

Apprentice Travelcard Terms and Conditions

1. Terms and Conditions of Use

- 1.1 These Terms and Conditions, which may be amended from time to time, replace all previous versions published by Merseytravel.
- 1.2 These Terms and Conditions will remain in effect until republished.
- 1.3 Your travel using the discounted Solo tickets on an Apprentice Travelcard is also subject to the bye-laws, regulations and conditions of each operator on whose vehicles or premises it is used.

2. Your eligibility

- 2.1 The Apprentice Travelcard is available to 19-24 year olds who are enrolled on an apprenticeship programme of study and who live within the Liverpool City Region. Applicants will need to demonstrate eligibility through a complete application form and photograph.
- 2.2 The Apprentice Travel Discount is available from the point of purchases for 12 months or until the completion of the apprenticeship, whichever comes first. Upon completion of an apprenticeship, it is the responsibility of the apprentice, training provider and/or employer to notify Merseytravel of this. Following receipt of this information, Merseytravel will hotlist the card, blocking further use of it.
- 2.3 The Apprentice Travelcard enables an apprentice to purchase half price weekly or 4-weekly Solo tickets.

3. Your Purchase and the Apprentice Travelcard

- 3.1 Your Solo Weekly or 4-Weekly ticket will be added to your Apprentice Travelcard at the time of purchase.
- 3.2 It is your responsibility to ensure that the Solo(s) you purchase on an Apprentice Travelcard cover(s) your entire journey(s). Visit the website to check the areas covered by the ticket and that this meets your requirements. For full details of areas please [click here](#).
- 3.3 Only one Solo product may be activated on your Apprentice Travelcard at any one time.
- 3.4 An Apprentice Travelcard without a valid Solo Weekly or 4-Weekly ticket on it, is not valid for travel.
- 3.5 A receipt on its own is not valid for travel.
- 3.6 You must not intentionally damage, alter or tamper with your Apprentice Travelcard in any way.

3.7 Your Apprentice Travelcard remains the property of Merseytravel.

4. Travel

- 4.1 You can only use a Solo Weekly or 4 Weekly ticket on an Apprentice Travelcard within the Merseyside boundary. If you make all or any part of a journey outside the valid areas of your Solo you must pay the appropriate fare for the extra part of the journey before the journey begins.
- 4.2 Each time you board a bus it counts as a separate journey. You must have the card present during the journey to validate travel.
- 4.3 You must place your Apprentice Travelcard on the bus ticket machine at the start of each journey.
- 4.4 Your Solo ticket is valid for travel on most local bus services in Merseyside. Please refer to the Merseytravel website for a full list of participating operators and services.
- 4.5 You must follow operators' instructions when using your Solo Weekly or 4-Weekly ticket on an Apprentice Travelcard to make a journey and you must let a member of staff examine your card at any time during your journey if they ask to do so.
- 4.6 Misuse may lead to your Solo Weekly and 4 Weekly tickets and your Apprenticeship Travelcard being withdrawn and may lead to prosecution.

5. Refunds

- 5.1 Within 6 months of purchase and before it has been activated, we will refund an unused 4-weekly Solo on production of the Apprentice Travelcard together with the appropriate receipt. To the extent a 4-Weekly Solo on an Apprentice travelcard has been part-used, we will refund the unused part of a 4-weekly Solo on a pro-rata basis, taking into consideration the discount applied.
- 5.2 We cannot refund any part used or full Weekly Solo products on an Apprentice Travelcard.
- 5.3 Where refunds are permitted they will be subject to payment of an administration fee.
- 5.4 We cannot refund any lost or stolen Weekly or 4-Weekly Solo products on an Apprentice Travelcard.
- 5.5 Our refund policy does not affect your statutory rights.

The Apprentice Travelcard Scheme and associated public transport tickets are organised and operated by Merseytravel, PO Box 1976, Liverpool L69 3HN.