

Nottingham City Transport Ticket and Pass Refund Policy

Effective from 1 March 2022

1. This policy applies to the refund of any ticket or pass purchased from Nottingham City Transport.
2. Refunds for Nottingham Contactless or Robin Hood tickets or passes must be applied for from the respective scheme.
3. All refunds are at the discretion of Nottingham City Transport, which does not undertake to refund or replace any ticket or pass which has been lost, stolen, unused (including partially unused) or forfeited. Refunds of partially used tickets or passes are subject to a 10% cancellation fee.
4. Refunds will not be provided:
 - a. When a customer cannot present an active ticket or pass at the time of boarding the bus and has to purchase another ticket to travel
 - b. For a period of time or ad hoc individual days between the date a ticket or pass has been activated and its expiry or last used date
 - c. When a reduced level of service is operated, such as for public or bank holidays
 - d. When a customer does not purchase a ticket or pass in time to receive it for the date they intend to travel
 - e. When a customer incurs additional costs due to the loss of a ticket or pass
5. An application for a refund must be made within 12 months of the purchase date of the ticket or pass, except in the case of special academic products, which must be made by 31st March within the Academic Year of purchase.
6. Proof of purchase and evidence to support an application for a refund may be requested by Nottingham City Transport.
7. Refunds will not be provided to customers where a third party organisation, such as a school, college, employer, has purchased the ticket or pass on behalf of the customer.
8. Refunds for travel purchased through Staff Travel Schemes are not directly handled by Nottingham City Transport. Customers must approach their employer to request the refund, who will handle it on their behalf.
9. The refund value will be calculated as follows:

Ticket or Pass Type / Status	Minimum Number of Days / Trips Required for a Refund	Calculation Process
For activated consecutive days tickets or passes	5 or more days remaining	Purchase price divided by the total number of days purchased (rounded to the nearest whole pence) = A Calculate the number of full unused days between the last recorded date of use and the expiry date = B The refund value will be (A x B) – 10%
For Academic Year products	Must be made by 31 st March within the Academic Year of purchase.	Purchase price divided by the total number of days between the first available usage date and the advertised expiry date (rounded to the nearest whole pence) = A Calculate the number of full unused days between the last recorded date of use and the expiry date = B The refund value will be (A x B) – 10%
For activated non-consecutive days/trips tickets or passes products	3 or more days or trips remaining	Purchase price divided by the total number of days or trips purchased (rounded to the nearest whole pence) = A Calculate the number of full unused days or trips remaining = B The refund value will be (A x B) – 10%
For any ticket or pass that has not been activated		The purchase price

10. Refunds will be paid as follows:
 - a. Mobile tickets will be refunded back to the card, Apple Pay or Google Pay account used to purchase the ticket
 - b. All other tickets and passes will be refunded directly to a customer's bank account.
11. Nottingham City Transport will process refunds within 7 working days of receipt of the application for a refund.