

Contactless Terms & Conditions

V4 May 2025

Definitions and Descriptions

In these Conditions 'the Company' means West Midlands Travel Ltd (National Express Bus)

For the purposes of these Terms and Conditions:

"Basket" refers to products added by the driver with price

"we/us/our" refers to the Company

"you /your" refers to the person using a Contactless card/device

"DAC = "Driver Assisted Contactless"

"Contactless" refers to a contactless payment method which can be a credit, debit, prepaid or charge card, sticker, mobile phone or other device that is used to make contactless payments and which can be used to pay for travel on our services.

"device" refers to a payment method that is not a credit/debit card. This includes mobile phones, smart watches/rings, tablets and other electronic devices which allow payment to be made.

"Standard Fare Charge" refers to a penalty payment that is required when the correct fare is not paid. These are issued by our bus inspectors en route.

1. Introduction

1.1 These Conditions of Use apply to you when you are using a contactless payment card or device to pay for travel on West Midlands Travel Ltd. Services ('our services') where contactless is accepted. These Conditions of Use set out your rights and obligations when using a contactless payment card or device and apply in addition to the company's Conditions of Carriage, available on our website at nxbus.co.uk.

There are two types of contactless payments: Tap & Cap and paying by contactless (Driver assisted Contactless)

2. Tap & Cap terms and conditions

2.1 Tap & Cap is a form of contactless payment that allows you to quickly pay for Adult travel on our services.

2.2 You must touch your contactless payment card or device on the red dot on the reader at the start of each journey.

2.3 If you have more than one contactless payment card or device and wish to get capped correctly, you must use the same card or device for any further journeys that week (Sunday to Saturday).

2.4 Only one person at a time can use a contactless payment card or device for travel. Only the passenger who makes the first transaction of the day can use that card or device for travel for the rest of the day.

2.5 No ticket will be printed when paying with Tap & Cap

2.6 You must let an authorised member of staff or a police officer inspect your contactless payment card or device at any time during your journey if asked to do so. You may be asked to touch your card or device on their portable card reader as part of their inspection or to state the last 4 digits of the card number for a physical card, the 'Apple Pay number', or 'Virtual Account Number' for Android Pay, if requested to do so.

2.7 If you do not tap your contactless card or device correctly and your payment doesn't register, when a bus inspector boards you will be liable to pay the Standard Fare Charge.

2.8 If you are found not to have touched in at the start of your journey or if the battery on your device runs out and your payment cannot be verified by an inspector, you will be liable to pay the Standard Fare Charge.

2.9 You can check your journeys and payments using our online portal at <https://contactless.nxbus.com/>

2.10 For payments to cap correctly, you cannot mix Tap & Cap and Driver assisted Contactless payments together.

2.11 The amount charged to your contactless payment card account will be the fare(s) appropriate for the services and areas used and/or any unpaid fares owing.

2.12 If your card is declined when we submit it for payment, you will not be permitted to travel using the contactless payment card or device that has unpaid fares against it until the amount owed has been paid in full. It may take a number of taps before the outstanding debt is cleared by the bank.

3. Paying by Contactless (Driver assisted Contactless) terms and conditions

3.1 Driver assisted Contactless or 'Paying by Contactless' is a form of contactless payment that allows you to buy a variety of tickets on our services by asking the driver for the specific ticket you need and then placing your contactless card/device on the card reader once told to do so.

3.2 It is your responsibility to check that the ticket displayed is correct before placing your card on the reader. By tapping your card and activating the products in the basket visible on the reader, you are confirming these are correct for purchase.

3.3 A ticket will be printed when paying by Driver assisted Contactless. It is your responsibility to keep your ticket as this is your proof of purchase.

3.4 Tickets bought using Driver assisted Contactless will not be included in any contactless capping.

3.5 You must show your ticket to any authorised member of staff or police office at any time during your journey if you are asked to do so.

3.6 Driver assisted Contactless can be used to buy Adult, Child or Group tickets on our services.

3.7 You must only place your card on the reader when told to do so. Tapping your card before the reader is ready will result in a Tap & Cap payment being deducted.

3.8 The physical ticket that is issued at the time of purchase is and remains your entitlement to travel for the validity of your ticket.

4 General Contactless terms and conditions

4.1 You can use your contactless payment card or device to pay for travel on our services where contactless is accepted. You may not be able to use contactless payment on certain special services. These may include school services, sporting or leisure event services or specific works services.

4.2 It is your responsibility to check the fare for your journey before you travel.

4.3 When you touch your contactless payment card or device on the red dot on the reader, you are giving authorisation for the cost of your journey, including any maximum fares or unpaid fares, to be charged to your card account.

4.4 You should touch only the card or device you want to pay with on the reader.

4.5 An illuminated arrow on the reader means that it is ready to check your contactless payment card or device. If the reader is not illuminated or is displaying a red screen, the reader is not ready to accept contactless payment. You may need to find an alternative method of payment.

4.6 A green screen, accompanied by a positive beep, means that your contactless payment card or device has been accepted for travel. A red screen, accompanied by a negative beep, means your contactless payment card or device has been rejected. You do not have the right to travel until either your contactless payment card or device has been accepted or you have paid for your journey by a different means.

4.7 Damaged contactless payment cards or devices may not be accepted.

4.8 Payments will be called for at the end of service (2.59am) or the next working day for journeys made on Friday, Saturday, Sunday or bank holidays.

5 Refunds

5.1 If you have used your contactless payment card or device in error or have paid more than the required fare, we may refund the amount paid subject to you having touched in as required and collected a refund slip from the driver to support your request.

5.2 To apply for a refund, after 2 working days and within 8 weeks of making a journey, you should contact our team by using our Contactless form [here](#). We will not be able to refund any overpayment until the original transactions have cleared.

5.3 It is the responsibility of the customer to ensure that they have used the same payment card/device on all travel within the payment period. No refunds will be issued for overcharges caused by multiple payment methods.

5.4 Refunds are at the sole discretion of West Midlands Travel Ltd.

6. Contact details

Complete our online forms: <https://nxbus.co.uk/west-midlands/help-information/contact>

Phone: 0121 254 7272

Phone lines are open 9am - 5pm Monday to Friday, excluding bank holidays.

The Company reserves the right to vary these Terms and Conditions from time to time in accordance with Company policy.

Please check the website for the latest version of these Terms and Conditions.