

Terms & Conditions for Park & Ride Tickets on OneCard

Definitions:

“the Council” Leicester City Council

“the Councils” Leicester City Council and/or Leicestershire County Council

“the Operator” Any/All bus operators including The Park & Ride bus operator including but not limited to Arriva, First, Centrebus, Hinckleybus, Kinchbus, Stagecoach, Roberts Coaches and Park and Ride 303, 203, 103 buses

“Misuse” – including but not limited to using a OneCard registered to another user or fraudulent use

“Cardholder” – a person who is a registered user of the OneCard

“Hotlisting” – the Council’s system for blocking OneCards which have been misused

General Terms and Conditions of use for the OneCard

The OneCard is administered by the Council;

- Personal data supplied to the Council on this form will be held on computer and will be used in accordance with the Data Protection Act (DPA) 1998 and upcoming General Data Protection Regulations (GDPR) in 2018 for statistical analysis, management, planning and in the provision of services by the Council and its partners. The information will be held in accordance with the Council’s records management and retention policy;
- Information contained in this document may be subject to release to others in accordance with the Freedom of Information Act 2000. Certain exemptions from release do exist including where the Information provided is protected by the DPA and GDPR;
- Personal data will be held within the EU and in accordance with General Data Protection Regulations;
- Personal data will be managed and held by the councils ICT provider;
- Misuse of a OneCard pass may lead to the deactivation of the OneCard preventing the Cardholder from using the OneCard;
- A Cardholder must notify the Council through the online portal within five working days in the event of a OneCard being lost, stolen, damaged or otherwise unusable. Once notified, your card will become invalidated through hotlisting;
- A replacement card will be issued within 10 business days after registering your card as lost/damaged through the OneCard Portal and providing confirmation that you would like a new OneCard. Any additional travel costs incurred will not be paid by the Councils;
- The Cardholder should contact the Council in the event that their OneCard does not work. The Council shall investigate non-working OneCards and, in the event that the OneCard is not working due to theft, damage or Hotlisting, the Council shall transfer the remaining balance of travel on to a new OneCard at their discretion.

- The Cardholder is responsible for keeping their personal details up to date including name, address, phone number and email address;
- The Council reserves the right to change the name of the OneCard or to withdraw this arrangement providing one weeks' notice. Withdrawal arrangements will be communicated to the cardholder via the email address registered with the Council and only in the event of such a withdrawal a cash refund will be paid for outstanding travel remaining on the Onecard;
- The OneCard is only available for use on the services of the specified Operators;
- Refunds shall be processed as credit onto your OneCard as a Ticket value. The Council will not offer monetary refunds. The length of the Ticket refund and the value will be at the Councils' discretion;
- Refunds will not be issued on buses. Please contact onecard@leicester.gov.uk to raise a query;
- The Councils, nor the Operator is obliged to give a refund for any separate fare paid by the holder due to loss, theft or withdrawal of this card;
- The OneCard must be shown on request to any bus company staff or inspectors, including presenting to the electronic ticketing equipment on the bus for verification;
- No liability can be accepted by "the Council," "the Councils" or "the Operator" if you are refused entry on the bus for using a hotlisted card.

Park and Ride Terms and Conditions (a link of these Terms and Conditions to be added to the home page of the OneCard portal)

- The Park & Ride services are jointly provided by the Councils;
- Use of this card is subject to the Conditions of Carriage of the Operator(s) providing the services on which it is used. For further details, contact the Operator concerned;
- Purchase of a Park & Ride ticket via the OneCard online portal or on bus does not guarantee you a seat or place on the bus, nor on any specified journey;
- Purchase of Park & Ride tickets loaded onto the OneCard can only be used on the Leicester Park & Ride services, not on any other bus service in Leicester/Leicestershire, or on any other Park & Ride service across the country;
- When paying for tickets online by credit or debit card, steps have been taken to ensure the security of your online payment transactions. The Council does not hold any card details or information about your financial transaction other than details of the type of tickets you purchase and when and where the purchase was made. No additional charges are added for using a debit or credit card; you only pay for the price of the ticket(s);

- A receipt regarding any transaction either on bus or online should be kept for reference purposes;
- A OneCard holder must notify the Council through the online portal as soon as reasonably practicable in the event of a OneCard being lost, stolen, damaged or otherwise unusable. Once notified, your card will become invalidated;
- The Council reserves the right to change the name of the OneCard or to withdraw this arrangement providing one weeks' notice. Withdrawal arrangements will be communicated to the cardholder via the email address registered with the Council and only in the event of such a withdrawal a cash refund will be paid for outstanding travel remaining on the Onecard;
- The OneCard is only available for use on the services of the specified Operators;
- Refunds shall be processed as credit onto your OneCard as a Ticket value. The Council will not offer monetary refunds. The length of the Ticket refund and the value will be at the Councils' discretion;
- Refunds will not be issued on buses. Please contact onecard@leicester.gov.uk to raise a query;
- A replacement card will be issued within 10 business days after registering your card as lost/damaged through the OneCard Portal and providing confirmation that you would like a new OneCard. Any additional travel costs incurred will not be paid by the Councils;
- The OneCard must be shown on request to any bus company staff or inspectors, including presenting to the electronic ticketing equipment on the bus for verification;
- Every effort will be made to provide the mechanism to read the OneCard and the tickets loaded on to it, but the Council shall not be held liable if the loss or damage occurred is unforeseeable;
- Misuse of a OneCard pass or Park & Ride product may lead to the confiscation of the OneCard;
- Every effort will be made to inform passengers, including OneCard holders of all changes to the Park & Ride service in a timely fashion, including (but not limited to) changes to fares (including fare structure), routes and timetables;
- The Council reserves the right to change the name of the OneCard or to withdraw this arrangement providing one weeks' notice. Withdrawal arrangements will be communicated to the cardholder via the email address registered with the Council; The Councils, nor the Operator is obliged to give a refund for any separate fare paid by the holder due to loss, theft or withdrawal of this card;
- Refunds shall be processed as credit onto your OneCard as a Ticket value. The Council will not offer monetary refunds. The length of the Ticket refund and the value will be at the Councils' discretion;
- The Councils reserve the right to update or change any of the Terms and Conditions attached to the OneCard and the use of the OneCard in relation to the Park and Ride Service.