

Ticket Guide

from Sunday 31st March 2024

for bus routes across:

- Dundee & Angus
- Fife & Forth Valley
- Perthshire
- Stirling and Clackmannanshire

and journeys into:

- Aberdeen
- Edinburgh
- Glasgow

See live bus times on our website stagecoachbus.com
or download the Stagecoach Bus App.



Ticket Guide

From Sunday 31st March 2024

This guide gives a summary of our popular and great value tickets available on Stagecoach East Scotland services.

Our simple fares and tickets make it as easy as possible for you to get where you need to be.

What's new?

NightRider tickets are now valid from 6pm!

Whether you travel with us every day, or every so often, we've got a ticket for you and further information in this guide, so keep reading or skip to the section that suits you best.

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Our Ticket Range

Ticket type	Where to buy
Single Valid for 1 journey with adult, child and student options available.	● On bus
DayReturn Valid on day of purchase only for a return trip, available all day (until 4am for 1 journey in each direction).	● On bus
JET747 Period Return Valid for a return trip (1 journey in each direction) within 28 days, available anytime from anywhere on the JET747 route or our Express Network (except X7) to Edinburgh Airport - see page 10 for more info.	● On bus
DayRider Valid for 1 day's unlimited travel within your selected zone (until 4am).	● On bus ● On app
Flexi 5 A bundle of 5 DayRider tickets for the price of 4 - available for adults and students.	● On app
MegaRider Valid for either 7 days' or 4 weeks' unlimited consecutive travel within your selected zone. 13 week MegaRider tickets are also available online for students (valid ID must be shown when using).	● On bus (7 day only) ● On app ● Online
MegaRider Xtra A MegaRider ticket that is purchased online and paid monthly by recurring payment and automatically added to your smartcard.	● Online
NightRider Unlimited travel within certain areas after 6pm - see page 10.	● On bus



For up to the minute information
download the **Stagecoach Bus App**.



You'll find full details of our Conditions of Carriage, along with route maps across East Scotland at stagecoachbus.com

Our Passengers

Passenger	More information
Adult	Our standard ticket.
Young Children	Up to 4 children aged 4 and under can travel for free with a responsible passenger, however they can't use a seat if it's needed by another passenger.
Child	Child tickets are available if you're aged 15 or under. You may be asked to provide valid photo ID.
Student	You'll need to show a valid student card or digital ID with your photo each time you buy and use our student tickets.
5-21 Concession	All young people and children aged 5-21 living in Scotland can apply for a national entitlement card providing free bus travel. You can apply for a card via your school or local council and online at freebus.scot
Group	Our group DayRider ticket is valid for up to 5 people travelling together (adults and/or kids) after 9am on weekdays or anytime at the weekend.
Concession	If you're over 60 or have a disability, you could be eligible for free bus travel around Scotland via the National Entitlement Card. Contact your local council for more information.

Don't forget your Pass or ID!
Valid ID is required for student discount and you must present your free travel pass to use one of the concession schemes. If you've forgotten either, you may need to pay the full adult fare instead - sorry!

Single & DayReturn Tickets

Making a single trip?

Our single tickets are perfect for you.
Adult singles range from £1.40 - £12.70 with a 50% saving for those presenting a Jobcentre Plus Travel Discount Card.

Returning on the same day?

Buy a DayReturn from your driver - or save even more with a DayRider (see pages 7-9 for info) We have a range of DayReturn tickets available for our most popular journeys that are available all day long.

Journey (direct journeys only)	Adult Price	Child Price
Broxden Park & Ride to/from Perth	£2.30	£1.20
Cowdenbeath / Dalgety Bay / Dunfermline / Inverkeithing / Rosyth / Kelty / Ferrytoll P&R / Halbeath P&R / South Queensferry to/from Edinburgh	£6.50	£3.30
Everywhere else in Fife to/from Edinburgh	£7.60	£3.90
Dunfermline / Rosyth / Ferrytoll P&R / South Queensferry to/from Livingston	£7.60	£3.90
Kirkcaldy / Glenrothes / Cupar to/from Dundee	£9	£4.50
Carnoustie to/from Dundee	£5.30	£2.70
Perth DayReturn - valid for return travel to Perth as well as unlimited travel within the Perth town zone. Valid from locations as far out as Abernethy, Bein Inn, Dunning, Broom of Dalreoch, Burnbrae, Dunkeld, Cargill, Kinrossie, Kinnaird, Inchmichael and Errol.	£5.70	£2.90

U16s can also buy a £1 off-peak DayReturn when travelling with anyone over 18 from Ferrytoll/Halbeath P&R to Edinburgh.

The East Scotland zone extends to **Aberdeen**

Zone Key

Town/City Zones

- ① Arbroath
- ② Dundee
- ③ Dunfermline
- ④ Edinburgh
- ⑤ Forfar
- ⑥ Glenrothes
- ⑦ Kirkcaldy
- ⑧ Leven
- ⑨ Perth
- ⑩ St Andrews

Regional Zones

- ⑪ Central Fife
- ⑫ North East Fife
- ⑬ West Fife
- ⑭ Angus
- ⑮ North Perthshire & the Carse
- ⑯ South Perthshire & Kinross

East Scotland Zone

- ⑰ East Scotland extends to Aberdeen on X7

19 RouteRider
Travelling on service 19? Turn to **page 9** for more information on our 19 RouteRider ticket.

Ticket Zones in East Scotland

Multi-Journey Tickets

Our multi-journey tickets offer great value for money if you're travelling with us more often.

DayRider tickets allow unlimited travel within your chosen zone for 1 day (until 4am the following morning) and our MegaRider tickets allow either 7 days', 4 weeks' or 13 weeks' (for students only) unlimited travel in your chosen zone. And don't forget our Flexi 5 ticket if you're planning on buying a few DayRider tickets - you'll get 5 for the price of 4!

Our multi-journey tickets are split into 3 prices - **Town/City**, **Regional** and **East Scotland** - you'll find prices on the next 3 pages and a map showing the areas on **page 4**.

Our **Town/City** zones are **Arbroath, Dundee, Dunfermline, Edinburgh, Forfar, Glenrothes, Kirkcaldy, Leven, Perth** and **St Andrews**.

Town/City Zones

DayRider	Flexi 5	7 day MegaRider	4 Week	13 Week
Adult: £4.20	Adult: £16.80	Adult: £15.30	Adult: £50.50	Student: £113.70
Student: £3.20	Student: £12.80	Student: £11.50	Student: £37.90	-
Child: £2.50	-	-	Adult Xtra: £50.50	-
Group: £10.50	-	-	-	-

Our **Regional** zones are **Central Fife, North East Fife, West Fife, Angus, North Perthshire & the Carse** and **South Perthshire & Kinross**.

Regional Zones

DayRider	Flexi 5	7 day MegaRider	4 Week	13 Week
Adult: £8.50	Adult: £34	Adult: £29.70	Adult: £98.10	Student: £226.80
Student: £6.40	Student: £25.60	Student: £22.30	Student: £75.60	-
Child: £5.10	-	-	Adult Xtra: £98.10	-
Group: £21.30	-	-	-	-

Our **East Scotland** zone ticket does what it says on the tin - unlimited travel on all services across the whole of **East Scotland**.

East Scotland Zone

DayRider	Flexi 5	7 day MegaRider	4 Week	13 Week
Adult: £11.50	Adult: £46	Adult: £38	Adult: £125.60	Student: £282.60
Student: £8.80	Student: £35.20	Student: £29	Student: £94.20	-
Child: £7	-	-	Adult Xtra: £125.60	-
Group: £29.30	-	-	-	-

Remember!
Your **Town/City** DayRider or MegaRider ticket covers travel in 1 zone only, e.g. Kirkcaldy or Dundee.

We can't miss out our **Fife route 19** locals!
Get unlimited travel on service 19 with a **19 RouteRider**.

19 RouteRider - Unlimited travel on service 19

DayRider	Flexi 5	7 day MegaRider	4 Week	13 Week
Adult: £5.30	Adult: £21.20	Adult: £18	Adult: £58.30	Student: £131.10
Student: £4	Student: £16	Student: £13.50	Student: £43.70	-
Child: £3.20	-	-	Adult Xtra: £58.30	-
Group: £13.30	-	-	-	-

Don't travel everyday?

Get Flexi 5 - available on our app.
Offers 5 DayRider tickets for the price of 4.
Activate when you need to travel and use within a year.

Other Tickets

NightRider

Your day's not over with our **NightRider** ticket at only **£3.50!**

Simply buy your ticket from the driver and use after 6pm to get unlimited travel on all our services that evening until 4am.

Our NightRider ticket is valid 7 days a week for travel throughout Fife, Perthshire, Dundee and Angus, and everywhere in between, but is not valid for travel across the Forth to Edinburgh, Forth Valley, Cumbernauld or Glasgow, Stirling, or north of Montrose towards Aberdeen.

NightRider tickets purchased on Stagecoach bus services cannot be used on Bay Travel or Moffat and Williamson services.

Jet747 Period Return

JETTING off? Then our **Jet747 Period Return** is perfect at only **£20**. It's valid for a return trip (1 journey each direction) within 28 days, available anytime from anywhere on the **Jet747** route or from anywhere on our **Express Network** (except X7) to Edinburgh Airport.

Travelling as a pair? Get 2 Period Returns for **£36** with the **Jet747 Duo**.

U16s can buy a Jet747 Period Return for just £1 when travelling with an over 18.

Multi-operator tickets

ABC day and week tickets allow travel on Moffat and Williamson, Stagecoach and Xplore Dundee services and are available for 3 zones: Dundee, East Fife and a combined zone of the two areas. Buy from the driver and use whenever you like within your selected zone. You can even load the weekly ticket onto your StagecoachSmart card! See www.abcbustickets.com for more information.

Grasshopper is a multi-operator ticket for bus travel within Aberdeenshire, valid for use on route X7 to/from Aberdeen. Visit www.grasshopperpass.com for more information.

One-Ticket offers you unlimited travel on most operators' services in east and central Scotland. Simply choose the area you wish to travel within, then use any bus routes within your zone. One-Ticket offers a bus only or a rail and bus option and you can now buy and use the bus version via an app. For more info, visit www.one-ticket.co.uk.

Plusbus tickets can be bought alongside a train ticket, giving you unlimited bus and tram travel across most operators' services in the area. Buy at your local rail station or online when purchasing a rail ticket. Visit www.plusbus.info for more information.

More Information

Carrying your ticket onboard

All customers need to have a valid ticket or pass for their journey. Customers who fail to show this when requested will be asked to pay a standard fare charge of £30 and may face prosecution.

Lost or stolen tickets

If your StagecoachSmart card is lost or stolen, please let us know as soon as you can by either using the My Account section on our website or by emailing customer.services@stagecoachbus.com. If you've got five or more days left on your ticket(s), we'll add this to a new card and send it to you within 3-5 working days.

We know you might need to use our buses between now and then. Hold onto any paper tickets you buy while waiting for your new card. We'll let you know how to claim a refund (if you're eligible).

We automatically register your StagecoachSmart card when you get it online. This way you don't need to worry about losing your tickets too.

If you got your card on the bus, remember to register it online. Just use the unique 18-digit code on the back. This will help protect your tickets if your card is ever stolen or lost.

Refunds and cancellations

In general, tickets that have not been activated can be cancelled before expiry. These tickets will usually be refunded in full and no charges will apply.

We will consider requests to cancel activated tickets that have not yet expired on a case by case basis. Please note that we may need your ticket to be returned to us, or request a photo of your destroyed ticket.

If we agree to cancel an activated ticket, a cancellation charge of £15 will be applied and we'll calculate the value of the refund based on current usage and remaining value. We may alternatively offer credit against a future ticket purchase.

More information about ticket refunds can be found on our website and you can request a refund by completing a refund request form.

Full information can be found at stagecoachbus.com.



We've made it even easier to talk to us

Call our customer service centre on **0345 241 8000** for help from one of our friendly advisors with timetables, journey planning and lost property or to tell us how we're doing.

or visit: **stagecoachbus.com/help-and-contact**

 **[@StagecoachEScot](https://twitter.com/StagecoachEScot)**

 **Facebook.com/StagecoachEastScotland**

E-mail us at: **customer.services@stagecoachbus.com**

Disability helpdesk -

Wheelchair booking & accessibility assistance

Tel: **01383 728 800**

E-mail: **halbeath@stagecoachbus.com**

If you are unhappy with any of our responses you may contact the bus appeals body.

Tel **0300 111 0001**

Email **complaints@bususers.org**

Write to **Bus Users UK, 22 Greencoat Place, London SW1P 1PR**

Website **www.bususers.org**