

FAQ's changes to mango on NET tram



FAQs

I only use my mango on trentbarton buses, does this change affect me?

No. You are able to continue to use your **mango** as normal on all **trentbarton** buses. You can still buy, top-up and manage your **mango** online and at **trentbarton** travel shops.

I only use my mango on NET tram, what do I need to do?

If you only use your **mango** for **NET** tram journeys, we recommend that you run down any existing balance on your **mango** in plenty of time before the December cut-off date. You can see what **NET** tram only ticket options may be best suited to your travel needs at thetram.net/tickets. You can apply for a refund for **mango** credit, head to trentbarton.co.uk/mangotram.

What if I use my mango on trentbarton and NET tram?

You'll still be able to use your **mango** on the **trentbarton** part of your journey. When you use **NET** tram you will need to have a valid **NET** tram ticket or product. If you travel only within the Nottingham city boundary then Robin Hood pay-as-you-go provides joined up journey options.

What are the alternatives ticket options?

The Robin Hood card can be used on **NET** tram, **trentbarton**, **NCT** and other operators within the city. The card offers flexibility for bus and tram travel for journeys made within the Robin Hood network boundary if you use more than one operator. Pay-as-you-go and season options are available with top up facilities across the city at Robin Hood ticket machines. For more information head to robinhoodnetwork.co.uk.

If you only use **NET** tram then there are also a number of **NET** tram only ticket options to suit your travel needs. More information can be found at thetram.net/tickets.

Will the mango short hop zones still be available on the tram?

Although the City and Clifton short hop zones will still be available to purchase as paper tickets at the **NET** tram ticket machines, **mango** short hop zones will no longer be available after 29 December 2019.

Why will I no longer be able to use my mango card on the tram?

trentbarton are changing their ticket machines. As a result, **mango** will no longer be compatible with tram ticket machines and validators.

When will I have to stop using my mango card on NET?

You will no longer be able to use your **mango** on the tram network from Sunday 29 December 2019. You can continue to use it on **trentbarton** buses past this date.

Will I still be able to top up my mango card at the tram stops?

From September 2019 **mango** will be removed from **NET** tram ticket machines. This means you won't be able to buy, top-up or manage your mango at **NET** tram platforms.

You will still be able to use your **mango** at the platform validators as normal before you board until Sunday 29 December.

How will I top up my card once it is no longer available on the NET tram ticket machines?

NET tram and **trentbarton** customers are able to manage and top up **mango** cards online. Please head to trentbarton.co.uk/mango to log in. Here you are able to access your trip information, top up your card, set up auto top up and make sure your information is up to date so you get the latest information. You are also able to top up at the **trentbarton** travel and **NET** tram travel shops. You can top-up you **mango** card with a maximum of £150.

What happens to the balance on my card after the 29th December?

If you still have credit remaining on your **mango** after this date, don't worry, you'll be able to request a refund by going to trentbarton.co.uk/mangotram. You will need to have your bank details and **mango** card number to hand to complete the refund request. Once your request has been received your **mango** card will no longer be valid for travel. Refunds will be processed within 5 working days.

For **mango** customers using **trentbarton** past this date they will continue to use on-board buses so no refund will be needed.

Are there any other changes to mango?

No, all the normal juicy features will still be available for use across **trentbartonland**, sweet!

How do I request a refund?

Refunds can be applied for at trentbarton.co.uk/mangotram. To submit your refund request you will need to have your **mango** card number and banking details to hand. Once you have submitted your request your **mango** card will be blocked and unable to be used for travel, your refund will be calculated and transferred directly to your bank account within 5 working days.

I have a student mango - what's the best option for me?

If you continue to travel across **trentbartonland** then you can still use your **student mango**. For tram only customers there is a selection of student products which can be found at thetram.net/tickets. If you wish to still travel on both tram and bus within the Nottingham city boundary then there are student Robin Hood products too at robinhoodnetwork.co.uk.