



# TRAVEL

begin your journey

## 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.

**1** 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.

Exeter College Travel

## TRAVEL

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All of our campuses are easily accessible by train, bus, bike, car or foot, depending where you're travelling from. In fact, over 66% of our students travel from outside of Exeter. This section will help you plan your journey to us and find out more about our funded travel scheme.

Please enter the unique code from the letter in your travel pack and your home postcode in the boxes below. Press start to continue to the travel options page.

  
  
[Start →](#)

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

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Here are the travel options available to you. Please click on the relevant blue button to continue with your application.

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](#)

**3** 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.



Please complete the form below. The email address you supply must be the email address that you will register your term rider smart card against. This email address will also be the one that Stagecoach use to provide you with your discount code and link.

\* All fields are required

First Name

Surname

Date of Birth:

Day    Month   Year

Email

EX435R

We will not use the details you provide for anything other than dealing with your travel application. Your details will be passed on to Stagecoach for them to process your application.

[Submit Form →](#)

**4** 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 1<sup>st</sup> September-31<sup>st</sup> 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 £5 and post it to you (please allow 5 working days for arrival).