

We agree to carry you and your Property on the journey permitted by your ticket. In some instances we may need to alter, suspend, withdraw, cancel or deviate the route of any vehicle. We may also need to alter all or any of the operating times of the services as set out in the timetables.

Once you have boarded a vehicle we'll do our best not to deviate from the route or cancel the service, but in some cases where we experience operational issues we may have to do so.

The running times set out on any Timetable are only approximate. We do not guarantee that any Service will start or arrive at the published time or that any Service will connect with any other Service shown as a connecting Service.

You must not board or alight from a Vehicle unless the Vehicle:

- Is at a bus stop (unless you are expressly permitted to alight at a non-designated Bus Stop by the Driver).
- Is stationary.
- Doors are fully open.

You must not use the emergency exits except in the event of an emergency.

Our drivers and conductors carry a small float, therefore it is helpful if you could have the exact fare ready as this helps to cut down on delay's to services. You are requested when you have paid your fare to check that you have received the correct ticket. Any errors must be brought to the driver/conductors attention immediately so that a replacement can be issued. The driver/conductor will ask for your name and address to validate the ticket re-issue.

If you board a vehicle between the fare stages, you will be charged from the closest previous fare stage. This is why your ticket will sometimes state a different location to that where you boarded.

If you get off between fare stages you will be charged to the next fare stage. If you travel beyond the point to which you have paid, you must pay the correct fare from that point to your destination.

A fare table for each service is available from our Customer Centre or on our website. A fare table is available from your conductor on board all light rail trams.

Tickets are not transferable to another person and can only be used by the person buying the ticket. Tickets must not be resold or given away for further use.

Defaced or mutilated ticket/passes are not valid for travel.

We will not accept any application for a fare refund for defaced or mutilated tickets/passes or for lost tickets/passes.

We will replace any tickets, travel passes or smartcards entirely at our discretion. All tickets remain the property of the company and must be kept for inspection and/or given up on request by an Inspector, driver, conductor or any other authorised official of the Company. Failure to do so may result in having to pay again. A single ticket is valid on a single journey between two points only. You cannot break your journey.

Children 4 and under will travel free of charge when accompanied by an adult. Child fares are available for persons aged 5-15.

Persons aged 16-19 are entitled to purchase a Young Person's ticket upon production of valid ID.

Persons aged 20 and above (or 16 and above without valid ID) will be charged the full adult fare.

In some cases, at the sole discretion of the driver/conductor we may issue an "unpaid fare". This will only be issued in cases where it is deemed that a person may be left in a vulnerable situation should they not be allowed to travel. Any person who is issued with an unpaid fare must make arrangements to repay the full value of the journey within 7 days. In some cases, a person may not be allowed to travel until an unpaid fare has been paid for.

- Blackpool1 Tickets are valid for all Blackpool Transport bus and tram services on the day(s) specified.
- Blackpool1 Tickets must be shown clearly to the driver (or conductor) upon boarding each vehicle, and must be presented for inspection to authorised employees of participating companies.
- Blackpool1 Tickets are non-refundable and non transferable.
- Use of altered or incorrectly dated Blackpool1 Tickets will result in withdrawal and may lead to prosecution.
- Persons misusing Blackpool1 Tickets will immediately forfeit them without any right of a refund and may be liable for payment of an excess fare or prosecution.
- If a Blackpool1 Ticket is lost or stolen no replacement or refund will be given.
- Child fares are available to anyone aged 15 or under. Children under 5 travel free.
- PayPoint shops and travel centres are the same as online prices.
- Family tickets are valid for 2 adults and up to 3 children or 1 adult and up to 4 children under 16 years of age.

- Group24 tickets are valid for 3 adults, 2 adults and up to 3 children or 1 adult and up to 4 children under 16 years of age.
- Child fares are available to anyone aged 15 or under. Children under 5 travel free.

Concessions

The Company is a participant in the schemes for concessionary travel for elderly persons provided by Blackpool Borough Council and other local District Councils in conjunction with Lancashire County Council and any National Concessionary Scheme from time to time. Details are available from your local District Council Offices.

All permits, whether for free or reduced travel, must be shown to the driver or conductor and recorded on the ticket equipment when boarding the vehicle.

Child fares apply to persons aged 5-15 years. Proof of age and your name and address may be requested by the driver or conductor or any authorised Company official.

Children under 5 years old travel free of charge on all services.

Any requests for compensation are looked into on a case by case basis. Detailed information about the reason for the request should be given to us at this time. Compensation is awarded at our sole discretion.