

SMART TRAMS



SEASONS SWITCH TO ROBIN HOOD

From 7th August 2017, your tram season card will be replaced by a new look Robin Hood card.

WHAT'S NEW

- ➔ Simply touch on at the tram stop validators before you board the tram with your new card.
- ➔ No need for a new card every time you renew your pass.
- ➔ Multiple ways to renew
 - NET Travel Centre
 - Nottingham City Council Travel Centre (Victoria Bus Station)
 - Any Robin Hood on-street ticket machine

YOUR OPTIONS JUST GOT SMARTER

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Our season ticket products have grown and now include more options for Students and Under 19s.

ADULT

1 MONTH
£55

3 MONTH
£159

12 MONTH
£499

UNDER 19

1 MONTH
£27.50

3 MONTH
£79.50

12 MONTH
£249.50

ACADEMIC
TERM
£79-89

ACADEMIC
YEAR
£219

STUDENT

ACADEMIC
TERM
£89-99

ACADEMIC
YEAR
£229

3 MONTH
£109

12 MONTH
£259

TRAM2WORK

12 MONTH
£425

FAQS

HOW DOES MY NEW SEASON CARD WORK?

Once you have your card, all you need to do is touch on at one of our validators each time you board the tram. There is no need to touch off at the end of your journey.

WHAT HAPPENS IF I FORGET TO TOUCH ON?

If a card is not validated before boarding, you could be subject to a penalty fare if asked to produce your card by a travel officer.

WHAT HAPPENS WHEN MY PASS EXPIRES?

If your pass has expired, a red cross will appear on the validator when touching on. You must top up your card with a new season product before boarding.

DO I NEED A NEW CARD EACH TIME I RENEW MY PASS?

Your new season card acts like a smart wallet and once registered is personalised to you. It gives you flexibility to change between products, without the need for a new card.

HOW DO I RENEW MY PASS?

There are 3 ways in which you can renew/purchase a new season product:

- Visit the NET Travel Centre on King Street
- Visit the Nottingham City Travel Centre in Victoria Bus Station
- Use any on-street Robin Hood top up machines across the city

You can only purchase a new product when your current product has less than 7 days to expire.

WHAT HAPPENS IF I HAVE AN OLD PASS?

If you have one of our current passes do not worry, all season ticket holders will be contacted directly about how to change.

WHAT SHOULD I DO IF I LOSE OR DAMAGE MY ROBIN HOOD CARD?

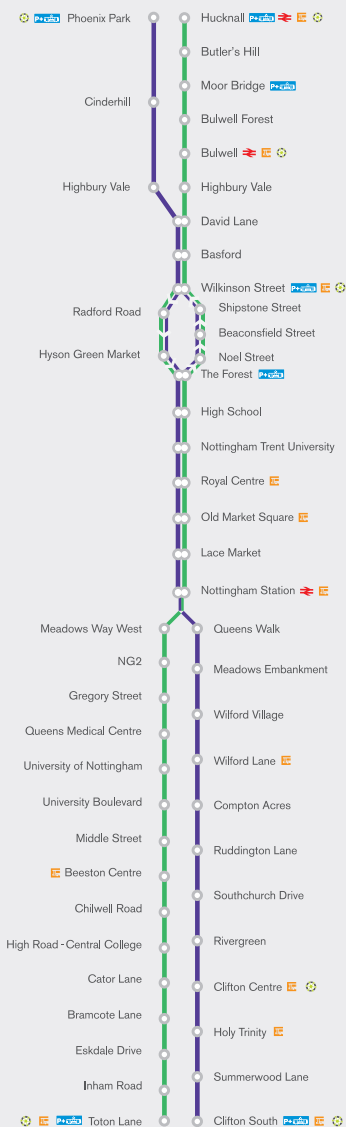
If your card is lost or stolen, you must advise our customer service team immediately on **0115 942 7777** or email **info@thetram.net**

Your card will be stopped upon confirmation of your details. New cards must be collected from our travel centre on King Street. All existing time remaining will be transferred to a new card and a £3 administration fee will be charged.

DO I GET ANY BENEFITS?

We work with partners to offer discounts to our customers, for more information, please visit **www.thetram.net**

ROUTE



GET IN TOUCH

☎ 0115 942 7777
 ✉ info@thetram.net
 🌐 www.thetram.net
 🐦 @NETTram
 📘 /thetram.net

🏠 **Travel Centre**
4 King Street
Nottingham
NG1 2AS

