

MEDWAY YOUTH PASS

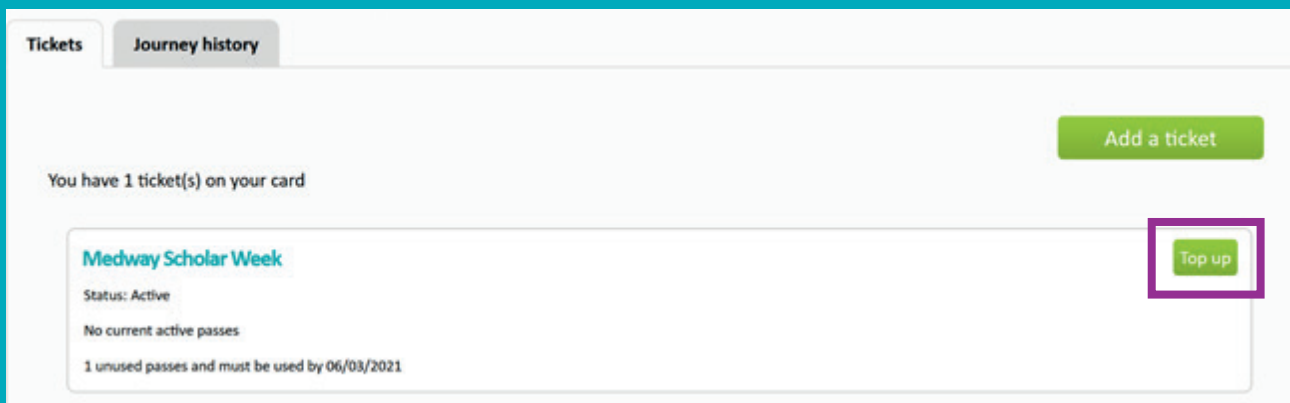
HOW TO BUY TICKETS WITH YOUR
ARRIVA CONNECT SMARTCARD
AND THE **MEDWAY YOUTH PASS**

Under the Medway Youth Pass scheme you will need the Arriva Connect Smartcard to purchase weekly and other period products.

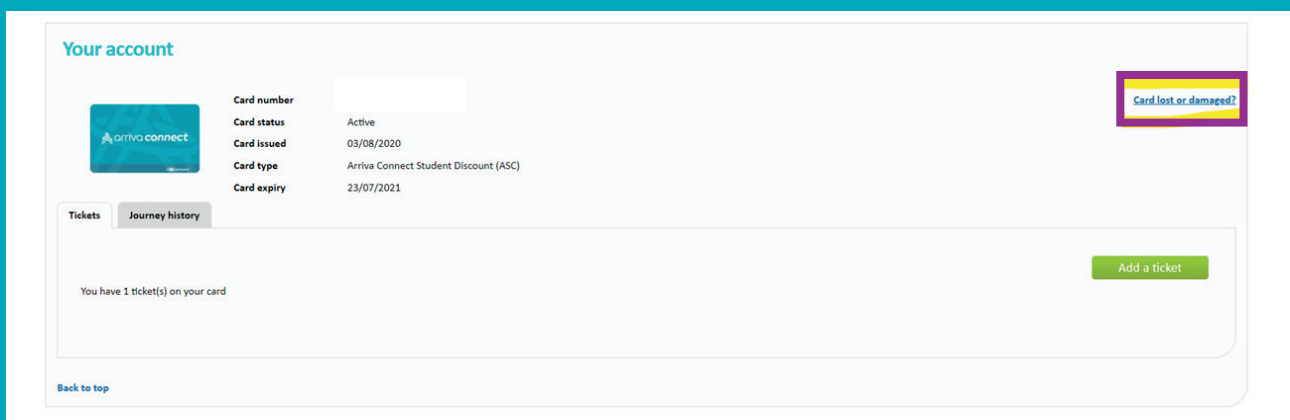
1. After applying to Medway Council for your photo Medway Youth Pass you will be separately sent an Arriva Connect smartcard. You will need to activate your smartcard at arrivaconnect.co.uk
2. Follow the instructions to create a new account. Check your junk folder if you do not receive an activation email.
3. Log into your new account at arrivaconnect.co.uk and click '**Add an existing card**'.
4. Enter the long card number from the back of your new smartcard then follow instructions to submit.
5. To add a ticket, click on the smartcard in your account. Choose the ticket you would like (Medway or Kent & Medway) and add to basket. This will be added at the discounted rate.
6. Follow the instructions to make your payment. Please note, leave 48 hours between purchasing a ticket and using on an Arriva bus.
7. The ticket will be valid for the duration of the ticket (weekly, 4 weekly or termly), with the 1st day being from the moment your card is tapped onto the ticket machine.

When using the bus please tap your Arriva Connect smartcard on to the card reader by the bus driver. You will also need to show your Medway Youth Pass photocard if instructed by the driver or a council inspector.

Re-purchasing tickets is simple, log in to your account, click on the "top up" button and follow the instructions above from step 6



To replace a **lost, stolen, damaged smartcard**, simply log into your account at arrivaconnect.co.uk and click on '**card lost or damaged**' to order a new one at a cost of £2



Allow 5 working days for a new smartcard to arrive and. Any tickets on your old smartcard will transfer over if the expiry date has not passed.

For more information visit medway.gov.uk/medwayyouthpass

Arriva Customer Services (Please quote smartcard number and Medway Youth Pass on correspondence) customerservice@arriva.co.uk or **0344 800 4411**