Dear Parent/Guardian, July 2023

As part of our improvement and streamlining strategy we are introducing a digital ticket system.

The tickets can be bought via the link below using "ShuttleID"

[ShuttleID Passenger Portal](https://passenger.shuttleid.uk/client/8e0dff4c-5ebe-4895-9ccd-81420d388df5/3b134e9f-d924-4f4c-9668-305665b58c81)

This automated ticket system works through the payment system gocardless.

Once purchased the tickets can be viewed on the ShuttleID app which should be downloaded onto the passenger's mobile phone. In the event of your child not having a mobile device the A6 ticket can be printed off.

All tickets are in the form of a QR code, these must be scanned by the driver onboard to allow travel.

Tickets can be purchased for returns and either morning or afternoon only trips.

Tickets can be shared from parent/carer to pupil.

Tickets cannot be shared pupil to pupil.

In the event of a passenger not having the app then passengers can pay cash to the driver as is the case at present.

Please find a copy of our Terms and Conditions and the Code of Conduct policy

Many Thanks,

Heather Lomas

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