	Area D		
	Area G		

Zones A1, A2 and A3 fall within area A. Zones B1 and B2 within area B and so on.

This station falls on a boundary between zones. It can count as either zone.

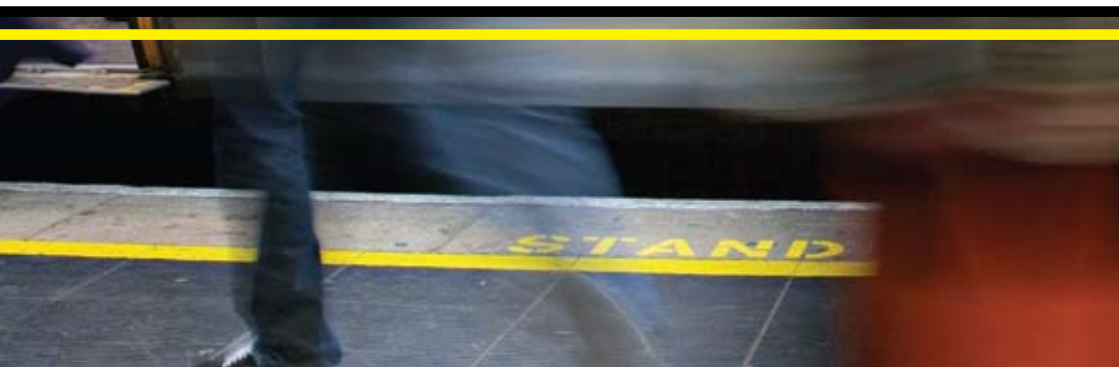


Note 1: All stations sell weekly and monthly tickets, but only some sell annual and term time tickets. Go to the Merseytravel website at www.merseytravel.gov.uk or ring Traveline on 0871 200 22 33 to check.

To buy your first Trio, Solo or Railpass ticket

- Fill in the application form at the back of this booklet.
- If you are over 16, and are buying a young person's weekly ticket or an adult or young person's Term Time Ticket, you must have your photograph and application form stamped and signed by your school, college, university or training provider.
- If you are buying an adult or young person's Term Time Ticket, you must be in full-time education, training or work-based learning.
- What you need to provide
 - The filled-in application form (at the back of this booklet)
 - A passport-size photograph
 - Some form of identification
 - Proof of your age if you are under 16 (for example, your birth certificate, passport or medical card)
- Where to go
 - For Railpass, any station on the Merseyrail network (see note 1)
 - For Solo, any main post office or Travel Centre (see note 1)
 - For Trio, any main post office, Travel Centre or Merseyrail station (see note 1)
 - Chester, Ellesmere Port, Town Green, Aughton Park and Ormskirk stations (Railpass tickets only) (see note 1)
- Someone else can buy the ticket for you but they must bring all of these things.
- You can pay by cash, cheque, credit or debit card. To check who you should make your cheque payable to, ring Merseytravel Ticket Enquiries on 0151 236 6056.

Note 1: All stations sell weekly and monthly tickets, but only some sell annual and term time tickets. Go to the Merseytravel website at www.merseytravel.gov.uk or ring Traveledine on 0871 200 22 33 to check. Merseytravel Centres stock only local tickets. Please ring Traveledine before visiting the Travel Centre.



To renew your Trio, Solo or Railpass ticket

Renew Trio tickets at:

- any of our Merseytravel Centres (see note 1 on page 10 and the addresses on page 15);
- any post office;
- any staffed Merseyrail station (see note 1 on page 10); or
- some newsagents (addresses are on our website at www.merseytravel.gov.uk).

Renew Solo tickets at:

- any of our Merseytravel Centres (see note 1 on page 10 and the addresses on page 15);
- any post office; or
- some newsagents (addresses are on our website at www.merseytravel.gov.uk).

Renew Railpass tickets at:

- any staffed Merseyrail station (see note 1 on page 10).

You can renew a weekly or monthly ticket up to three days before it runs out. You can renew an annual ticket up to seven days before it runs out. Term Time Tickets are available a few weeks before the term starts but are not valid until the start of term.

Railpass tickets can only be issued after 12 noon on the day before the start date or after 12 noon on the Friday if it expires on a Monday, or on a Tuesday if the Monday is a Bank Holiday.

END AS 40

YELLOW LINE

If you have a problem with your Trio or Solo ticket

This page will give you advice on what to do if you have any sort of problem with your Trio or Solo Ticket.

What if I want a refund?

Post your ticket to Hub Support or take it to any Merseytravel Centre. If you are entitled to a refund, we will send you a cheque within 2 - 3 weeks. **With monthly and annual tickets, you get a discount, which we will take from the amount we refund you.** There is an administration charge for refunds. You cannot get a refund on a weekly ticket.

What if I need to change the zones or areas on my ticket?

Take your ticket to a Merseytravel Centre. We will forward your ticket to Hub Support to be processed. A credit voucher will be sent out within 7 days. You can then use your credit voucher to buy another ticket.

What happens if I am sick and cannot use my Trio or Solo ticket?

You should send your ticket to Hub Support or take it to a Travel Centre **at the beginning of the period when you are sick.** You will also need to let us see a copy of your sick note to qualify.

When you're ready to start using the ticket again, just call the Ticket Enquiries on 0151 236 6056 and we will send you a credit voucher.

There is no charge for this service.

What if my working arrangements change temporarily?

Send your ticket to Hub Support.

To qualify for an allowance, you will need to include a letter from your employer which explains the change.

When you're ready to start using your ticket again, just call Ticket Enquiries on 0151 236 6056 and we will send you a credit voucher.

There is no charge for this service.

What if I change my address?

Visit a Merseytravel Centre. The correct address must be written on your ticket as this will help us to return your ticket to you if you lose it. If your ticket has been altered or defaced, we may withdraw it. You will need a new photograph.

I've lost my ticket, what happens now?

Visit a Travel Centre.

Weekly tickets – We will not offer a replacement.

Monthly, Annual and Term Time Tickets

– We may offer a replacement ticket if you have a receipt and have not claimed for a lost or stolen ticket before. You will need proof of your name and address.

There will be an administration charge for this service.

We cannot accept responsibility for a lost or stolen ticket.

You should consider taking out insurance to cover the cost of your ticket if it is lost or stolen.

I am nearly 16. Can I still buy a young person's ticket?

You can buy a young person's ticket while you are 16 or 17 and still in full-time education, training or work-based learning.

The school, college or training provider must confirm that you are in full-time education. You must only use your young person's ticket for journeys from and to school or for other educational purposes.

I am nearly 18. Can I still buy a young person's ticket?

If you have your 18th birthday during the term, you must buy an adult Term Time Ticket at the start of the term. You can still buy young person's weekly tickets until your 18th birthday.

I am a mature student. Can I still buy an adult Term Time Ticket?

You can buy an adult Term Time Ticket but you must be in full-time education and your application form and photograph must be stamped and signed by the college or university.

For Railpass refunds or questions or to report a lost or stolen Railpass, please contact the Merseyrail or Northern Rail customer relations department, depending on which station you bought the Railpass from.

Merseyrail:
0151 702 2071

Northern Rail:
08450 000125

What happens if I am sick and cannot use my Railpass?

A refund may be made if your Railpass is returned to the station where you bought it at the beginning of the period of sickness.

You will also need to let the station see your medical certificate to qualify. If you are unable to hand in your ticket as soon as you become ill, a refund will be calculated from the first day of sickness, so long as you have a medical certificate or a letter from your employer on headed paper to cover the period of illness.

There will be no refunds for weekly tickets.

There will be an administration charge.

Trio, Solo or Railpass tickets

Conditions for using the tickets and information for people who apply

- 1 You can use a Solo ticket on most ordinary bus services (see note 1 below) in the area you have bought the ticket for.
- 2 You can use a Trio ticket on most ordinary bus and train services (see note 1 below) and the Mersey Ferries river crossings (see note 2 below) in the zones and areas you have bought the ticket for.
- 3 You can use a Railpass ticket on most ordinary train services in the zones and areas you have bought the ticket for.
- 4 Term Time Tickets are valid until 8pm, Monday to Friday, during term-time only and between the dates we set for each academic year.
- 5 Tickets are valid for journeys until midnight on the expiry date printed on the ticket.
- 6 You can only use a young person's ticket if you are a:
 - child aged five to 15; or
 - student or trainee aged 16 and 17 and in full-time education, not employment.Young people who become 16 during the term must have their application form stamped and signed by their school, college or training provider for that term.
Young students or trainees who become 18 during the term must buy an adult Term Time Ticket at the beginning of that term.
Adult Term Time Tickets are only available to people who are in full-time education.
- 7 Any information we provide on zones and areas is for guidance only. It is your responsibility to choose the zones and areas you want the ticket to cover.
- 8 If you make all or any part of a journey outside the zones and areas shown on your Trio, Solo or Railpass ticket, you must pay the appropriate fare for the extra part of the journey before the journey begins.
- 9 A Trio, Solo or Railpass ticket can only be used by the person the ticket is issued to, and whose photograph is shown on the ticket.
- 10 The photograph you supply for your Trio, Solo or Railpass ticket must be an accurate likeness of your face. If your appearance changes in the future, you should get a replacement ticket, with an up-to-date photograph, to avoid the possibility of your ticket being judged not to be valid. If your name or address changes, you should also get a replacement ticket.
- 11 We have a refunds and allowances policy, but if your ticket is lost or stolen we do not have to issue a replacement.
- 12 We issue Trio, Solo and Railpass tickets in line with the bye-laws, regulations and conditions of each company on whose services the tickets are used (except in relation to refunds and allowances).
- 13 Any Trio, Solo or Railpass tickets we issue will continue to belong to us. You must not alter or interfere with your ticket in any way, as this is a criminal offence. Authorised staff have the right to withdraw a ticket if it has been misused in any way. If you misuse the ticket, you could be prosecuted.
- 14 For any more information on Trio, Solo or Railpass tickets, ring Ticket Enquiries on 0151 236 6056.

Note 1: The ticket is only valid on commercial buses, not private buses, night buses or coaches.

Note 2: The ticket is not valid on River Explorer or special cruises.

The Trio, Solo and Railpass ticket schemes are organised and run on behalf of operators by Merseytravel, 24 Hatton Garden, Liverpool, L3 2AN.

We have done our best to make sure that all of the information in this booklet is correct, but we cannot be held legally responsible for any mistakes.

Birkenhead Travel Centre

Birkenhead Bus Station
Claughton Road
Birkenhead
CH41 6RT

Open 8.30am to 6pm, Monday to Saturday

Bootle Travel Centre

Bootle Bus Station
Washington Parade
Bootle
L20 4RE

Open 8.30am to 6pm, Monday to Saturday

Huyton Travel Centre

Huyton Bus Station
Huyton Hey Road
Huyton
L36 5SB

Open 8.30am to 6pm, Monday to Saturday

Liverpool ONE Travel Centre

Liverpool ONE Bus Station
1 Canning Place
Liverpool
L1 8LB

Open 8.30am to 6pm, Monday to Saturday, and
10am to 5pm on Sunday

Queen Square Travel Centre

Queen Square
Liverpool
L1 1RG

Open 8.30am to 6pm, Monday to Saturday,
and 10am to 5pm on Sunday

www.merseytravel.gov.uk

St Helens Travel Centre

St Helens Bus Station
Bickerstaffe Street
St Helens
WA10 1DH

Open 8.30am to 6pm, Monday to Saturday

Southport Travel Centre

Southport Tourist Information Centre
112 Lord Street
Southport
PR8 1NY

Winter (Nov to Feb) open 10am to 4pm, Monday to Saturday
Summer (Mar to Oct) open 9am to 5.30pm, Monday to Saturday
and 10am to 4pm on Sunday

If you've got a problem we can help.

You can find some common questions on page 12. However, if you still have a question, call Ticket Enquiries on 0151 236 6056. Or, you can visit one of our Merseytravel Centres.

For postal enquiries only:

Hub Support

Merseytravel
24 Hatton Garden
Liverpool
L3 2AN




Trio, Solo and Railpass ticket application form

Please fill in this form and hand it in when you buy your first ticket.

Please use
BLOCK CAPITALS.

First name	Last name
Home address	
Postcode	
Phone number	Date of Birth
Email	


Type of ticket you need



Area A B C D


Zones

All zones



Area A B C D

All areas



Only available at stations

Area A B C D F G

Zones

All zones

Home station _____ Work or school station _____

Weekly Monthly Term-time Annual Annual off peak

Young person _____ Date of your 16th birthday

(Aged 5 to 15) You will need to provide proof of your age, such as a birth certificate or medical card.

Young person (Aged 16 or 17 and in full-time education or training) _____ Date of your 18th birthday

_____ Date your course, academic year or training scheme ends

Adult student _____ Date your course or academic year ends

(aged 18 or over and in full-time education)

For official use only

Validation card number

Expiry date (Use the date stamp.) _____

Sales outlet _____

Issued by _____

School, college, university or training provider stamp and signature

This confirms that this person is in full-time education or training or work-based learning.

The back of the photograph must also be stamped and signed.

The details above are correct, and I have read, and will keep to, the information and conditions set out in this leaflet. I confirm that if I am applying for a Term Time Ticket I am in full-time education, training or work-based learning.

Signature _____ Date _____

We will only use your personal information in line with the current UK data-protection law and will not share it with anyone else without getting your permission. From time to time we or agents acting on our behalf may contact you for customer research or to send you extra information which may be of interest to you. If you do want us to contact you, please put an 'X' in the box here.