



Ticket Terms and Conditions

March 2026 – These terms and conditions are currently under review and in the process of being updated

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1 Introduction

- 1.1 This document outlines the terms and conditions of purchase, use and application for all tickets, smartcards and mobile tickets offered by Nexus_ (also referred to as “our”, “us” and “we”), except for those listed in 1.2.
- 1.2 This document does not cover:
- Network One travel tickets, including smartcard tickets; see <https://networkonetickets.co.uk/> for terms and conditions
 - TaxiCard, a travel mobility scheme operated by Nexus; see [this TNE page](#) for terms and conditions
 - Any special event ticket(s) issued by us from time to time, such as wristbands or concert tickets; these will have their own terms and conditions which will be communicated by us separately.
- 1.3 This document does not cover any tickets issued by a third party which permit onward and/or connecting travel on our services, for example rail tickets issued by Northern.
- 1.4 The terms and conditions outlined in this document supersede any previously printed terms and conditions, including guidance issued in leaflet form.
- 1.5 We may update these terms and conditions from time to time; see <https://www-staging.nexus.org.uk/terms-and-conditions/> for the latest version.
- 1.6 We retain ownership of all Nexus tickets, smartcards and mobile tickets, which must be presented for inspection when requested by our staff. Failure to do so may result in the issue of a Penalty Fare Notice and/or prosecution.
- 1.7 Travelling with a Nexus ticket, smartcard or Mobile Ticket is subject to the Tyne and Wear Passenger Transport Act 1979, the byelaws which relate to Metro, Shields Ferry and Railways, the Conditions of Carriage and passenger regulations of the transport operator, and the terms and conditions set out in this document.
- 1.8 The terms and conditions outlined in this document should be read in conjunction with the Conditions of Carriage and passenger regulations of the relevant transport operator, the byelaws which relate to Metro, Shields Ferry and any bus premises, and Nexus’ Privacy Notice (<https://www-staging.nexus.org.uk/privacy-policy/>) and website policies.
- 1.9 Nexus is the trading name of the Tyne and Wear Passenger Transport Executive (VAT Number 176720058), a corporate body incorporated by statute in England, whose principal place of business is The Spark, Newcastle upon Tyne, NE4 5DE.
- 1.10 This document does not contain current ticket prices; these can be found online at travelnortheast.uk.
- 1.11 These terms and conditions do not affect your statutory consumer rights.

2 Contact us

- 2.1 If you have an issue with a Nexus ticket or smartcard while travelling, speak to a member of staff or seek assistance via a Metro station Help Point. If your issue cannot be resolved during your journey, if you have a general query about tickets or smartcards, or this document, or if you would like to make a complaint about our tickets and smartcards, please contact Nexus Customer Relations using the details below:

Write to

Customer Relations
Nexus
The Spark

Newcastle upon Tyne
NE4 5DE

Call

Customer Relations
0191 20 20 747
(9.00am-5.00pm, Monday to Friday)

Online

nexus.org.uk/contact-us/

- 2.2 For any other general issues about our services not related to tickets or smartcards, see nexus.org.uk/contact-us/

3 Single and day tickets

Adult tickets

3.1	Metro Single	Metro Day Ticket
Durations available	Valid for one single journey, including interchange between services where necessary, which must be made within 90 minutes of the time of purchase.	Valid for unlimited travel on the day of purchase.
Zone map	Metro (see Appendix 1)	
Zones available	<ul style="list-style-type: none"> • One zone (A, B or C) • Two zones (A+B or B+C) • Three zones (A+B+C) 	
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with a zones A+B+C ticket (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland with a zones A+B+C ticket 	
Ticket format	Paper ticket	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	Metro station ticket machines	<ul style="list-style-type: none"> • Metro station ticket machines • On board the ferry (All zones ticket only)
Transferable	No – can only be used by the person who purchases the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available except in the event of Metro service delays (see section 11)	
Advance purchase	Not available – must be used within 90 minutes of the time of purchase	Not available – must be used on the day of purchase
Information	https://www.travelnortheast.uk/tickets/buy-tickets/metro-single/	https://www.travelnortheast.uk/tickets/buy-tickets/metro-day-ticket/

3.2	Ferry Single	Ferry Day Ticket
Durations available	Valid for one single journey	Valid for unlimited travel on the day of purchase
Services valid on	Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)	
Ticket format	Paper ticket	
Monday-Friday validity	All day	
Weekend validity	All day	

Public Holiday validity	All day (where service operates)	
Purchase locations	On board the ferry	
Transferable	No – can only be used by the person who purchases the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available	
Advance purchase	Not available	Not available – must be used on the day of purchase
Information	https://www.travelnortheast.uk/tickets/buy-tickets/ferry-single/	https://www.travelnortheast.uk/tickets/buy-tickets/ferry-day-ticket/

3.3

Adult Transfare

Durations available	Valid for one single journey of two legs on different services, the second leg of which must begin within 90 minutes of purchase.	
Zone map	Transfare (see Appendix 3)	
Zones available	<ul style="list-style-type: none"> • One zone (Yellow, Green or Grey) • Two zones (Yellow+Green or Green+Grey) • Three zones (Yellow+Green+Grey) 	
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with a ticket that includes the Grey zone (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Local bus services • Northern rail services between Sunderland and Blaydon via Newcastle 	
Ticket format	Paper ticket	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	<ul style="list-style-type: none"> • Metro station ticket machines • On board the ferry • From bus drivers 	
Transferable	No – can only be used by the person who purchased the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available except in the event of Metro service delays (see section 11)	
Advance purchase	Not available – the second leg of the journey must begin within 90 minutes of purchase	
Information	https://www.travelnortheast.uk/tickets/buy-tickets/adult-transfare/	

Concessionary child tickets

The tickets in this section are for children aged 5-15 who have an Under 16 Pop card. Additional terms and conditions apply to Under 16 Pop cards (see 6.1-6.17 and 6.25).

3.4	Concessionary Child Single (Metro)	Concessionary Child Single (Ferry)
Eligibility and smartcard required	Ticketholder must be aged 5-15 and have an Under 16 Pop card (see 6.25).	
Durations available	Valid for one single journey, which must be made within 90 minutes of the time of purchase.	
Zone map	Metro (see Appendix 1)	N/A – valid only on Ferry
Zones available	Three zones (A+B+C)	
Services valid on	Metro	Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)
Ticket format	Paper ticket, which can only be purchased with and must be accompanied by an Under 16 Pop card when travelling.	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	Metro station ticket machines	On board the ferry
Transferable	No – can only be used by the Under 16 Pop card holder	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available	
Advance purchase	Not available	
Information	https://www.travelnortheast.uk/tickets/buy-tickets/metro-child-single/	https://www.travelnortheast.uk/tickets/buy-tickets/child-concessionary-single-ferry-fare/

3.5

Child All-day Ticket (U16 CAT)

Eligibility and smartcard required	Ticketholder must be aged 5-15 and have an Under 16 Pop card (see 6.25)
Durations available	Valid for unlimited travel on the day of purchase
Zone map	Metro (see Appendix 1)
Zones available	Three zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Local bus services • Northern rail services between Newcastle and Sunderland and Newcastle and Metrocentre/Blaydon
Ticket format	Paper ticket, which can only be purchased with and must be accompanied by an Under 16 Pop card when travelling.
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	<ul style="list-style-type: none"> • Metro station ticket machines • On board the ferry • From bus drivers
Transferable	No – can only be used by the Under 16 Pop card holder
Replacements	Not available – a new ticket must be purchased if lost or damaged
Refunds	Not available except in the event of Metro service delays (see section 11)
Advance purchase	Not available – must be used on the day of purchase
Information	https://www.travelnortheast.uk/tickets/buy-tickets/under-16-child-all-day-ticket-u16-cat/

Commercial child tickets

The tickets in this section are for children aged 5-15 who do not have an Under 16 Pop card.

3.6	Metro Child Single	Metro Child Day Ticket
Eligibility	<p>You must be aged 5-15 (accompanied children aged under 5 travel for free on all public transport in Tyne and Wear).</p> <p>To verify your eligibility, you may be asked by staff to present valid photographic ID at any time when travelling with a commercial child ticket. If you are unable to do so, or the ID you provide does not satisfactorily prove your age, you may be issued with a Penalty Fare Notice.</p> <ul style="list-style-type: none"> • Acceptable forms of ID are: <ul style="list-style-type: none"> ○ ID card with the PASS hologram ○ NHS Medical card ○ Passport or birth certificate (copies will be accepted, including electronic versions). 	
Durations available	Valid for one single journey, which must be made within 90 minutes of the time of purchase.	Valid for unlimited travel on the day of purchase
Zone map	Metro (see Appendix 1)	
Zones available	Three zones (A+B+C)	
Services valid on	Metro	<ul style="list-style-type: none"> • Metro • Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland
Ticket format	Paper ticket	Paper ticket, which can also be purchased using a Junior Blue card on the Shields Ferry
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	Metro station ticket machines	<ul style="list-style-type: none"> • Metro station ticket machines • On board the ferry
Transferable	No – can only be used by the person who purchases the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available	
Advance purchase	Not available – must be used within 90 minutes of purchase	Not available – must be used on the day of purchase
Information	https://www.travelnortheast.uk/tickets/buy-tickets/metro-child-single/	https://www.travelnortheast.uk/tickets/buy-tickets/metro-child-day-ticket/

3.7

Ferry Child Single

Eligibility	<p>You must be aged 5-15 (accompanied children aged under 5 travel for free on all public transport in Tyne and Wear).</p> <p>To verify your eligibility, you may be asked by staff to present valid photographic ID at any time when travelling with a commercial child ticket. If you are unable to do so, or the ID you provide does not satisfactorily prove your age, you may be issued with a Penalty Fare Notice.</p> <ul style="list-style-type: none"> • Acceptable forms of ID are: <ul style="list-style-type: none"> ○ ID card with the PASS hologram ○ NHS Medical card ○ Passport or birth certificate (copies will be accepted, including electronic versions).
Durations available	Valid for one single journey
Services valid on	Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)
Ticket format	Paper ticket, which can also be purchased using a Junior Blue card
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	On board the ferry
Transferable	No – can only be used by the person who purchases the ticket
Replacements	Not available – a new ticket must be purchased if lost or damaged
Refunds	Not available
Advance purchase	Not available
Information	https://www.travelnortheast.uk/tickets/buy-tickets/child-concessionary-single-ferry-fare/

3.8

Child Transfare

Eligibility	<p>You must be aged 5-15 (accompanied children aged under 5 travel for free on all public transport in Tyne and Wear).</p> <p>To verify your eligibility, you may be asked by staff to present valid photographic ID at any time when travelling with a commercial child ticket. If you are unable to do so, or the ID you provide does not satisfactorily prove your age, you may be issued with a Penalty Fare Notice.</p> <ul style="list-style-type: none"> • Acceptable forms of ID are: <ul style="list-style-type: none"> ○ ID card with the PASS hologram ○ NHS Medical card ○ Passport or birth certificate (copies will be accepted, including electronic versions).
Durations available	Valid for one single journey of two legs on different services, the second leg of which must begin within 90 minutes of purchase.
Zone map	Transfare (see Appendix 3)
Zones available	Three zones (Yellow+Green+Grey)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry • Local bus services • Northern rail services between Sunderland and Blaydon via Newcastle
Ticket format	Paper ticket
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	<ul style="list-style-type: none"> • Metro station ticket machines • On board the ferry • From bus drivers
Transferable	No – can only be used by the person who purchases the ticket
Replacements	Not available – a new ticket must be purchased if lost or damaged
Refunds	Not available
Advance purchase	Not available
Information	https://www.travelnortheast.uk/tickets/buy-tickets/child-transfare/

Concessionary adult tickets

The tickets in this section are for adults who have a Concessionary Travel (CT) Pass or Companion Card. Additional terms and conditions apply to CT Passes (see 6.23), and Companion Cards (see 6.24).

3.9	Concessionary Ferry Single	Concessionary Rail Single
Eligibility and smartcard required	You must have a valid CT Pass (see 6.23) or Companion Card (see 6.24)	
Durations available	One continuous journey	
Services valid on	Shields Ferry (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)	Northern rail services between Newcastle and Metrocentre/Blaydon
Ticket format	Paper ticket, which can only be purchased with and must be accompanied by a Concessionary Travel Pass when travelling	
Monday-Friday validity	After 9.30am	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	On board the ferry	From train conductors
Transferable	No – can only be used by the person who purchases the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available	
Advance purchase	Not available – ticket can only be purchased for travel on the same day	
Information	travelnortheast.uk/tickets/buy-tickets/under-16-child-all-day-ticket-u16-cat/	https://www.travelnortheast.uk/tickets/buy-tickets/concessionary-rail-fare/

4 Pay As You Go (PAYG)

This section is for customers who have Pop PAYG on Android or a Pop PAYG, Pop 19-21, Pop Blue or Junior Blue card. Additional terms and conditions apply to Pop PAYG on Android and Pop PAYG, Pop 19-21, Pop Blue and Junior Blue cards (see 6.1-6.17, 6.19, 6.20 and 6.21).

4.1		Pop PAYG	
		Pop PAYG on smartcard	Pop PAYG on Android
Eligibility	N/A		
Media required	Pop PAYG card (see 6.19)	Near Field Communication (NFC) enabled Android smartphone with a Google Pay account.	
Durations available	Valid as long as you have a positive balance when starting a journey.		
Zone map	Metro (see Appendix 1)		
Zones available	You will automatically be charged for the number of zones you travel in each day.		
Services valid on	<ul style="list-style-type: none"> • Metro to travel at Pop PAYG fares • Shields Ferry to buy a PAYG Ferry Single or PAYG Ferry Day Ticket (see 4.3) • Local bus services to buy operator's own standard commercial single, return and day tickets • Northern rail services between Newcastle and Ashington to travel at Pop PAYG fares 	<ul style="list-style-type: none"> • Metro to travel at Pop PAYG fares • Northern rail services between Newcastle and Ashington to travel at Pop PAYG fares 	
Ticket format	Balance that is loaded onto a Pop PAYG card	Balance that is stored in your Google Pay wallet.	
Monday-Friday validity	All day		
Weekend validity	All day		
Public Holiday validity	All day (where service operates)		
Balance top ups	<ul style="list-style-type: none"> • Online at buyandapply.nexus.org.uk • Metro station ticket machines • 	<ul style="list-style-type: none"> • Through your Google Pay account • Metro station ticket machines 	
Transferable	No		
Replacements	See 6.19	N/A – PAYG balance remains linked to your Google Pay account.	
Refunds	Available for unused balance (see 6.19)	Available for unused balance by selecting 'Request a Refund' through your Google Pay wallet.	
Advance purchase	Balance can be topped up at any time		

4.2	Pop Blue	Junior Blue
Eligibility	You must be aged 21 or under	You must be aged 5-15
Smartcard required	Pop Blue card (see 6.21) Pop 19-21 card (see 6.20)	Junior Blue card (see 6.21)
Durations available	Valid as long as the card has a positive balance when starting a journey	
Zone map	Metro (see Appendix 1)	
Zones available	Four zones (A+B+C+D)	
Services valid on	<ul style="list-style-type: none"> • Metro to travel at Pop Blue fares • Shields Ferry to buy a 21 and Under Ferry Single or 21 and Under Ferry Day Ticket (see 4.5) • Local bus services to buy operator's own standard commercial single, return and day tickets • Northern rail services between Newcastle and Ashington to travel at Pop Blue fares 	<ul style="list-style-type: none"> • Metro to travel at Junior Blue fares • Shields Ferry to buy a Ferry Child Single (see 3.8) or Metro Child Day Ticket (see 3.7) • Local bus services to buy operator's own standard commercial single, return and day tickets • Northern rail services between Newcastle and Ashington to travel at Junior Blue fares
Ticket format	Balance that is loaded onto a Pop Blue card or a Pop 19-21 card	Balance that is loaded onto a Junior Blue card
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day	
Card balance top up locations	<ul style="list-style-type: none"> • Online at buyandapply.nexus.org.uk • Metro station ticket machines 	
Transferable	No – a smartcard can only be used by the person to whom it was issued	
Replacements	See 6.20	
Refunds	Available for unused balance	
Advance purchase	Balance can be purchased and loaded onto smartcard at any time	

4.3

	PAYG Ferry Single	PAYG Ferry Day Ticket
Smartcard required	Pop PAYG card (see 6.19)	
Durations available	Valid for one single journey	Valid for unlimited travel on the day of purchase
Zone map	Valid only on the Shields Ferry	
Zones available	Valid only on the Shields Ferry	
Services valid on	Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)	
Ticket format	The fare is deducted from your Pop PAYG card balance, and a paper ticket issued for travel.	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	On board the ferry	
Transferable	No – can only be used by the Pop PAYG card holder	
Replacements	Not available – a new ticket must be purchased if the paper ticket issued is lost or damaged	
Refunds	Not available	
Advance purchase	Not available	

4.4

	21 and Under Ferry Single	21 and Under Ferry Day Ticket
Eligibility and smartcard required	Pop Blue card (see 6.21) Pop 19-21 card (see 6.20)	
Durations available	Valid for one single journey	Valid for unlimited travel on the day of purchase
Zones available	n/a – only valid on the Shields Ferry	
Ticket format	The fare is deducted from your Pop Blue card balance, and a paper ticket issued for travel.	
Services valid on	Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	

Purchase locations	On board the ferry
Transferable	No – can only be used by the Pop Blue or Pop 19-21 card holder
Replacements	Not available – a new ticket must be purchased if the paper ticket issued is lost or damaged
Refunds	Not available
Advance purchase	Not available

5 Season tickets

5.1

Metro Season Ticket (Smartcard ticket)
Additional terms and conditions apply to Pop cards (see 6.1-6.17)

1 Week

Also available as a Mobile Ticket on Pop app (see 5.2) or as a paper ticket (see 5.3)

4 Week & Annual

Smartcard required	Pop card (see 6.18)	
Durations available	1 week	<ul style="list-style-type: none"> • 4 weeks • Annual
Zone map	Metro (see Appendix 1)	
Zones available	<ul style="list-style-type: none"> • One zone (A, B or C) • Two zones (A+B or B+C) • Three zones (A+B+C) • Four zones (A+B+C+D) 	
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with a zones A+B+C or A+B+C+D ticket (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland and Newcastle and Ashington with a ticket covering the zones the journey is being made in. • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter's Basin with a ticket that includes zone A 	
Ticket format	Smart ticket that is loaded onto a Pop card	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	<ul style="list-style-type: none"> • Online at buyandapply.nexus.org.uk • Metro station ticket machines 	

Transferable	No – can only be used by the Pop card holder	
Replacements	Can be replaced if the Pop card is registered	
Refunds	Not available, except in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see section 11)	Refunds are available for future unused travel, and in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see 11).
Advance purchase	Can be purchased up to 7 days in advance of the start date	
Information	www.travelnortheast.uk/tickets/buy-tickets/metro-season-ticket/	

5.2

1 Week Metro Season Ticket (Mobile Ticket on Pop app)
 Also available as a smartcard ticket (see 5.1) and as a paper ticket (see 5.3)
 Additional terms and conditions apply to the Pop app (see 7)

Durations available	1 week
Zone map	Metro (see Appendix 1)
Zones available	<ul style="list-style-type: none"> • One zone (A, B or C) • Two zones (A+B or B+C) • Three zones (A+B+C) • Four zones (A+B+C+D)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with a zones A+B+C or A+B+C+D ticket (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland and Newcastle and Ashington with a ticket covering the zones the journey is being made in • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter’s Basin with a ticket that includes zone A
Ticket format	Mobile Ticket stored in the Pop app on an Android device
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	Via the Pop app
Transferable	No – can only be used by the person who purchases the ticket
Replacements	Not available – a new ticket must be purchased if lost or damaged
Refunds	Not available, except in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see section 11)
Advance purchase	Can be purchased up to 7 days in advance of the start date

Information	www.travelnortheast.uk/tickets/buy-tickets/metro-season-ticket/
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5.3

1 Week Metro Season Ticket (Paper ticket)

Also available as a smartcard ticket (see 5.1) or as a Mobile Ticket on Pop app (see 5.2)

Durations available	1 week
Zone map	Metro (see Appendix 1)
Zones available	<ul style="list-style-type: none"> • One zone (A, B or C) • Two zones (A+B or B+C) • Three zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with an A+B+C ticket (including bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland with an A+B+C ticket • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter's Basin with a ticket that includes zone A
Ticket format	Paper ticket
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	Metro station ticket machines
Transferable	No – can only be used by the person who purchases the ticket
Replacements	Not available – a new ticket must be purchased if lost or damaged
Refunds	Not available, except in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see section 11)
Advance purchase	Can be purchased up to 7 days in advance of the start date
Information	www.travelnortheast.uk/tickets/buy-tickets/metro-season-ticket/

Student Metro Season Ticket

Eligibility and smartcard required	<p>You must be a student and have a Pop card with a Student entitlement (see 6.18) that is valid for the full duration of the ticket.</p> <p>You may be asked by staff to present photographic ID as proof of eligibility at any time when travelling with a Student Metro Season Ticket. If you are unable to do so, or the ID you provide does not satisfactorily prove you are a student, you may be issued with a Penalty Fare Notice.</p> <p>Acceptable forms of ID are:</p> <ul style="list-style-type: none"> • NUS card • NUS extra card • TOTUM card • College ID • International House ID
Durations available	<ul style="list-style-type: none"> • 4 weeks • Annual
Zone map	Metro student (see Appendix 2)
Zones available	<ul style="list-style-type: none"> • Inner Newcastle • Inner Sunderland • All zones
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry with an All zones ticket (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland with an All zones ticket. Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read Pop cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your Pop card at all times when travelling on Northern rail services and present it when requested by a member of staff. • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter's Basin with a ticket that includes zone A
Ticket format	<ul style="list-style-type: none"> • Smart ticket that is loaded onto a Pop card
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	<ul style="list-style-type: none"> • Online at buyandapply.nexus.org.uk • Metro station ticket machines
Transferable	No – can only be used by the Pop card or Newcastle University Student ID card holder
Replacements	Can be replaced if the Pop card or Newcastle University Student ID card is registered.

Refunds	Available for future unused travel, and in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see 11).
Advance purchase	Can be purchased up to 7 days in advance of the start date
Information	www.travelnortheast.uk/tickets/buy-tickets/student-metro-season-ticket/

5.5

18 and Under Metro Season Ticket

Eligibility and smartcard required	<p>You must be aged 18 or under and have a Pop card with an 18 and Under entitlement (see 6.18) that is valid for the full duration of the ticket.</p> <p>You may be asked by staff to present photographic ID as proof of eligibility at any time when travelling with an 18 and Under Metro Season Ticket. If you are unable to do so, or the ID you provide does not satisfactorily prove you are aged 18 or under, you may be issued with a Penalty Fare Notice.</p> <p>Acceptable forms of ID are:</p> <ul style="list-style-type: none"> • Full or provisional UK/EU driving licence • ID card with the PASS hologram • NUS extra card • TOTUM card • Passport or birth certificate (can be a copy)
Durations available	<ul style="list-style-type: none"> • 1 week • 4 weeks
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland. Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read Pop cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your Pop card at all times when travelling on Northern rail services and present it when requested by a member of staff. • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter’s Basin with a ticket that includes zone A
Ticket format	Smart ticket that is loaded onto a Pop card with an 18 and Under entitlement
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	<ul style="list-style-type: none"> • Online at buyandapply.nexus.org.uk • Metro station ticket machines

Transferable	No – can only be used by the person whose photograph is shown on the Pop card
Replacements	18 and Under Metro Season Tickets loaded onto a Pop card can be replaced if the Pop card is registered online
Refunds	Available for future unused travel, and in the event of Metro service delays when we will refund the cost of a single journey Metro ticket (see 11).
Advance purchase	Can be purchased up to 7 days in advance of the start date
Information	www.travelnortheast.uk/tickets/buy-tickets/18-and-under-metro-season-ticket/

5.6

Corporate Metro Season Ticket	
Eligibility and smartcard required	Your employer must be a member of the Nexus Corporate scheme. A Corporate Pop card (see 6.22) is required, which can only be issued through the scheme.
Durations available	Annual
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland. Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read Corporate Pop cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your Corporate Pop card at all times when travelling on Northern rail services and present it when requested by a member of staff. • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter's Basin with a ticket that includes zone A
Ticket format	Smart ticket that is loaded onto a Corporate Pop card
Monday-Friday validity	All day
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase locations	Corporate Metro Season Tickets are only available through the Corporate Ticket Scheme, see www.travelnortheast.uk/tickets/buy-tickets/corporate-metro-season-ticket/ for information
Transferable	No – can only be used by the person whose photograph is shown on the Corporate Pop card
Replacements	See www.travelnortheast.uk/tickets/buy-tickets/corporate-metro-season-ticket/ for information
Refunds	

Advance purchase	
Information	www.travelnortheast.uk/tickets/buy-tickets/corporate-metro-season-ticket/

5.7

	Ferry Season Ticket	
	1 Week	4 Weeks
Smartcard required	No smartcard required	
Description	Valid for an unlimited number of journeys	
Durations available	One week	Four weeks
Services valid on	Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)	
Ticket format	Paper ticket	
Monday-Friday validity	All day	
Weekend validity	All day	
Public Holiday validity	All day (where service operates)	
Purchase locations	On board the ferry	
Transferable	No – can only be used by the person who purchases the ticket	
Replacements	Not available – a new ticket must be purchased if lost or damaged	
Refunds	Not available	Available for future unused travel.
Advance purchase	Not available	Can be purchased up to 7 days in advance of the start date.
Information	www.travelnortheast.uk/tickets/buy-tickets/ferry-season-ticket	

5.8	Metro Gold Card
Eligibility and smartcard required	You must have a valid CT Pass (see 6.23) or Companion Card (see 6.24)
Durations available	Annual
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Ticket format	This ticket can only be loaded onto a valid CT Pass or Companion Card. Paper ticket alternatives are not available.
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland. Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read CT Passes or Companion Cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your CT Pass or Companion Card at all times when travelling on Northern rail services and present it when requested by a member of staff. (please contact Nexus Customer Relations).
Monday-Friday validity	<ul style="list-style-type: none"> • With an Off Peak Tyne & Wear CT Pass: After 9.30am* • With an All Day Tyne & Wear CT Pass: All day • With any CT Pass issued outside Tyne and Wear: After 9.30am* <p>*All day during July and August</p>
Weekend validity	All day
Public Holiday validity	All day (where service operates)
Purchase location(s)	Metro station ticket machines
Transferable	No – can only be used by the person whose photograph is shown on the smartcard
Replacements	Available for a Metro Gold Card loaded onto a faulty CT Pass (see 6.23) or Companion Card (see 6.24)
Refunds	Not available
Advance purchase	Can be purchased up to 7 days in advance of the start date
Information	www.travelnortheast.uk/tickets/buy-tickets/metro-gold-card/

6 Smartcards

General terms and conditions for all smartcards

- 6.1 You must always carry your smartcard with you when travelling. Copies of smartcards will not be accepted.
- 6.2 A smartcard and any ticket loaded onto it must be valid for the journey being made. If it is not, you may be refused travel and be liable for a Penalty Fare Notice.
- 6.3 We reserve the right to block or withdraw a smartcard or prevent its use on our services if it has been, or we suspect it has been, tampered with or modified in any way.
- 6.4 We reserve the right to confiscate a Pop card with a photograph or an Under 16 Pop card if we suspect it is being used by someone other than the person named and/or whose photograph is shown on the card.
- 6.5 We reserve the right to confiscate a smartcard if you are unable to provide acceptable proof of eligibility upon request by a member of staff or other authorised officer.
- 6.6 Anyone found to be using a smartcard fraudulently may be liable for a Penalty Fare Notice or prosecution.
- 6.7 A smartcard is not transferable and can only be used by the person named on the smartcard, whose photograph is shown on it, or to whom it was issued.
- 6.8 We retain ownership of all smartcards.
- 6.9 Where a photograph is shown on a smartcard, it must show a true likeness of the cardholder. If the cardholder's appearance changes significantly, they must get a new smartcard. We reserve the right to refuse travel or confiscate a smartcard with a photograph if we suspect it is being used by someone other than the person named and/or whose photograph is shown on it.
- 6.10 The person to whom a smartcard is issued is responsible for the use of that smartcard, including notifying us if it is lost, stolen, damaged or faulty.
- 6.11 If you forget your smartcard when travelling on Metro, you must purchase a valid ticket before travelling, or you may be liable for a Penalty Fare Notice. We will not refund the cost of any additional tickets purchased during this time.

Issuing of smartcards

- 6.12 Postage of smartcards is free but is only available to UK postal addresses.
- 6.13 We accept no liability for expenses incurred by you whilst awaiting delivery of a smartcard, including losses arising from delays to the card being delivered.
- 6.14 If you have not received your smartcard 15 days after submitting an application or order and we have not contacted you, please contact Nexus Customer Relations using the details in 2.1.

Registering a smartcard

- 6.15 Only Pop card, Pop PAYG cards, Pop 19-21 cards, Pop Blue cards and Junior Blue cards can be registered. Under 16 Pop cards, Concessionary Travel passes, Companion cards and Corporate Pop cards cannot be registered.
- 6.16 Pop cards, Pop PAYG cards, Pop Blue cards and Junior Blue cards ordered online will be automatically registered to the online account you set up when ordering the card.
- 6.17 If you ordered a Pop card, Pop PAYG card or Pop Blue card online before 1st October 2019, or obtained your Pop PAYG card or Pop Blue card in a Nexus TravelShop, you can register your card online at buyandapply.nexus.org.uk using the 'Register an existing card' option.

Pop card

Tickets available to load onto smartcard		<ul style="list-style-type: none"> • Metro Season Ticket (see 5.1 and 5.2) • Student Metro Season Ticket (with a Student entitlement) (see 5.4) • 18 and Under Metro Season Ticket (with an 18 and Under entitlement) (see 5.5)
Ordering a card		<ul style="list-style-type: none"> • You can order a Pop card online at buyandapply.nexus.org.uk • Pop cards are free but you must buy a Metro Season Ticket (standard, 18 and Under or Student) at the same time as you order a card. • A card will normally be delivered within 5 working days of the order date, but this may be longer during busy periods.
Entitlements	18 and Under	<p>An entitlement will be added to your Pop card as the same time as it is issued. You will need to upload proof that you are aged 18 or under when ordering your card. Acceptable forms of proof are:</p> <ul style="list-style-type: none"> • Full or provisional UK/EU driving licence • ID card with the PASS hologram • NUS extra card • TOTUM card • Passport or birth certificate (can be a copy) <p>Your entitlement will expire on your 19th birthday, after which you will not be able to purchase 18 and Under Metro Season Tickets.</p> <p>Your entitlement must be valid for the full duration of the ticket you purchase. If you purchase a ticket whose expiry date is after the expiry date of your entitlement, you may be liable for a Penalty Fare Notice if you are stopped by staff whilst travelling.</p>
	Student	<ul style="list-style-type: none"> • An entitlement will be added to your Pop card at the same time as it is issued. You will need to upload a copy of your Student ID card as proof that you are a student. • Your entitlement will be set to expire 15 months from the date of issue. If you continue to be eligible after your entitlement expires, you will need to upload proof of such through your online account. • Your entitlement must be valid for the full duration of the ticket you purchase. If you purchase a ticket whose expiry date is after the expiry date of your entitlement, you may be liable for a Penalty Fare Notice if you are stopped by staff whilst travelling.
Buying and loading a Metro season ticket	At a Metro station ticket machine	Follow the instructions on screen after completing payment and present your Pop card to the card reader when prompted.
	Online	<ul style="list-style-type: none"> • If you purchase a Metro Season Ticket to load onto an existing Pop card, you must load your ticket onto your card by touching it on the card reader at a Metro station ticket machine, gate or validator. • If you also order a Pop card when purchasing a Metro Season Ticket, your card will be delivered with the ticket preloaded.

Travelling	On Metro	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using Metro station gates and validators. If you do not touch in, you will be travelling without a validated smartcard as required by the Metro Conditions of Carriage and will be liable for a Penalty Fare Notice and/or prosecution. If one or more of the gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your smartcard. If all ticket gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in Metro Control.
	On bus services 53, 54 and Q3	Present your Pop card to the bus driver when boarding.
6.18		Pop card
	On Northern rail services	Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read Pop cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your Pop card at all times when travelling on Northern rail services and present it when requested by a member of staff.
Refunds for future unused travel		<ul style="list-style-type: none"> To apply for a Season Ticket refund, you must post it to Nexus Customer Relations. Refunds are calculated on the basis of the number of full days which are unused from the date we receive a Pop card. $\frac{\text{Refund Administration amount}}{\text{Price paid for Duration of season in days}} = x \frac{\text{Number of full days remaining on season ticket}}{\text{Number of full days remaining on season ticket} - \text{fee}}$ <ul style="list-style-type: none"> Refunds are by cheque, which can only be made payable to the holder of the online account to which the Pop card is registered or the person whose photograph is shown on the Pop card.
Replacements	Lost, stolen or damaged card	<ul style="list-style-type: none"> A Pop card can only be replaced in the event of being lost, stolen or damaged if it is registered. If your Pop card is lost, stolen or damaged, you can apply for a replacement online through your account at buyandapply.nexus.org.uk using the 'Replace this card' option. A replacement for a Pop card will be issued with a partial season ticket with the same expiry date as the original season ticket. The expiry date of a season ticket issued on a replacement Pop card cannot be changed. Once a replacement smartcard is issued, we will block your original smartcard from any further use. This cannot be reversed even if you subsequently find a lost smartcard. While waiting for a replacement for a lost or damaged smartcard, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so.

	Faulty card	<ul style="list-style-type: none"> • A smartcard is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. • If you think your smartcard may be faulty, contact Nexus Customer Relations. If your card is found to be faulty, we will issue a replacement smartcard. • Where applicable, a replacement for a faulty Pop card will be issued with a partial season ticket with the same expiry date as the original season ticket. The expiry date of a season ticket issued on a replacement Pop card cannot be changed.
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6.19

		Pop PAYG card
Ordering a card		<ul style="list-style-type: none"> • You can order a card online at buyandapply.nexus.org.uk • Cards are free but must be purchased with an initial £5 balance. • A smartcard ordered online will normally be delivered within 5 working days (MondayFriday, excluding Bank Holidays), but this may be longer during busy periods.
Topping up		<ul style="list-style-type: none"> • You can top up online at buyandapply.nexus.org.uk or at a Metro station ticket machine. • The maximum balance that can be loaded onto a smartcard is £90. • After you purchase a top up, you must load it onto your smartcard by presenting it to the orange card reader on a Metro station ticket machine, gate or validator. Top ups can also be loaded on the following bus services: Durham Park & Ride, Stanley Travel 40, 40A and 40B, and Local Link services in Redcar & Cleveland.
	Online	<ul style="list-style-type: none"> • You can only top up online if your smartcard is registered. • An online top up may take up to 48 hours to be ready to load onto your smartcard. If your top up is not showing after 48 hours but you have been charged for the transaction, contact Nexus Customer Relations using the details in 2.1.
	At a Metro station ticket machine	<ul style="list-style-type: none"> • After payment has been completed, you must present your smartcard to the card reader again to load the balance you have purchased onto your card. If you fail to do this your top up will be cancelled. In such circumstances, the money will be refunded to your bank account within 7 days or the cash returned to you by the Metro station ticket machine.
Travelling		<ul style="list-style-type: none"> • You must have a positive balance (£0.00 or more) on your card to start any journey. • You can travel or buy tickets if the cost of your journey takes your card from a positive balance into a negative balance, but you cannot start a journey if you have a negative balance.

	On Metro	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you only touch in or out, you will have made an incomplete journey and will be charged a maximum fare (see glossary). If you fail to touch in at the start of your journey you will be deemed to be travelling without a valid ticket and may be liable for a Penalty Fare Notice and/or prosecution. If one or more of the ticket gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your smartcard. If you are unable to touch in and out, or forget to do so, and have a registered smartcard, you can apply for a Close Your Journey refund through your account at buyandapply.nexus.org.uk (see <i>Refunds – Close Your Journey refunds</i> below). If all ticket gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in Metro Control. Each time you make a complete journey on Metro, you will be charged the relevant Pop PAYG single fare for the number of zones you have travelled in. Once you reach the daily cap for the number of zones you have travelled in that day, you will not be charged for any further journeys you make that day in the same number of zones. If you subsequently make journeys in additional zones, you will be charged up to the daily cap for those zones.
	On the Shields Ferry	<ul style="list-style-type: none"> You can use the balance on your Pop PAYG card to purchase a PAYG Ferry Single or PAYG Ferry Day Ticket on the Shields Ferry. The Shields Ferry is not included in the Metro daily cap, therefore any tickets purchased on the ferry using the balance on a Pop PAYG card are separate and in addition to any tickets purchased on Metro and/or local bus services. <p>If you purchase a PAYG Ferry Day Ticket, you must retain the paper ticket issued to you by the ferry operator to make subsequent journeys on the same day. If you are unable to present your paper ticket when boarding the ferry for subsequent journeys, you will have to buy a new ticket.</p>

6.19

Pop PAYG card

	On local bus services	<ul style="list-style-type: none"> You can use the balance on your Pop PAYG card to purchase the operator's own standard commercial single, return and day tickets on local bus services. The pricing and availability of these tickets is controlled by the bus operator, over which Nexus has no control. The tickets you can purchase with a Pop PAYG card is subject to the bus operator's own criteria for the acceptance of the card, and tickets are offered at the operator's discretion. Local bus services are not included in the Metro daily cap, therefore any tickets purchased on local bus services using the balance on a card are separate and in addition to those purchased on Metro and/or the Shields Ferry. You cannot pay for part of a ticket on local bus services with the balance on a card and the remainder with another payment method – only one form of payment per transaction is permitted. From time to time, bus operators may not be able to accept a card due to a technical failure or because the vehicle is not equipped with the necessary equipment to read the card. In such circumstances, you must pay for your bus ticket using an alternative payment method accepted by the bus operator. Nexus accepts no responsibility for loss or damages as a result of bus operators not accepting cards on their services. Customers using their card on local bus services are subject to the bus operator's own Conditions of Carriage. Where there is a conflict between these Terms and Conditions and the operator's Conditions of Carriage, then the operator's Conditions of Carriage take precedence.
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Refunds	Card balance refunds	<ul style="list-style-type: none"> • Refunds are available on any unused balance on your card. To obtain a refund you must return the card to Nexus Customer Relations. The card will be blocked and destroyed once the refund has been issued. • A refund is only available for the full balance remaining on your card; it is not possible to refund part of the balance. • No refund will be due on a card with zero or negative balance. • Refund will be issued by cheque payable to the smartcard holder. • If you are eligible for a refund of the £3.50 Pop PAYG card deposit (see below), it will be automatically added to the amount to be refunded. • Refunds can take up to 3 weeks to process.
	Close Your Journey refunds (Metro)	<ul style="list-style-type: none"> • If your smartcard is registered, you can apply for a Close Your Journey refund if you: <ul style="list-style-type: none"> A) Forgot to touch in or out B) Changed your travel plans after you touched in for reasons not linked to Metro service delays/cancellations C) Were unable to touch in or out because all validators or card readers on ticket gates at the Metro station were out of order or inaccessible D) Touched in but left the Metro station without travelling due to Metro service delays/cancellations. • You can apply for a Close Your Journey refund through your online account at buyandapply.nexus.org.uk • You will need to provide the date, time, boarding station and alighting station of the journey as part of your application. • You can apply for a refund once every calendar month under scenarios A and B. • The number of refund requests you can make under scenario C is not limited to a certain number within a time period but will be verified against validator/ticket gate fault logs. • The number of refund requests you can make under scenario D is not limited to a certain number within a time period but will be verified against Metro service logs. • Applying for a Close Your Journey refund does not amend your journey history record but will entitle you to be refunded the difference between the fare you did pay and the fare you would have paid had you not missed a touch in or out. • If a Close Your Journey refund request is approved, the refund amount will be loaded onto your smartcard after 5 working days from submission.
6.19		Pop PAYG card
	Card deposit	<ul style="list-style-type: none"> • If you obtained your Pop PAYG card on or before 1 May 2017, you may have paid a £5 fee for the card itself, £3.50 of which is a deposit and £1.50 a non-refundable administration fee. • If you paid for your Pop PAYG card and it is registered, you are eligible for a refund of the £3.50 deposit provided you have not exceeded a negative balance of -£3.50. • You can apply for this refund by returning your Pop PAYG card to Nexus Customer Relations. • For some promotional offers before 1 May 2017, you may not have paid the £5 fee for your Pop PAYG card and are therefore ineligible for a refund of the £3.50 deposit. Nexus maintains a record of all cards issued. • Card deposit refunds are not available for Pop PAYG cards issued after 1 May 2017.

Replacements	Lost, damaged or stolen card	<ul style="list-style-type: none"> • A card can only be replaced in the event of being lost, stolen or damaged if it is registered. • If your card is lost, stolen or damaged, you can apply for a replacement online through your account at buyandapply.nexus.org.uk using the 'Replace this card' option. • A replacement for a card will be issued with the same balance loaded on it as was loaded on the original card at the time when the replacement card was ordered. The balance loaded on a replacement card at time of issuing cannot be changed. • Once a replacement smartcard is issued, we will block your original smartcard from any further use. This cannot be reversed even if you subsequently find a lost smartcard. • While waiting for a replacement for a lost or damaged smartcard, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so.
	Faulty card	<ul style="list-style-type: none"> • A smartcard is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. • If you think your smartcard may be faulty, contact Nexus Customer Relations. If your card is found to be faulty, we will issue a replacement smartcard. • Where applicable, a replacement for a faulty card will be issued with the same balance loaded on it as was loaded on the original card at the time it was reported as being faulty. The balance loaded on a replacement card at time of issuing cannot be changed.

6.20

Pop 19-21 card

Ordering a card	As of 7 th May 2023, eligibility for Pop Blue (see 6.21) has been expanded to 19, 20 and 21 year olds, and new Pop 19-21 cards are no longer being issued.	
Topping up	<ul style="list-style-type: none"> • You can top up online at buyandapply.nexus.org.uk or at a Metro station ticket machine. • The maximum balance that can be loaded onto a smartcard is £90. • After you purchase a top up, you must load it onto your smartcard by presenting it to the orange card reader on a Metro station ticket machine, gate or validator. Top ups can also be loaded on the following bus services: Durham Park & Ride, Stanley Travel 40, 40A and 40B, and Local Link services in Redcar & Cleveland. 	
	Online	<ul style="list-style-type: none"> • You can only top up online if your smartcard is registered. • An online top up may take up to 48 hours to be ready to load onto your smartcard. If your top up is not showing after 48 hours but you have been charged for the transaction, contact Nexus Customer Relations using the details in 2.1.
	At a Metro station ticket machine	<ul style="list-style-type: none"> • After payment has been completed, you must present your smartcard to the card reader again to load the balance you have purchased onto your card. If you fail to do this your top up will be cancelled. In such circumstances, the money will be refunded to your bank account within 7 days or the cash returned to you by the Metro station ticket machine.
Travelling	<ul style="list-style-type: none"> • You must have a positive balance (£0.00 or more) on your card to start any journey. • You can travel or buy tickets if the cost of your journey takes your card from a positive balance into a negative balance, but you cannot start a journey if you have a negative balance. 	

	On Metro	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you only touch in or out, you will have made an incomplete journey and will be charged a maximum fare (see glossary). If you fail to touch in at the start of your journey you will be deemed to be travelling without a valid ticket and may be liable for a Penalty Fare Notice and/or prosecution. For your first journey of the day, you will be charged the £1 Pop Blue single fare, irrespective of the number of zones you travel in. For the second journey of the day, you will be charged a further £1 Pop Blue single fare, irrespective of the number of zones you travel in. For the third journey of the day, you will be charged £0.20, bringing your cost of Metro travel for the day to £2.20, triggering the daily price cap and meaning that you will not be charged for any additional journeys you make that day.
	On the Shields Ferry	<ul style="list-style-type: none"> You can use the balance on your Pop 19-21 card to purchase a 21 and Under Ferry Single or 21 and Under Ferry Day Ticket on the Shields Ferry. The Shields Ferry is not included in the Metro daily cap, therefore any tickets purchased on the ferry using the balance on a Pop 19-21 card are separate and in addition to any tickets purchased on Metro and/or local bus services. If you purchase a 21 and Under Ferry Day Ticket, you must retain the paper ticket issued to you by the ferry operator to make subsequent journeys on the same day. If you are unable to present your paper ticket when boarding the ferry for subsequent journeys, you will have to buy a new ticket.

6.20

Pop 19-21 card

	On local bus services	<ul style="list-style-type: none"> You can use the balance on your Pop 19-21 card to purchase the operator's own standard commercial single, return and day tickets on local bus services. The pricing and availability of these tickets is controlled by the bus operator, over which Nexus has no control. The tickets you can purchase with a Pop 19-21 card is subject to the bus operator's own criteria for the acceptance of the card, and tickets are offered at the operator's discretion. Local bus services are not included in the Metro daily cap, therefore any tickets purchased on local bus services using the balance on a card are separate and in addition to those purchased on Metro and/or the Shields Ferry. You cannot pay for part of a ticket on local bus services with the balance on a card and the remainder with another payment method – only one form of payment per transaction is permitted. From time to time, bus operators may not be able to accept a card due to a technical failure or because the vehicle is not equipped with the necessary equipment to read the card. In such circumstances, you must pay for your bus ticket using an alternative payment method accepted by the bus operator. Nexus accepts no responsibility for loss or damages as a result of bus operators not accepting cards on their services. Customers using their card on local bus services are subject to the bus operator's own Conditions of Carriage. Where there is a conflict between these Terms and Conditions and the operator's Conditions of Carriage, then the operator's Conditions of Carriage take precedence.
Refunds	Card balance refunds	<ul style="list-style-type: none"> Refunds are available on any unused balance on your card. To obtain a refund you must return the card to Nexus Customer Relations. The card will be blocked and destroyed once the refund has been issued. A refund is only available for the full balance remaining on your card; it is not possible to refund part of the balance. No refund will be due on a card with zero or negative balance. Refund will be issued by cheque payable to the smartcard holder. Refunds can take up to 3 weeks to process.

	Close Your Journey refunds (Metro)	<ul style="list-style-type: none"> • If your smartcard is registered, you can apply for a Close Your Journey refund if you: <ul style="list-style-type: none"> A) Forgot to touch in or out B) Changed your travel plans after you touched in for reasons not linked to Metro service delays/cancellations C) Were unable to touch in or out because all validators or card readers on ticket gates at the Metro station were out of order or inaccessible D) Touched in but left the Metro station without travelling due to Metro service delays/cancellations. • You can apply for a Close Your Journey refund through your online account at buyandapply.nexus.org.uk. • You will need to provide the date, time, boarding station and alighting station of the journey as part of your application. • You can apply for a refund once every calendar month under scenarios A and B. • The number of refund requests you can make under scenario C is not limited to a certain number within a time period but will be verified against validator/ticket gate fault logs. • The number of refund requests you can make under scenario D is not limited to a certain number within a time period but will be verified against Metro service logs. • Applying for a Close Your Journey refund does not amend your journey history record, but will entitle you to be refunded the difference between the fare you did pay and the fare you would have paid had you not missed a touch in or out. • If a Close Your Journey refund request is approved, the refund amount will be loaded onto your smartcard after 5 working days from submission.
6.20		Pop 19-21 card
Replacements	Lost, damaged or stolen card	<ul style="list-style-type: none"> • A card can only be replaced in the event of being lost, stolen or damaged if it is registered. • If your card is lost, stolen or damaged, you can apply for a replacement online through your account at buyandapply.nexus.org.uk using the 'Replace this card' option. • A replacement for a card will be issued with the same balance loaded on it as was loaded on the original card at the time when the replacement card was ordered. The balance loaded on a replacement card at time of issuing cannot be changed. • Once a replacement smartcard is issued, we will block your original smartcard from any further use. This cannot be reversed even if you subsequently find a lost smartcard. • While waiting for a replacement for a lost or damaged smartcard, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so.
	Faulty card	<ul style="list-style-type: none"> • A smartcard is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. • If you think your smartcard may be faulty, contact Nexus Customer Relations. If your card is found to be faulty, we will issue a replacement smartcard. • Where applicable, a replacement for a faulty card will be issued with the same balance loaded on it as was loaded on the original card at the time it was reported as being faulty. The balance loaded on a replacement card at time of issuing cannot be changed.

6.21

	Pop Blue card	Junior Blue card
Eligibility	<ul style="list-style-type: none"> • You must be aged 21 or under. • To verify your eligibility, you may be asked by staff to present valid photographic ID at any time when travelling with a Pop Blue card. If you are unable to do so, or the ID you provide does not satisfactorily prove your age, you may be issued with a Penalty Fare Notice. • Acceptable forms of ID are: <ul style="list-style-type: none"> ○ Full or provisional UK/EU driving licence ○ ID card with the PASS hologram ○ TOTUM (formerly NUS extra) card ○ Passport or birth certificate (copies will be accepted, including electronic versions) 	<ul style="list-style-type: none"> ○ You must be aged 5-15 (accompanied children aged under 5 travel for free on all public transport in Tyne and Wear). ○ To verify your eligibility, you may be asked by staff to present valid photographic ID at any time when travelling with a Junior Blue card. If you are unable to do so, or the ID you provide does not satisfactorily prove your age, you may be issued with a Penalty Fare Notice. • Acceptable forms of ID are: <ul style="list-style-type: none"> ○ ID card with the PASS hologram ○ NHS Medical card ○ Passport or birth certificate (copies will be accepted, including electronic versions).
Ordering a card	<ul style="list-style-type: none"> • You can order a card online at buyandapply.nexus.org.uk. • Cards are free but must be purchased with an initial £5 balance. • A smartcard ordered online will normally be delivered within 5 working days (Monday-Friday, excluding Bank Holidays), but this may be longer during busy periods. 	
Topping up	<ul style="list-style-type: none"> • You can top up online at buyandapply.nexus.org.uk or at a Metro station ticket machine. • The maximum balance that can be loaded onto a smartcard is £90. • After you purchase a top up, you must load it onto your smartcard by presenting it to the orange card reader on a Metro station ticket machine, gate or validator. Top ups can also be loaded on the following bus services: Durham Park & Ride, Stanley Travel 40, 40A and 40B, and Local Link services in Redcar & Cleveland. 	
	Online	<ul style="list-style-type: none"> • You can only top up online if your smartcard is registered. • An online top up may take up to 48 hours to be ready to load onto your smartcard. If your top up is not showing after 48 hours but you have been charged for the transaction, contact Nexus Customer Relations using the details in 2.1.
	At a Metro station ticket machine	<ul style="list-style-type: none"> • After payment has been completed, you must present your smartcard to the card reader again to load the balance you have purchased onto your card. If you fail to do this your top up will be cancelled. In such circumstances, the money will be refunded to your bank account within 7 days or the cash returned to you by the Metro station ticket machine.
Travelling	<ul style="list-style-type: none"> • You must have a positive balance (£0.00 or more) on your card to start any journey. • You can travel or buy tickets if the cost of your journey takes your card from a positive balance into a negative balance, but you cannot start a journey if you have a negative balance. 	

		Pop Blue card	Junior Blue card
	On Metro	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you fail to touch in at the start of your journey you will be deemed to be travelling without a valid ticket and may be liable for a Penalty Fare Notice and/or prosecution. For your first journey of the day, you will be charged the £1 Pop Blue single fare, irrespective of the number of zones you travel in. For the second journey of the day, you will be charged a further £1 Pop Blue single fare, irrespective of the number of zones you travel in. For the third journey of the day, you will be charged £0.20, bringing your cost of Metro travel for the day to £2.20, triggering the daily price cap and meaning that you will not be charged for any additional journeys you make that day. 	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you fail to touch in at the start of your journey you will be deemed to be travelling without a valid ticket and may be liable for a Penalty Fare Notice and/or prosecution. For your first journey of the day, you will be charged the £1 Junior Blue single fare, irrespective of the number of zones you travel in. For the second journey of the day, you will be charged a further 70p, irrespective of the number of zones you travel in. This will bring your cost of Metro travel for the day to £1.70, triggering the daily price cap and meaning that you will not be charged for any additional journeys you make that day.
	On the Shields Ferry	<ul style="list-style-type: none"> You can use the balance on your Pop Blue card to purchase an 18 and Under Ferry Single or 18 and Under Ferry Day Ticket on the Shields Ferry. The Shields Ferry is not included in the Metro daily cap, therefore any tickets purchased on the Shields Ferry using the balance on a Pop Blue card are separate and in addition to any Pop Blue fares on Metro and/or tickets purchased using the balance on a Pop Blue card on local bus services. If you purchase an 18 and Under Ferry Day Ticket, you must retain the paper ticket issued to you by the ferry crew to make subsequent journeys on the same day. If you are unable to present your paper ticket when boarding the ferry for subsequent journeys, you will have to buy a new ticket. 	<ul style="list-style-type: none"> You can use the balance on your Junior Blue card to purchase a Ferry Child Single (see 3.8) or a Metro Child Day Ticket (see 3.7) on the Shields Ferry. The Shields Ferry is not included in the Metro daily cap, therefore any tickets purchased on the Shields Ferry using the balance on a Junior Blue card are separate and in addition to Junior Blue fares on Metro and/or tickets purchased using the balance on a Junior Blue card on local bus services. <ul style="list-style-type: none"> If you purchase a Metro Child Day Ticket using the balance on a Junior Blue on the Shields Ferry, you can subsequently use it on Metro by showing the paper ticket issued to you by the ferry crew to staff as proof of purchase. If you wish to travel on the Shields Ferry after travelling on Metro, you should purchase a Metro Child Day Ticket as a paper ticket from a Metro station ticket machine and show it to the ferry crew when boarding.

6.21

		Pop Blue card	Junior Blue card
	On local bus services	<ul style="list-style-type: none"> You can use the balance on your Pop Blue or Junior Blue card to purchase the operator's own standard commercial single, return and day tickets on local bus services. The pricing and availability of these tickets is controlled by the bus operator, over which Nexus has no control. Concessionary Child tickets cannot be purchased using a Junior Blue card. The tickets you can purchase with a Pop Blue or Junior Blue card is subject to the bus operator's own criteria for the acceptance of the card, and tickets are offered at the operator's discretion. Local bus services are not included in the Metro daily cap, therefore any tickets purchased on local bus services using the balance on a Pop Blue or Junior Blue card are separate and in addition to Pop Blue or Junior Blue fares on Metro and tickets purchased using a card on the Shields Ferry. You cannot pay for part of a ticket on local bus services with the balance on a Pop Blue or Junior Blue card and the remainder with another payment method – only one form of payment per transaction is permitted. From time to time, bus operators may not be able to accept a card due to a technical failure or because the vehicle is not equipped with the necessary equipment to read the card. In such circumstances, you must pay for your bus ticket using an alternative payment method accepted by the bus operator. Nexus accepts no responsibility for loss or damages as a result of bus operators not accepting cards on their services. Customers using their card on local bus services are subject to the bus operator's own Conditions of Carriage. Where there is a conflict between these Terms and Conditions and the operator's Conditions of Carriage, then the operator's Conditions of Carriage take precedence. 	
Refunds	Card balance refunds	<ul style="list-style-type: none"> Refunds are available on any unused balance on your card. To obtain a refund you must return the card to Nexus Customer Relations. The card will be blocked and destroyed once the refund has been issued. A refund is only available for the full balance remaining on your card; it is not possible to refund part of the balance. No refund will be due on a card with zero or negative balance. Refunds will be issued by cheque payable to the smartcard holder. Refunds can take up to 3 weeks to process. 	
6.21		Pop Blue card	Junior Blue card

	Close Your Journey refunds (Metro)	<ul style="list-style-type: none"> If your smartcard is registered, you can apply for a Close Your Journey refund if you: <ul style="list-style-type: none"> A) Forgot to touch in or out B) Changed your travel plans after you touched in for reasons not linked to Metro service delays/cancellations C) Were unable to touch in or out because all validators or card readers on ticket gates at the Metro station were out of order or inaccessible D) Touched in but left the Metro station without travelling due to Metro service delays/cancellations. You can apply for a Close Your Journey refund through your online account at buyandapply.nexus.org.uk. You will need to provide the date, time, boarding station and alighting station of the journey as part of your application. You can apply for a refund once every calendar month under scenarios A and B. The number of refund requests you can make under scenario C is not limited to a certain number within a time period but will be verified against validator/ticket gate fault logs. The number of refund requests you can make under scenario D is not limited to a certain number within a time period but will be verified against Metro service logs. Applying for a Close Your Journey refund does not amend your journey history record, but will entitle you to be refunded the difference between the fare you did pay and the fare you would have paid had you not missed a touch in or out. If a Close Your Journey refund request is approved, the refund amount will be loaded onto your smartcard after 5 working days from submission. 	
Replacements	Lost, damaged or stolen card	<ul style="list-style-type: none"> A smartcard can only be replaced in the event of being lost, stolen or damaged if it is registered. If your smartcard is lost, stolen or damaged, you can apply for a replacement online through your account at buyandapply.nexus.org.uk using the 'Replace this card' option. A replacement for a smartcard will be issued with the same balance loaded on it as was loaded on the original smartcard at the time when the replacement smartcard was ordered. The balance loaded on a replacement smartcard at time of issuing cannot be changed. Once a replacement smartcard is issued, we will block your original smartcard from any further use. This cannot be reversed even if you subsequently find a lost smartcard. While waiting for a replacement for a lost or damaged smartcard, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so. 	
	Faulty card	<ul style="list-style-type: none"> A smartcard is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. If you think your smartcard may be faulty, contact Nexus Customer Relations (see 2.1). If your card is found to be faulty, we will issue a replacement smartcard. Where applicable, a replacement for a faulty smartcard will be issued with the same balance loaded on it as was loaded on the original smartcard at the time when it was reported as faulty. The balance loaded on a replacement smartcard at time of issuing cannot be changed. 	
Card expiry		<ul style="list-style-type: none"> A Pop Blue card will expire on the cardholder's 22nd birthday, on which it will be blocked from further use. You should ensure that any balance on your Pop Blue card is used by this date. If you have balance remaining on your card after your 22nd birthday, contact Nexus Customer Relations. 	<ul style="list-style-type: none"> A Junior Blue card will expire on the cardholder's 16th birthday, on which it will be blocked from further use. You should ensure that any balance on your Junior Blue card is used by this date. If you have balance remaining on your card after your 16th birthday, contact Nexus Customer Relations.

		Corporate Pop card
Tickets available to load onto smartcard		Corporate Metro Season Ticket (see 5.6)
Ordering a card		Corporate Pop cards are only available through the Nexus Corporate Ticket Scheme, see www.travelnortheast.uk/tickets/buy-tickets/corporate-metro-season-ticket/ .
Buying and loading a Corporate Metro Season Ticket		
Travelling	On Metro	<ul style="list-style-type: none"> You must validate your smartcard by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you do not touch in, you will be travelling without a validated smartcard as required by the Metro Conditions of Carriage and will be liable for a Penalty Fare Notice and/or prosecution. If one or more of the ticket gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your smartcard. If all ticket gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in Metro Control.
	On the Shields Ferry	Present your Corporate Pop card to the Ferry crew member when boarding.
	On bus services 53, 54 and Q3	Present your Corporate Pop card to the bus driver when boarding.
	On Northern rail services	Staff on Northern trains and the National Rail ticket gates at Newcastle station are currently unable to read Corporate Pop cards. If you wish to travel on Northern rail services, you will need to obtain a free paper counterpart ticket by contacting Nexus Customer Relations. You must carry this paper counterpart ticket with your Corporate Pop card at all times when travelling on Northern rail services and present it when requested by a member of staff.
Replacements		See www.travelnortheast.uk/tickets/buy-tickets/corporate-metro-season-ticket/
Refunds for future unused travel		

		Concessionary Travel (CT) Pass	
		For older Tyne and Wear residents	For disabled Tyne and Wear residents
Tickets available to load onto CT Pass	Metro Gold Card (see 5.8)		
Eligibility	<ul style="list-style-type: none"> You must live in Tyne and Wear and be of eligible age to qualify for an Off Peak CT Pass. Both men and women become eligible in line with the rise in the age at which women become eligible for a state pension. This rises on a sliding scale from 60 to 66, between 2010 and 2020. See .travelnortheast.uk/tickets/buy-tickets/metro-gold-card/ for full details on eligibility. 	<ul style="list-style-type: none"> You may be eligible for an Off Peak CT Pass if you have one of the following types of disability and live in Tyne and Wear: <ul style="list-style-type: none"> ○ <i>Blind or partially sighted</i> ○ <i>Profoundly or severely deaf</i> ○ <i>Without speech</i> ○ <i>A disability which means that you cannot walk except with excessive labour, at an extremely slow pace or with excessive pain</i> ○ <i>Do not have arms or have a long term loss of the use of both arms</i> ○ <i>A learning disability</i> ○ <i>Someone who has been, or would be, refused a driving licence on certain medical grounds.</i> You may be eligible for an All Day CT Pass if, in addition to the above, you attend college or are in paid employment for at least 15 hours a week. 	

Applying for a CT Pass	<ul style="list-style-type: none"> You can only apply for your first CT Pass 28 days before you become eligible. You can apply by completing and submitting an online form or by downloading and printing a paper application form, both available at travelnortheast.uk/tickets/concessionary-travel/. Completed paper application forms should be posted to Nexus Customer Relations (see 2.1). When submitting your application either online or by post, will need to provide us with: <ul style="list-style-type: none"> Proof of age, for which we will accept a copy (scanned for online applications or a photocopy for postal applications) of the applicant's passport, birth certificate or driving licence Proof that you live in Tyne and Wear, for which we will accept a copy (scanned for online applications or a photocopy for postal applications) of the applicant's council tax, gas, electricity or telephone bill dated within the last six months and showing the applicant's name and home address A passport photo of the applicant. 	<ul style="list-style-type: none"> You have to be initially assessed by the Social Services department of your Local Authority, who will issue a Confirmation of Eligibility form. You can then apply by completing and submitting an online form or by downloading and printing a paper application form, both available at travelnortheast.uk/tickets/concessionary-travel/. Completed paper application forms should be posted to Nexus Customer Relations (see 2.1). When submitting your application either online or by post, you will need to provide us with: <ul style="list-style-type: none"> A copy (scanned for online applications or a photocopy for postal applications) of your Confirmation of Eligibility form Proof that you live in Tyne and Wear, for which we will accept a copy (scanned for online applications or a photocopy for postal applications) of the applicant's council tax, gas, electricity or telephone bill dated within the last six months and showing the applicant's name and home address A passport photograph of the applicant. If applying for an All Day CT Pass, you will need to provide a copy (scanned for online applications or a photocopy for postal applications) of a letter from your employer/tutor confirming that you will be attending college or paid employment for at least 15 hours a week for 6 months or more. This must be on official letterhead and be dated within the last 3 months.
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6.23

Concessionary Travel (CT) Pass

For older Tyne and Wear residents

For disabled Tyne and Wear residents

Travelling	With an Off Peak CT Pass	<ul style="list-style-type: none"> You can travel: <ul style="list-style-type: none"> Free of charge on local bus services in Tyne and Wear from 9.30am Monday to Friday and all day at weekends and on public holidays Free of charge anywhere else in England on local bus services between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays For 60p single on the Shields Ferry from 9.30am Monday to Friday (see 3.10) For 50p single on Northern rail services between Newcastle and Metrocentre/Blaydon from 9.30am Monday to Friday and all day at weekends and on public holidays (see 3.10) If you travel outside the times listed above, you must pay the full adult fare for the journey you are making. If you need to travel before 9.30am to get to or from a hospital appointment, and your journey starts in Tyne and Wear, just show your hospital appointment card or letter with your CT Pass when requested. You can also buy and load a Metro Gold Card onto your CT Pass (see 5.8).
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	With an All Day CT Pass	N/A – All Day CT Pass is not available for older Tyne and Wear residents	<ul style="list-style-type: none"> • You can travel: <ul style="list-style-type: none"> ○ Free of charge on local bus services in Tyne and Wear at any time ○ Free of charge anywhere else in England on local bus services between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays ○ For 60p single on the Shields Ferry at any time ○ For 50p single on Northern rail services between Newcastle and Metrocentre/Blaydon at any time • You can also buy and load a Metro Gold Card onto your CT Pass (see 5.8).
Replacement CT Passes	Lost or damaged CT Pass; Change of name or photograph	<ul style="list-style-type: none"> • If you lose your CT Pass, it is damaged, or you need to change your name or photograph, you will need to apply for a replacement Pass by completing an online form or by downloading and printing a paper application form, both available at www.travelnortheast.uk/tickets/concessionary-travel/. Completed paper application forms should be posted to Nexus Customer Relations (see 2.1) • Completed application forms should be posted to Nexus Customer Relations (see 2.1). • A replacement pass may take up to 28 days to be issued. • While waiting for a replacement pass to be issued, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so. • You will need to buy a new Metro Gold Card to load onto your replacement CT Pass. Your new Metro Gold Card will be valid for 365 days from the day of purchase and will not expire on the date of the original Metro Gold Card. 	
	Faulty CT Pass	<ul style="list-style-type: none"> • A CT Pass is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. • If you think your CT Pass may be faulty, contact Nexus Customer Relations using the details in 2.1. We will need to test your CT Pass to confirm it is faulty. If your card is found to be faulty, we will issue a replacement CT Pass with, where applicable, a replacement Metro Gold Card. 	

6.24

Companion Card

Tickets available with card	Metro Gold Card (see 5.8)
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Eligibility		<ul style="list-style-type: none"> • You will automatically qualify for a Companion Card if you receive any of the following: <ul style="list-style-type: none"> ○ Higher rate care component of the Disability Living Allowance ○ High rate Attendance Allowance. ○ The Mobility component of the War Disablement Pension (WDP) ○ Personal Independence Payment (PIP) – the decision letter must either show that: <ul style="list-style-type: none"> □ <i>You have scored at least 8 points in either the Communicating Verbally or Planning or Following a Journey sections, or</i> □ <i>You are in receipt of or have been awarded the enhanced rate (meaning you have scored at least 12 points) of the Mobility component of PIP.</i> • You should only apply for a Companion Card if you would not be able to travel by public transport without a companion. A companion is someone who offers you significant assistance throughout the journey – this means help in boarding, moving around and getting off a vehicle. • Companion Card is not for people who can travel alone, but who need a carer in other aspects of their life. • You must have qualified for and received a Concessionary Travel Pass to be eligible for a Companion Card.
Applying for a Companion Card		<ul style="list-style-type: none"> • You can apply for a Companion Card by completing an online form or by downloading and printing a paper application form, both available at www.travelnortheast.uk/tickets/buy-tickets/companion-card/ • Completed paper application forms should be posted to Nexus Customer Relations (see 2.1) • Companion Cards are free.
Using a Companion Card	Off Peak Companion Card	<p>You can travel:</p> <ul style="list-style-type: none"> • Free of charge on local bus services in Tyne and Wear from 9.30am Monday to Friday and all day at weekends and on public holidays • Free of charge anywhere else in England on local bus services between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays • For 60p single on the Shields Ferry from 9.30am Monday to Friday (see 3.10) • For 50p single on Northern rail services between Newcastle and Metrocentre/Blaydon from 9.30am Monday to Friday and all day at weekends and on public holidays (see 3.10) <p>If you travel outside the times listed above, you must pay the full adult fare for the journey you are making.</p> <p>If you need to travel before 9.30am to get to or from a hospital appointment, and your journey starts in Tyne and Wear, just show your hospital appointment card or letter with your Concessionary Travel Pass when requested.</p> <p>You can also buy and load a Metro Gold Card onto your CT Pass (see 5.8).</p>
	All Day Companion Card	<p>You can travel:</p> <ul style="list-style-type: none"> • Free of charge on local bus services in Tyne and Wear at any time • Free of charge anywhere else in England on local bus services between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays • For 60p single on the Shields Ferry at any time (see 3.10) • For 50p single on Northern rail services between Newcastle and Metrocentre/Blaydon at any time (see 3.10) <p>You can also buy and load a Metro Gold Card onto your CT Pass (see 5.8).</p>

Under 16 Pop card

Tickets available to purchase with smartcard		<ul style="list-style-type: none"> • Concessionary Child Single (Metro) (see 3.4) • Concessionary Child Single (Ferry) (see 3.4) • Child All-day Ticket (U16 CAT) (see 3.5)
Eligibility		You must be aged 5 to 15 on 31st August before the start of the current academic year and live in Tyne and Wear.
Applying for an Under 16 Pop card	Application process	<ul style="list-style-type: none"> • A parent or guardian should apply on behalf of the child who will be using it. • You can apply for a card online at buyandapply.nexus.org.uk. • As part of the application, you will need to provide: <ul style="list-style-type: none"> ○ Proof of the child's age. For this we will accept a copy (a scanned version or digital photograph) of the child's passport, birth certificate or NHS Medical card; ○ Proof that the child's permanent address is in Tyne and Wear. For this we will accept a copy (a scanned version or digital) of the child's NHS Medical card or their parent or guardian's council tax, gas, electricity or water rates bill. Any bills provided must be dated within the last 6 months; ○ A colour passport photograph of the child. ○ Please note that an up to date Medical card can be used as proof of age and address. • Payments of the £5 fee can be made by following the link to our online store after submitting your application. Once transferred to our online store, you must complete the purchase of an Under 16 Pop card, using the same details for payment as those provided in the application. We will not process your application until full payment of the fee has been made. • Under 16 Pop cards may take up to 28 days to be issued and will be posted to the child who will be using it at the address provided on the application form.
Using an Under 16 Pop card		You can use an Under 16 Pop card to buy a Child All-day Ticket (U16 CAT) and a Concessionary Child Single ticket for use on Metro or Shields Ferry.
Replacement cards	Lost, damaged or stolen card; Change of name or photograph	<ul style="list-style-type: none"> • If you lose your Under 16 Pop card, it is damaged, or you need to change your name or photograph, you will need to submit a new application form at buyandapply.nexus.org.uk/smart/register/pop16. • A replacement Under 16 Pop card costs £5. • Payments of the £5 fee can be made by following the link to our online store after submitting your application. Once transferred to our online store, you must complete the purchase of an Under 16 Pop card, using the same details for payment as those provided in the application. We will not process your application until full payment of the fee has been made. • A replacement Under 16 Pop card may take up to 28 days to be issued. • While waiting for a replacement pass to be issued, you must pay for any journeys you make using alternative means. Nexus will not be liable to reimburse you for any costs you incur in doing so.
	Faulty card	<ul style="list-style-type: none"> • An Under 16 Pop card is faulty if it cannot be read by a smartcard reader but has no sign of physical damage. • If you think your Under 16 Pop card may be faulty, contact Nexus Customer Relations (see 2.1). If your card is found to be faulty, we will issue a replacement Under 16 Pop card.

7 Pop app for Mobile Tickets

7.1		Pop app
Mobile Tickets available on Pop app		1 week Metro Season Ticket (see 5.2)
Downloading and accessing the Pop app		<ul style="list-style-type: none"> The Pop app can be used on NFC enabled smart phones and devices ('smart phones') using Android operating systems running on Android 5.0 (Lollipop) or higher. The Pop app is free for you to download, but you may incur data charges, imposed by your own network provider, when downloading it. You are responsible for any such costs. Nexus will not accept responsibility for any connectivity issues you may experience at any time, and you must ensure that you have a stable and regular WiFi or cellular data connection when downloading the Pop app. The Pop app will be available to use on your smart phone once you have downloaded it, at which point you will be able to use the Pop app to purchase Mobile Tickets. A user guide is available on the app.
Buying a Metro Season Ticket through the Pop app		<ul style="list-style-type: none"> Mobile Tickets must be purchased and be active in the Pop app in advance of travel. Purchasing a Mobile Ticket requires either a WiFi or cellular data connection in order to complete payment and download of the Mobile Ticket to your smartphone. A stable and regular data connection is required in order that the Pop app content, and ticket security, is kept up to date. When purchasing a Mobile Ticket through the Pop app, internet access is required through which you may incur data charges, imposed by own network provider. You are responsible for any such costs. When purchasing a Mobile Ticket, it is your responsibility to ensure that your Mobile Ticket details are correct at the time of purchase. Payment is via Google Pay (and such other mobile payment and digital wallet services as we may specify from time to time), who accept VISA and Mastercard debit and credit cards as methods of payment for Mobile Tickets, via the Pop app. Transactions are handled by our payment service provider Stripe, whose Privacy Policy can be viewed here. By purchasing a Mobile Ticket, you are deemed to have read and accepted Stripe's Privacy Policy.
Travelling with a Mobile Ticket	On any service	<ul style="list-style-type: none"> Only the visual ticket displayed in the Pop app will be accepted as a valid ticket for travel; screenshots and other copies will not be not accepted. You must ensure that your device is in appropriate working order to fully display the entirety of the Mobile Ticket for inspection by a member of staff, ticket inspector or other authorised officer at any time during your journey. If you are unable to do so, you may be refused carriage or be liable for a Penalty Fare Notice and/or prosecution for travelling with a valid ticket. The safekeeping of your Mobile Ticket is your responsibility. Mobile Tickets that have been purchased or activated accidentally, or which have been downloaded to smart phones that have subsequently been lost or stolen, are non-refundable. If you are not able to present your Mobile Ticket due your smartphone having been lost, stolen or damaged, we are unable to provide a duplicate or replacement Mobile Ticket, and you will need to purchase an alternative ticket before travelling. The Pop app can only be used by one customer, per smart phone at any one time. Individual customers must be able to present their ticket on their own smart phone. Mobile Tickets are locked to the smart phone to which they are downloaded and cannot be copied, sent or moved to another device. Nexus reserves the right to terminate without refund any Pop app user account which we suspect is being misused.
7.1		Pop app

	On Metro	<ul style="list-style-type: none"> You must validate your Mobile Ticket by touching in at the start and touching out at the end of every journey using gates and validators at Metro stations. Present the back of your smartphone (not the screen side) onto the orange reader on the gate or the area under the screen on the validator. A successful touch will generate a tick on the screen of your phone and the gates/validators will display the message “Welcome to Metro” and gates will open. If you do not touch in, you will be travelling without a validated Mobile Ticket as required by the Metro Conditions of Carriage and will be liable for a Penalty Fare Notice and/or prosecution. If one or more of the gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your Mobile Ticket. If all gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in the Metro Control Room. You must present a Mobile Ticket on your smartphone when requested by a member of staff, ticket inspector or other authorised officer. If you are unable to do so, you will be liable for a Penalty Fare Notice and/or prosecution.
	On the Shields Ferry	<ul style="list-style-type: none"> Only a ticket covering All Zones is valid for use on Shields Ferry. You must present your Mobile Ticket on your device to Ferry staff when boarding. If you are unable to do so, you will not be permitted to travel using that ticket.
	On bus services 53, 54 and Q3	<ul style="list-style-type: none"> Only a Mobile Ticket covering zones A, A+B or All Zones is valid for use on these bus services. You must present your Mobile Ticket on your device to the bus driver when boarding. If you are unable to do so, you will not be permitted to travel using that ticket.
	On Northern rail services	<ul style="list-style-type: none"> Only a ticket covering All zones is valid for use on Northern rail services between Newcastle and Sunderland. A Mobile Ticket constitutes a valid ticket as required by the National Rail Conditions of Carriage for travel on Northern rail services. You must present your Mobile Ticket on your device to a member of staff at Newcastle station ticket gates. If you are unable to do so, you will not be permitted to travel using that ticket. You must also present your Mobile Ticket on your device to a member of Northern staff, ticket inspector or other authorised officer onboard the train when requested. If you are unable to do so, you may be liable for a Penalty Fare by Northern.

General Terms and Conditions for Pop app use

Introduction

7.1.1 The Terms in this section relate specifically to use of the Pop app. Please read them carefully before downloading, or subsequently using, the Pop app. They include provisions which limit our liability.

Basis of agreement

7.1.2 The Pop app is offered as a service by us to you. Please note that by downloading or using the Pop app and purchasing Mobile Tickets through it, you agree to be bound by these Terms and the Ticket Terms and Conditions, as well as Nexus’ Privacy Notice (<https://www.travelnortheast.uk/privacy-policy/>) and web policies and the Pop app End User Licence Agreement (<https://www.travelnortheast.uk/pop-app-for-tyne-and-wear-metro/pop-app-end-user-licence-agreement/>). If you do not agree with these Terms, you should not download, or subsequently use, the Pop app.

7.1.3 These Terms apply to both your application to download the Pop app, use of the Pop app functions including incident reporting, real time information and journey planner, and to any purchase of a Mobile Ticket via the Pop app. We will treat each order for a Mobile Ticket via the Pop app as an offer by you to purchase Mobile Tickets in accordance with these Terms.

7.1.4 References to Mobile Tickets in these Terms is a reference to any ticket available to purchase using the Pop app.

Materials, ownership and restrictions on use

7.1.5 The Pop app and its constituent parts are licensed or owned by Nexus and any data, text, graphics, images, audio and video clips, logos, icons, software and links and any intellectual property and other rights relating thereto, are and will remain the property of Nexus or the owner.

7.1.6 Notwithstanding the foregoing, you may not copy, reproduce, republish, upload, post, transmit or distribute the Pop app or any of its content without Nexus's prior written permission.

Limitations on our Liability

7.1.7 Nexus accepts no liability for any indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of your use or access to the Pop app, including loss of profit or the like whether or not in the contemplation of the parties, whether based on breach of contract, tort (including negligence), product liability or otherwise.

7.1.8 Nexus is not liable to you for any damage or alteration to your equipment including but not limited to computer equipment, handheld device or mobile telephones as a result of the installation or use of the Pop app.

7.1.9 Nothing in these Terms shall exclude or limit Nexus's liability for death or personal injury caused by negligence or for fraud or fraudulent misrepresentation or any other liability which cannot be excluded or limited under applicable law.

Transfer of rights and obligations

7.1.10 You may not transfer, assign, charge or otherwise dispose of any of your rights or obligations arising under these Terms, without our prior written consent.

7.1.11 We may transfer, assign, charge, sub-contract or otherwise dispose of any of our rights or obligations arising under these Terms, at any time.

Events outside our control

7.1.12 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control (a "Force Majeure Event").

7.1.13 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

- strikes, lock-outs or other industrial action;
- civil commotion, pandemic, riot, invasion, vandalism or threat of vandalism, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- exceptionally severe weather conditions, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- impossibility of the use of public or private telecommunications networks; or
- the acts, decrees, legislation, regulations or restrictions of any government.

Waiver

7.1.14 If we fail, at any time during the time that these Terms are in force, to insist upon strict performance of any of your obligations under any of these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled under these Terms, this will not constitute a waiver of such rights or remedies and will not relieve you from compliance with such obligations.

7.1.15 A waiver by us of any default will not constitute a waiver of any subsequent default.

7.1.16 No waiver by us of any of these Terms will be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with our Privacy Notice.

Severability

7.1.17 If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

Entire agreement

7.1.18 We intend to rely upon these Terms and any document expressly referred to in them in relation to their subject matter.

Law and jurisdiction

7.1.19 These Terms, and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims), will be governed by English law. Any dispute or claim arising out of or in connection with these Terms (including non-contractual disputes or claims) will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

8 Pop PAYG on Android

8.1		Pop PAYG on Android
Using Pop on Android		<ul style="list-style-type: none"> You must have an Android NFC enabled smartphone to use Pop PAYG on Android, as well as a Google Pay account. You will initially need to purchase a Pop PAYG card in your Google Pay wallet. Once added to your wallet, you can 'Add money' to your card.
Topping up		<ul style="list-style-type: none"> You can top up your PAYG balance in £5.00, £10.00 or £20.00 values.
Travelling on Metro		<ul style="list-style-type: none"> You must have a positive balance (£0.00 or more) to start any journey. You can travel if the cost of your journey takes you from a positive balance into a negative balance, but you cannot start a journey if you have a negative balance. You must validate your card/device by touching in at the start and touching out at the end of every journey you make, using ticket gates and validators at Metro stations. If you only touch in or out, you will have made an incomplete journey and will be charged a maximum fare (see glossary). If you fail to touch in at the start of your journey you will be deemed to be travelling without a valid ticket and may be liable for a Penalty Fare Notice and/or prosecution. If one or more of the ticket gates or validators at a Metro station are out of service due to faults, you must use all reasonable endeavours to use other available ticket gates or validators to validate your card/device. If you are unable to touch in and out, or forget to do so, you can apply for a Close Your Journey refund by selecting Request a Refund within your PAYG ticket stored in the Google Pay wallet. Further information can be found at nexus.org.uk travelnortheast.uk (see Refunds – Close Your Journey refunds below). If all ticket gates or validators at a Metro station are out of service due to faults, speak to a member of staff or use a Help Point to contact staff in Metro Control. Each time you make a complete journey on Metro, you will be charged the relevant Pop PAYG single fare for the number of zones you have travelled in. Once you reach the daily cap for the number of zones you have travelled in that day, you will not be charged for any further journeys you make that day in the same number of zones. If you subsequently make journeys in additional zones, you will be charged up to the daily cap for those zones.
Refunds	Balance refunds	<ul style="list-style-type: none"> Refunds are available on any unused balance you have. You can do so by selecting 'Request a refund' in your Google Pay wallet. A refund is only available for the full balance you have remaining; it is not possible to refund part of the balance. No refund will be due on a zero or negative balance.
8.1		Pop PAYG on Android

Close Your Journey refunds (Metro)	<ul style="list-style-type: none"> • You can apply for a Close Your Journey refund if you: <ul style="list-style-type: none"> A) Forgot to touch in or out B) Were unable to touch in or out because the validators or card readers on gates were out of order or inaccessible C) Touched in but left the Metro station without travelling due to Metro service delays/cancellations or because your travel plans changed. • You can apply for a Close Your Journey refund through your PAYG ticket within Google Pay account (Request a Refund). • You will need to provide the date, time, boarding station and alighting station of the journey as part of your application. • You can apply for a refund once every calendar month under scenarios A and B described above. • Under scenario C, the number of refund requests are not limited to a certain number within a time period but will be verified against the faults logged in the system. • Applying for a Close Your Journey refund does not amend your journey history record, but will entitle you to be refunded the difference between the fare you did pay and the fare you would have paid had you not missed a touch in or out. • If a Close Your Journey refund request is approved, the refunded amount will be loaded onto your Pop PAYG card on Android automatically.
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General Terms and Conditions for Pop on Android use

Introduction

8.1.1 The Terms in this section relate specifically to use of Pop PAYG on Android. Please read them carefully before using Pop on Android. They include provisions which limit our liability.

Basis of agreement

8.1.2 Pop on Android is offered as a service by us to you. Please note that by using Pop on Android, you agree to be bound by these Terms and the Ticket Terms and Conditions, as well as Nexus' Privacy Notice (<https://www.travelnortheast.uk/privacy-policy/>) and web policies. If you do not agree with these Terms, you should not use Pop on Android.

Materials, ownership and restrictions on use

8.1.3 Pop on Android functionality is provided by Google on Nexus' behalf and any data, text, graphics, images, audio and video clips, logos, icons, software and links and any intellectual property and other rights relating thereto, are and will remain the property of Nexus or the owner.

Limitations on our Liability

8.1.4 Nexus accepts no liability for any indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of your use of Pop on Android, including loss of profit or the like whether or not in the contemplation of the parties, whether based on breach of contract, tort (including negligence), product liability or otherwise.

8.1.5 Nexus is not liable to you for any damage or alteration to your equipment including but not limited to computer equipment, handheld device or mobile telephones as a result of the installation or use of Pop on Android.

8.1.6 Nothing in these Terms shall exclude or limit Nexus's liability for death or personal injury caused by negligence or for fraud or fraudulent misrepresentation or any other liability which cannot be excluded or limited under applicable law.

Transfer of rights and obligations

8.1.7 You may not transfer, assign, charge or otherwise dispose of any of your rights or obligations arising under these Terms, without our prior written consent.

8.1.8 We may transfer, assign, charge, sub-contract or otherwise dispose of any of our rights or obligations arising under these Terms, at any time.

Events outside our control

8.1.9 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control (a "Force Majeure Event").

8.1.10 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

- strikes, lock-outs or other industrial action;
- civil commotion, pandemic, riot, invasion, vandalism or threat of vandalism, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- exceptionally severe weather conditions, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- impossibility of the use of public or private telecommunications networks; or
- the acts, decrees, legislation, regulations or restrictions of any government.

Waiver

8.1.11 If we fail, at any time during the time that these Terms are in force, to insist upon strict performance of any of your obligations under any of these Terms, or if we fail to exercise any of the rights or remedies to which we are entitled under these Terms, this will not constitute a waiver of such rights or remedies and will not relieve you from compliance with such obligations.

8.1.12 A waiver by us of any default will not constitute a waiver of any subsequent default.

8.1.13 No waiver by us of any of these Terms will be effective unless it is expressly stated to be a waiver and is communicated to you in writing in accordance with our Privacy Notice.

Severability

8.1.14 If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

Entire agreement

8.1.15 We intend to rely upon these Terms and any document expressly referred to in them in relation to their subject matter.

Law and jurisdiction

8.1.16 These Terms, and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims), will be governed by English law. Any dispute or claim arising out of or in connection with these Terms (including non-contractual disputes or claims) will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

9 Other Nexus tickets

9.1

School Pass (Child Season Ticket)

Eligibility	Only available to residents of Tyne and Wear aged 5-15 on 31st August of the current academic year. Some children may be eligible to apply for a free School Pass. Contact your Local Education Authority to check.
Durations available	<ul style="list-style-type: none"> • 1 term • Annual
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	Between the pass holder's home and school, or other places they go to study, on any combination of: <ul style="list-style-type: none"> • Metro • Shields Ferry • Local bus services • Northern rail services between Sunderland and Blaydon via Newcastle
Ticket format	Paper pass
Monday-Friday validity	Until 7.00pm on schooldays
Weekend validity	Not valid
Public Holiday validity	Not valid
Purchase locations	Download an application form at https://www.travelnortheast.uk/tickets/buy-tickets/child-season-ticket/ and return it to Nexus as per the details on the form.
Transferable	No – can only be used by the person to whom it was issued.
Replacements	Available for a lost or damaged pass, subject to payment of a £5 fee. A new application form must also be sent.
Refunds	<ul style="list-style-type: none"> • Available for unused terms of annual passes. To obtain a refund, an annual pass should be posted to Nexus Customer Relations (see 2.1). The pass must be received by us prior to the beginning of a term. • Term passes are not refundable
Advance purchase	Yes
Information	https://www.travelnortheast.uk/tickets/buy-tickets/child-season-ticket/ Travel outside the times specified on the School Pass is only valid with an authorisation slip from your school.

Class and Youth Group Metro Pass	
Durations available	<ul style="list-style-type: none"> • 1 day – valid on a specific date • Term – Spring, Summer, Autumn • Annual – valid for 365 days from date of purchase
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub)
Ticket format	Paper pass
Monday-Friday validity	After 9.00am
Weekend validity	After 9.00am
Public Holiday validity	After 9.00am (where service operates)
Purchase locations	<ul style="list-style-type: none"> • Download an application form at buyandapply.nexus.org.uk and return it to Nexus as per the details on the form. • Passes can only be posted to a UK address.
Transferable	No – can only be used by the school/organisation named on the pass
Replacements	Available subject to a £15 administration fee
Refunds	Not available
Advance purchase	Yes – the start date of a one day or annual pass, or the term (Spring, Summer, Autumn) of a term pass can be specified on the application form. Passes can take up to 14 days to be issued.
Information	<p>travelnortheast.uk/tickets/buy-tickets/class-and-youth-group-metro-pass/</p> <p>Class and Youth Group Metro Pass is a discounted ticket for groups of up to 40 students (including sixth formers, under 16s and community youth groups aged 18 and under) and up to 10 accompanying adults.</p> <p>Cannot be used only by adults who are not accompanying students.</p>

9.3

Metro Conference Pass/Travel Card

Durations available	Valid between the dates printed on the pass
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter’s Basin with a ticket that includes zone A • Sunderland Connect bus services
Ticket format	Paper pass
Monday-Friday validity	All day
Weekend validity	Not valid
Public Holiday validity	Not valid
Purchase locations	Contact Nexus Customer Relations for an application form
Transferable	No – can only be used by the person to whom the pass was issued
Replacements	Not available
Refunds	Not available
Advance purchase	N/A – valid for use between the dates printed on the pass
Information	Conference Card provides unlimited travel for conference delegates

9.4

Metro Business Pass

Durations available	Annual
Zone map	Metro (see Appendix 1)
Zones available	All zones (A+B+C)
Services valid on	<ul style="list-style-type: none"> • Metro • Shields Ferry (includes bus services 19 and 317 between North Shields Ferry Duke Street and North Shields Transport Hub) • Northern rail services between Newcastle and Sunderland • Bus services 53 and 54 between Central Station and Gateshead Interchange with a ticket that includes zone A • Bus service Q3 between Haymarket and St Peter’s Basin with a ticket that includes zone A
Ticket format	Paper pass
Monday-Friday validity	Between 9.30am and 5pm
Weekend validity	Not valid
Public Holiday validity	Not valid

Purchase locations	Metro Business Pass is only available through the Corporate Ticket Scheme, see travelnortheast.uk/tickets/buy-tickets/metro-business-pass/ for information.
Transferable	Yes – can be used by any employee of the organisation to which the pass is registered
Replacements	See travelnortheast.uk/tickets/buy-tickets/metro-business-pass/ for information
Refunds	
Advance purchase	
Information	travelnortheast.uk/tickets/buy-tickets/metro-business-pass/

10 Penalty Fare Notices

10.1 If issued with a Penalty Fare Notice (PFN), you must pay on the spot or within 21 days, beginning with the day following the day on which the PFN is charged.

10.2 If you fail to pay the PFN you may be prosecuted. Conviction may result in a financial penalty being imposed by the Court.

10.3 For information on PFN payments, including how to pay, visit travelnortheast.uk/ways-to-travel/metro/information/metro-penalty-fares/

PFN appeals

10.4 You do have a right to appeal a PFN. This must be made in writing within 21 days, beginning with the day following the day on which the PFN is charged. You should include the following information:

- Your name and address
- Your Penalty Fare number
- Why you did not produce a valid ticket, validated smartcard, validated Mobile Ticket or another authority to travel
- Time and place where your journey began
- Time and place where your journey ended
- Any further information you have to support your explanation.

10.5 Send your appeal to: Penalty Services, PO Box 1258, KING'S LYNN, PE30 9GJ, or appeal electronically at penaltyservices.co.uk.

11 Ticket refunds for Metro service disruption

- 11.1 Under the Metro Conditions of Carriage, if you wait on a platform for more than 15 minutes longer than advertised or the Metro train you are on is delayed by more than 15 minutes, we will refund you the cost of your single journey Metro ticket.
- 11.2 Refunds are available if you have a Metro Single, Metro Day Ticket, Adult Transfare, Metro Season Ticket, Student Metro Season Ticket, 18 and Under Metro Season Ticket or Under 16 Child All-day Ticket.
- 11.3 Refunds are not available for Metro Gold Card holders.
- 11.4 Where a refund application is successful, the refund value will be the price of a single ticket for the number of zones you were travelling in on your disrupted journey.
- 11.5 Refunds will not be applicable when we advertise that your journey will take longer e.g. when using the Metro bus replacement service during planned modernisation work.
- 11.6 Refund claims must be submitted within 28 days from the incident date.
- 11.7 You must submit the original ticket or a copy where the ticket is still in use. If you are using the Pop app, a screenshot of the valid visual ticket will be accepted.

Claiming a ticket refund

- 11.8 You can claim a refund by:
 - Writing to Nexus Customer Relations, providing a brief description of the delayed journey including time, location and where you were travelling to;
 - Completing a prepaid Customer Feedback Form, available from by contacting Nexus Customer Relations.
- 11.9 You must send us a copy of your Pop card or the original Metro ticket, or a screenshot of your Mobile Ticket if using the Pop app, along with your claim.
- 11.10 You must submit a separate form for each claim.
- 11.11 Refund payments are by BACS, payable to the claimant provided on the customer response form.
- 11.12 If you paid for your ticket by credit or debit card we will, if you prefer, refund the cost back to your credit or debit card.

12 Travel North East website

- 12.1 You can register for an account on our website (buyandapply.nexus.org.uk), through which you can:

- Apply for a Pop card and buy a Metro Season Ticket to load onto it
- Apply for a Pop card with an 18 and Under entitlement and buy an 18 and Under Metro Season Ticket to load onto it
- Apply for a Pop card with a Student entitlement and buy a Student Metro Season Ticket to load onto it
- Order a Pop PAYG card with a £5 balance
- Apply for a Pop Blue card with a £5 balance
- Apply for a Junior Blue card with a £5 balance
- Top up your Pop PAYG card, Pop 19-21 card, Pop Blue card or Junior Blue card balance
- Report a registered smartcard lost, stolen or damaged and apply for a replacement
- Apply for a balance refund or a Close Your Journey refund for your Pop PAYG card, Pop 19-21 card, Pop Blue card or Junior Blue card
- Register an existing Pop card, Pop PAYG card or Pop Blue card
- Register for an online account to manage your smartcard and personal details
- View your journey and purchase history

Using our website

- 12.2 You must be at least 16 years of age to make a purchase through our website and/or become a registered user. If you are 16 or 17 years of age, you must obtain your parent or guardian's consent to become a registered user.
- 12.3 To apply for a Pop card with a Student or 18 and Under entitlement, you will need to upload a passport photograph of the cardholder. This photograph must show a true likeness of the cardholder, clearly show their face, and be in colour and in portrait orientation. We reserve the right to refuse to process your application if the photograph you provide does not meet our criteria. In such circumstances we will contact you. The file you upload must be in GIF, JPG, JPEG, PNG, TIF, TIFF, DOC, DOCX or PDF format and must not exceed 5MB in size.
- 12.4 To apply for a Pop card with a Student or 18 and Under entitlement, you will need to upload proof of eligibility (see 6.24). Each file you upload must be in GIF, JPG, JPEG, PNG, TIF, TIFF, DOC, DOCX or PDF format and must not exceed 5MB in size. We reserve the right to refuse to process your application if any of the files you provide do not meet our criteria or are unsatisfactory in proving your eligibility. In such circumstances we will contact you.
- 12.5 Any activities that occur through your online account are your responsibility, including purchases made. You should contact Nexus Customer Relations immediately if you have reason to believe your login details have been compromised or your account is being used in an unauthorised or fraudulent manner.
- 12.6 You acknowledge that all information supplied by you in using our website is accurate and that you will not make any false or fraudulent representation.
- 12.7 You further acknowledge that you will only use our website to make purchases for yourself or for another person on whose behalf you are entitled to act.
- 12.8 You acknowledge that you will be financially responsible for any purchase made through our website using your login details.
- 12.9 You are responsible for all fees payable as a result of your use or access to our website, including internet access charges and mobile data charges.
- 12.10 Our website is only available in English.

Online account

- 12.11 To create an account, you must provide a valid email address and create a password, which form your login details. You are responsible for maintaining the confidentiality of your login details and preventing unauthorised access to your online account.

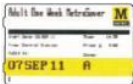
Online transactions

- 12.12 All transactions made through our website are in pound sterling.
- 12.13 Prices, fees and charges displayed on our website are inclusive of VAT.
- 12.14 When purchasing a product online through nexus.org.uk, transactions are handled by our payment service provider BT, to whose Secure Payment website you will be directed to make a payment for a purchase. Please do not email your card details to us as the payment site is a third party website which we cannot access. We do not have access to and do not store the payment information which you enter into the third party site.

- 12.15 Payments can only be made using the payment methods specified on the website. We are unable to accept payment by any other method including cheques, cash, purchase order or other payment method.
- 12.16 It is your responsibility to provide accurate and complete postal address information when making a purchase through our website. We will not accept liability if an order is delivered to the wrong address due to inaccurate or incomplete information being provided to us.
- 12.17 By making a purchase through our website, you confirm that you have the consent of the credit or debit cardholder whose payment method you are using.
- 12.18 After purchasing a Season Ticket online, you must load it onto your Pop card before travelling. You can do this at a Metro station ticket machine, gate or validator.
- 12.19 Pop PAYG card, Pop 19-21 card, Pop Blue card and Junior Blue card top ups purchased online may take up to 48 hours to show in your online balance and be available to load onto your smartcard.

Glossary

Term	Definition
Advance purchase	The ability to purchase a ticket with a start date a day or more after the date of purchase
Complete journey (Metro)	A complete journey is made on Metro when you touch in at the start and touch out at the end of your journey using ticket gates or validators.
Conditions of Carriage	<p>The Conditions of Carriage of the relevant operator who is providing the transport service you are using.</p> <p>Conditions of Carriage for Metro can be viewed online at: www-beta.travelnortheast.uk/conditions-of-carriage-and-metro-byelaws/</p>
English National Concessionary Travel Scheme (ENCTS)	ENCTS is a government funded scheme providing free off-peak local bus travel to eligible older and disabled people anywhere in England. Nexus manages the scheme in Tyne and Wear, issuing a CT Pass to eligible residents.
Entitlement	An entitlement is loaded onto a Pop card as a confirmation of eligibility to purchase discounted tickets such as an 18 and Under Metro Season Ticket or Student Metro Season Ticket.
Incomplete journey	While travelling with a PAYG product on Metro, you must touch in and out on every journey you make with your smartcard. If you fail to do so, we will not know where you either started or ended your journey and will deem you to have made an incomplete journey. If you make an incomplete journey you will be liable for a maximum fare.
Local bus services	<p>Bus services that provide local travel within Tyne and Wear, including most scheduled Arriva, Go North East and Stagecoach services.</p> <p>Excludes services provided for special events (e.g. Sunderland Air Show park and ride, X50 Newcastle United match day park and ride, Sunderland AFC match day park and ride), National Express or Megabus coach services, any service where seats are booked in advance, sightseeing tours and DFDS bus transfers. For more information see www.travelnortheast.uk/ways-to-travel/bus/</p>
Maximum fare (Metro)	This is the equivalent of a zone A+B+C single PAYG fare. You will be charged a maximum fare when you make an incomplete journey.
Metro daily cap	If you are travelling on Metro with a PAYG product you will be charged fares up to a maximum daily cap determined by the number of zones you have travelled through that day. Within any one day, you may be charged reduced fares or not charged a fare at all, if you have reached the daily cap. The daily cap only applies to Metro; it does not currently apply to journeys made with a PAYG product on bus and the Shields Ferry.

Metro station Help Point	Help Points are located on every Metro station platform and can be used to contact staff in the Metro Control Room if you need assistance or information or need to report an issue.
Near Field Communication (NFC)	A communication technology that enables the wireless exchange of data between devices in close proximity to each other.
Nexus smartcard	Includes any Pop card, Corporate Pop card, Under 16 Pop card, Pop PAYG card, Pop 19-21 card, Pop Blue card, Junior Blue card, Concessionary Travel Pass and Companion Card.
Online account	You can set up an online account at buyandapply.nexus.org.uk , and use it to apply for smartcards, top up your PAYG balance and report your card lost or stolen. To register you will need a valid email address and create a password to login to your account.
Paper ticket	A ticket, available from Metro station ticket machines, with a black magnetic stripe on the reverse allowing it to be fed into and read by ticket gates.
	
PASS	Proof of Age Standards Scheme, the UK's national proof of age accreditation scheme, endorsed by the Home Office, the National Police Chief's Council and the Security Industry Authority. See pass-scheme.org.uk for information.
Penalty Fare Notice (PFN)	A Penalty Fare Notice will be charged if you travel without a valid product or ticket within the compulsory ticket area – see www.travelnortheast.uk/ways-to-travel/metro/information/metro-penalty-fares/ -
Product	A ticket that is loaded onto a smartcard such as a Pop card; PAYG balance that is loaded onto a Pop PAYG card, Pop 19-21 card, Pop Blue card or Junior Blue card; a Mobile Ticket purchased through the Pop app
Smartcard	A card onto which you load a product. These may be issued by Nexus e.g. Pop card, Pop PAYG card or other organisations e.g. Newcastle University. Any smartcard being used for travel on Metro must be validated (see Validated smartcard).
Ticket	A paper ticket, issued by Nexus, usually purchased from a Metro station ticket machine, with a magnetic stripe encoded on the back.
Valid Product or Valid Ticket	A valid product (season ticket) or ticket has a start date of today or earlier but has an end date that is today or later and is being used within the allowable zones for which it has been purchased i.e. for travel within zone A it must have a validity of being a product valid for Zones A, A+B or A+B+C. Certain products or tickets may also only be valid at particular times of the day or validity may vary on certain days e.g. bank holidays. PAYG is also a valid product provided that there is sufficient balance loaded onto the PAYG card to make a journey within the rules of the scheme.

Validated Product (Metro travel only)

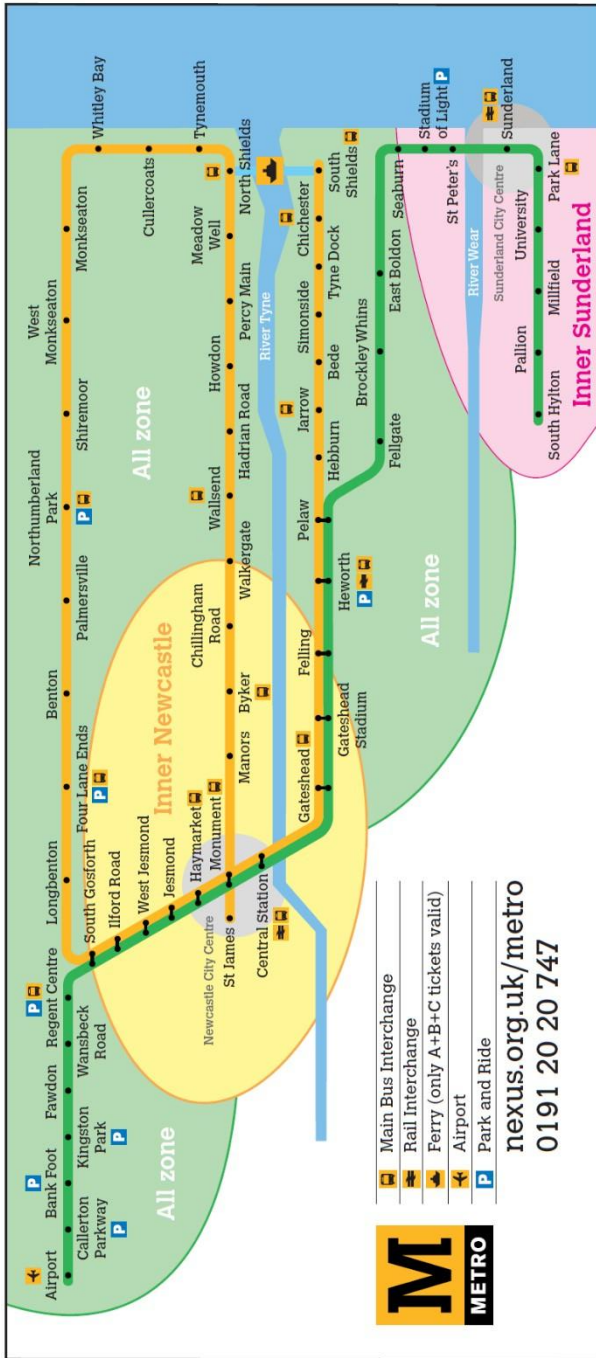
A validated product is a valid product (either season ticket or PAYG) held on a smartcard that has been used to touch in at a gate or validator at the start of your journey and touched out at the end of your journey.

Validated smartcard

A validated smartcard has a valid ticket product loaded onto it (such as a Metro Season Ticket or PAYG balance) and has been validated using the ticket gates and platform validators at Metro stations prior to commencing travel.

You must have a validated smartcard (or alternatively a valid ticket) to be in compliance with the Metro Conditions of Carriage.

Appendix 2 Metro student zone map



1.5	22/09/2021	Addition of Pop 19-21 product	PG
1.6	25/02/2022	Addition of Pop PAYG on Android	PG
1.7	05/04/2023	Change of initial top up value for Pop PAYG, Pop 19-21, Pop Blue and Junior Blue from £10 to £5	PG
1.8	07/05/2023	Merge of Pop 19-21 into Pop Blue Removal of Ferry Carnet information	PG
1.9	05/06/2023	Clarification of Child All-day Ticket (U16 CAT) validity on Northern rail services	PG
1.10	17/01/2024	No substantive changes - general terminology and formatting update	PG
1.11	12/06/2024	Correction of Close Your Journey refunds for Pop PAYG	PG
1.12	11/12/2024	Addition of Northumberland Line	PG
1.13	01/04/2025	Clarification of Under 16 Child All-day Ticket refunds	PG