

Stagecoach Termrider

All of our campuses are easily accessible by either train, bus, bike, car or foot, depending where you're travelling from. Because we know over 66% of our students travel from outside of Exeter we offer Subsidised Travel Scheme.

To be eligible to join the Exeter College Subsidised Travel Scheme you:

- Must be over 16 and under 19 on 1st September
- Be studying on a full time course
- Live over 3 miles from Exeter College

How does it work?

When you've applied, been interviewed and received your college offer we will automatically send you relevant information on the scheme you're eligible for.

Just go to the website stated, enter your personal travel reference and postcode and then follow the simple instructions.

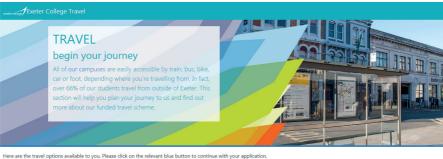


Bike | Bus | Train | Walk

If you're applying for a Stagecoach Termrider, the process is slightly different. You will receive an email which includes a unique travel reference. This is linked to you postcode, and can only be used once. Your email will ask you to visit http://apps.exe-coll.ac.uk/forms/ travel where you can enter your unique travel reference.



When you've entered your details you will then see a screen where you can select the Stagecoach option.



Mode of Travel	Price
Stagecoach	Termrider Exeter Plus ticket £588.00
Train	£5:00
Designated Bus	£5:00
Other Bus	£5:00

Please click on the one you would like to apply for below

💭 Stagecoach	🕞 Train		
🛱 Designated Bus	🛱 Dartline or Country Bus		

If you select Stagecoach this will take you to a form which you must complete with the Email address you wish to register the Smart Card against. This is the email where Stagecoach will send the discount code.

	begin your journey				
	All of our campuses are easily acces car or foot, depending where you're over 66% of our students travel fron section will help you plan your journ more about our funded travel scher	e travelling from, In fact, n outside of Exeter. This ley to us and find out			
	e form below. The email address you supply n provide you with your discount code and link.		u will register your term rider sma	art card against. This email	address will also be the one that
* All fields are required					
First Name					
Surname					
Date of Birth:					
Day	M	Month	~	Year	~
Email					
EX43SR					
We will not use the deta	ails you provide for anything other than dealing with your	travel application. Your details will be par	ssed on to Stagecoach for them to proces	s your application.	

- Once your details are submitted, a message will show to thank you for submitting the form. Stagecoach will then send a discount code to your given Email once this form has been processed, it is not automatic and can take up to 7 days.
- 5 When you receive your discount code you can order a Termrider directly through the Stagecoach website. You need to add the discount code against the product you are eligible for on the college travel scheme to receive your discount. If you select a different product your discount will not work. Stagecoach will then send you your travel pass.

Need help or information? Call our Travel Hotline on 01392 400100

Stagecoach Termrider FAQs

When can I use my Termrider ticket?

A Termrider ticket allows unlimited travel including weekends and holidays within a given zone between the dates on the pass. Annual passes include term time and travel during the holidays **except** for the month of **August** which is not included.

How long will my pass take to arrive?

Your pass should arrive within 5 working days (Monday-Friday, excluding Bank Holidays). If your Stagecoach Smart Card has not arrived please contact the Customer Service Centre 0345 810 1000 or email customer.support@ stagecoachsmart.com.

If your ticket has been purchased for an existing Smart Card the ticket will be added to your existing Smart Card and ready to use from the start date agreed at the time of purchase. Termrider tickets are valid from the 1st September-31st July.

Can I get a refund if I haven't used my pass?

If your Smart Card has **not** been activated you can cancel it online by visiting the 'My account' section of the Stagecoach website. Alternatively you can contact the Customer Service Centre on **0345 810 1000** or email **customer**. **support@stagecoachsmart.com**.

Stagecoach will charge an administration fee of 10% of the ticket value or £10 (whichever is greater) will on all refunds.

Can I get a refund if I have used my pass?

If you have purchased a Stagecoach Termrider you will be refunded the remaining ticket value, minus the administration fee. Please contact the Customer Service Centre on 0345 810 1000 or email customer.support@ stagecoachsmart.com.

Stagecoach will charge an administration fee of 10% of the ticket value or £10 (whichever is greater) on all refunds.

I've lost my bus pass, how do I get a replacement?

You can report the lost pass using the 'My Account' section of the Stagecoach website. Alternatively you can contact the Customer Service Centre on 0345 810 1000 or email customer.support@stagecoachsmart.com.

If your pass has more than 5 days validity on it Stagecoach will transfer your ticket to a new Smart Card for a fee of $\pounds 5$ and post it to you (please allow 5 working days for arrival).