Thank you for downloading the MyTrip app to your mobile phone andfor purchasing one of our tickets. The ticket which you have downloaded is your travel ticket. It must be shown to the driver and presented to the on-bus ticket machine for validation on every journey taken. It may also be checked by authorised officials.

To make the most of your purchase, and to avoid any mis-understandings please read the following carefully.

1. Prior to the bus arriving at the bus stop, please ensure that you have your ticket loaded on your phone, ready to scan on the on-bus ticket machine scanner as you board the bus.

2. App Users must ensure prior to the arrival of the bus, that their phone is charged and switched on with enough data to be able to present the app to the bus ticket machine **for each journey**. App users unable to scan their QR code due to a faulty phone or flat battery will have to pay the appropriate fare to travel.

3. App Tickets are not transferable and can only be used by the person whose phone it is on. The on-bus ticket machine will detect if an app ticket is used by someone else on the same journey. In this case the "second" user will be refused travel and the ticket will be cancelled. No reimbursement will be made in these circumstances.

4. 7-day and 28-day tickets must not be purchased until the evening before the day you need to start using the app ticket as they will be valid immediately and expire 7/28 days later. If you accidently purchase or activate the app ticket too early, or there is a problem with payment, you will need to contact the customer service team at My Trip help@mytrip.today .

5. If your app ticket no longer appears on your device, it will have expired. If you think that this is not the case, you will need to contact the customer service team at My Trip help@mytrip.today