

Conditions relating to Teen Cards...

Arriva Teen Cards are available for use by any person between the ages of 5 and 18 years inclusive. They may be used:

- After 1800 on Monday to Friday
- At any time on Saturday, Sunday and Bank Holidays
- At any time during school holidays

They are valid on Arriva buses operating within the North East area except for Moorsbus, Dalesbus, Whitby Park & Ride and service X93 between Guisborough and Whitby.

Arriva Teen Cards may NOT be used on vehicles operated by any other company (except where that operator has made special arrangements for them to be accepted) or on certain special services operated from time to time under local authority contract conditions.

Arriva Teen Card holders are charged the equivalent child fare up to a maximum single fare (currently £1). There are no Teen Card return fares. To qualify for the Arriva Teen Card travel rate, the valid Teen Card must be presented to the driver as you board the bus on each journey and must be shown to any company official at any time when requested.

Arriva Teen Cards must carry a recognisable passport size photograph of the person to whom it was issued and they are not transferable between persons. Damaged or worn Teen Cards will be replaced free of charge but only if they are surrendered and new photographs supplied. Please note that a £5 fee will be charged for any replacement cards if the original is not returned.

Arriva reserves the right to refuse to issue an Arriva Teen Card or to replace any card which may be withdrawn following misuse (or alleged misuse) or which is (or is claimed to be) lost and also reserves the right to alter the conditions of issue or use should it be considered necessary for any reason.



Download our Arriva Bus app:

Track your bus, plan a trip, search for the latest timetables and much more on the [Arriva Bus app](#).

The app is available from Google Play and the App Store.



The easy way to pay.
Available on all Arriva North East buses.



arrivabus.co.uk



[arrivanortheast](https://www.facebook.com/arrivanortheast)



[arrivanortheast](https://twitter.com/arrivanortheast)



a DB company

Details correct at time of print in September 2019

Teen Card in the North East

£1 maximum single fare for children and all young people under 19 years of age.



APPLY NOW FOR YOUR FREE TEEN CARD, GIVING YOU SINGLE FARE TRAVEL FOR NO MORE THAN £1



arrivabus.co.uk/north-east



The Arriva Teen Card

£1 maximum single fare for children and all young people under 19 years of age

What is the Arriva Teen Card?

The Arriva Teen Card is a must for all young people living within Arriva's North East Network. It allows travel at a reduced fare on most of our services at off-peak times and during most nonschool days. Any young person under the age of 19 can get a Teen Card.

The Arriva Teen Card

£1 maximum single fare for children and all young people under 19 years of age

You can use your Teen Card:

- After 6pm Monday to Friday
- Any time on Saturday, Sunday and Bank Holidays
- Any time during school holidays

What about travel at other times?

We also offer a range of zonal Student and Young Persons Saver tickets, which give unlimited travel at any time of day on all Arriva buses in the zone purchased. Please see arrivabus.co.uk/north-east for further details.

What happens if I lose my card?

Unfortunately, you will have to pay £5 if you lose your card and need a replacement. This is payable by cheque or postal order, made out to Arriva North East. Just pick up a new leaflet, fill in the application form and include a new photo. If possible, please quote the reference number on your original card.

How much will I have to pay?

The great news is that Teen Card holders are only charged the equivalent child fare up to a maximum of £1. So, no matter where you're going or how far, it will only be a maximum of £1! There are no return tickets available with your Teen Card.

How can I get one?

Please complete the application form in this leaflet, enclose one up to date passport size photograph (approx 40mm x 30mm), of yourself and proof of your date of birth.

This will normally be a photocopy of your birth certificate. Send these together with a stamped addressed envelope to the following address:

**Teen Card Section
Arriva North East,
1 Admiral Way,
Doxford International Business Park,
Sunderland,
Tyne & Wear,
SR3 3XP**

Your **FREE** Arriva Teen Card will then be posted to you. **Please note we accept postal applications only.**

My card gets damaged, what now?

If you need a replacement, please return the card with a letter and a new photograph and we will be happy to send you a new card free of charge.

Application Form

Surname (Block Capitals): _____

First Name (s): _____

Postcode: _____

Daytime Telephone No: _____

Email Address: _____

Date of Birth: _____

Please note that the following items must be enclosed with this application:

- One passport style photograph.
- Proof of date of birth - e.g. copy of birth certificate or passport (**please do not send originals as they will be returned to you, by post, at your own risk**)
- A stamped, self addressed envelope.

I confirm that I understand and accept the conditions of issue and use of my Arriva Teen Card as shown on the back of this form and that it may be withdrawn if found to be used (or attempted to be used) in contravention of these conditions.

Full signature: _____

Signature of parent/guardian (if applicant is under 14 years):

