



The Conditions below apply to Educational Season Tickets Only

1. A season ticket gives you the right to unlimited travel between specific stations during the period up to and including the Season Ticket expiry date. This includes the right to start, break or resume your journey.
 - 1.1 The season ticket must only be used by the person to whom it was issued.
 - 1.2 The season ticket must be supported by a photo- card Id (with photo) without this your ticket is not valid.
2. If a valid season ticket is damaged, can no longer be read easily or can no longer work the automatic ticket gates, you should ask the original retailer for a replacement as the original will need to be surrendered at the same time.
 - 2.1 We will replace damaged or faded tickets free of charge as many times as required.
3. If you are unable to present a season ticket or any photo-card when asked to do so, you will be treated as having joined the train with a valid ticket – Condition 9 of the NRCC will apply.
4. Students who lose their season ticket may receive a duplicate season ticket but, they will be required to pay a reasonable administrative fee currently £10.00 for the issue of such a ticket.
 - 4.1 During any time when a pass has been lost, re-imburement will be given for additional fare costs up to a maximum of seven days.
 - 4.2 Due to the generous discount offered to scholars we can only allow one duplicate issue in any 12-month period. However, a second duplicate issue may be allowed if the first or second request was a result of theft, robbery, fire or other exceptional circumstances, the facts of which have been reported to the police. **We will not issue any more than two duplicate season tickets in any 12-month period under any circumstances.**
 - 4.3 Students whose season tickets are withdrawn due to incorrect use will be issued with one replacement at a charge of £10.00 any subsequent loss will be charged at the full prevailing rate.
 - 4.4 Season tickets withdrawn following fraudulent use will mean the removal of a discounted season ticket for the remainder of the college academic year.
5. If you decide to stop using your season ticket, a refund will be made if the ticket is returned to TfW, however, to qualify for a refund there must be a minimum validity remaining depending on the original validity of the ticket.
 - 5.1 Refunds are calculated from the date the season ticket is returned. The Business Travel service does not provide any additional rights to refund but will process refund requests subject to a reasonable administrative fee currently £10.00.
6. You may change your season ticket for another covering a different journey providing there is at least seven days validity remaining.
 - 6.1 You will be required to pay the difference in price between your original season ticket and the new one. If the new ticket is cheaper, you will be entitled to a refund based on the number of days validity remaining on your original
 - 6.2 The validity of the new season ticket must start on the day after the original season ticket is handed in and must expire on the same date as that of the original season ticket. You will not be required to pay an administration fee.

Using your Season Ticket

Your season ticket is worth a lot of money; please ensure you look after it.

Should you lose your season ticket, you will be allowed one replacement ticket at a charge of £10.00. Any subsequent loss will be charged at the prevailing rate at the time of ordering.

Your ticket is NOT valid unless presented with the corresponding Photo ID card, (including photo) issued by Transport for Wales and when requested both must be shown.

Other forms of ID will not be accepted.

Your ticket belongs to you; do not pass to friends/family to use as this may mean the withdrawal of your season ticket for the remainder of the College Academic year.