

## Yorkey Card – First York Terms & Conditions

The Yorkey card is a discounted product specifically for staff and students of the University. It can be used on all First York services.

Please see a selection of frequently asked questions, below.

- **Where can I buy a Yorkey Card?**

Unfortunately, we are no longer issuing physical copies of the Yorkey Card to students.

Yorkey cards are still available to purchase for staff however. If you are a staff member and would like a Yorkey card, please head to the YUSU shop to purchase one.

- **Why are you no longer producing an actual card?**

Unfortunately, we are no longer issuing physical copies of the Yorkey Card to students, as we have invested in our student offering through our mobile app and believe this is the best channel for students to use. It also reduces administration and makes it easier for us to replace tickets if a phone is lost or stolen.

- **Do I need proof I am a staff member or student?**

You will need to prove that you are a University of York staff member, student or associate. You will need to use your University of York ID for this.

For students purchasing tickets on the First Bus App, you will be asked to verify you are a University of York student by inputting your university email address.

- **Do I need to show ID when I use it?**

A valid pass must be shown for each journey when using a Yorkey Card. If using the app, verification is done through e-mail.

- **Can I use the Yorkey Card to pay for my student friend/university staff colleague's travel?**

As long as you both have valid University of York ID, and can show this to the driver, you can use the Yorkey card more than once when boarding the bus, but this will use up one of your Yorkey trips

- **Do I need ID on the 66 service?**

You will need to show ID if purchasing any student ticket on board from the driver. If using the app, verification is done through e-mail.

- **Does the Yorkey card expire?**

Trips purchased on the Yorkey Card are valid for 3 years from the date of purchase. If they are not used within this time, they will expire and the trips will be lost.

- **Can I get a refund on unused trips?**

We will no longer be issuing refunds for unused trips.