



Solo FAQs

One Area Solo FAQs

Q1. What are the planned changes to the Solo Product?

A. All Solo tickets will now be valid across Merseyside. There will no longer be tickets for Areas A, B, C or D. This reduces the number of tickets available and makes it easier for you to choose your Solo ticket. In addition to this change, a Solo Young Person 4 weekly ticket will also be introduced to improve ticket options available for young people.

Q2. When will this change happen?

A. It is proposed that the new range of Solo tickets, including the Solo Young Persons 4 weekly ticket will be available to buy from Monday 3 April 2017.

Q3. How much will these new product be? Will it be the same price as the current All Area product?

A. Existing All Area Solo customers will now pay up to 30% cheaper than before. Current One-Area Solo customers will pay a little more for the all-Merseyside ticket, but their ticket will now allow them to travel across the whole of Merseyside. The new Solo price list is provided below and it also includes the new Young Person 4 Weekly ticket.

Adult Solo Tickets (19 years +)

Ticket Type	Adult
Solo Weekly	£18.60
Solo 4 Weekly	£62.80
Solo Term Time	£128.00
Solo Annual Peak	£649.00

Young Persons' Solo Tickets (5 to 18 years)

Ticket Type	Young Person
Solo Weekly	£9.30
Solo 4 Weekly	£31.40
Solo Term Time	£83.00

Q4. Where can I buy these new Solo products?

A. Solo Adult and Young Persons' Weekly and 4-Weekly tickets are available from all PayPoint outlets across Merseyside, including our own Travel Centres.

Q5. What's Walrus?

A. Walrus is the name of Merseyside's smartcard for public transport and cards with that name will be what you load your ticket products onto. Walrus can be used to load Saveaways, some Solo products and Arriva and Stagecoach weekly tickets.



Q6. Are annual or term time tickets available on Walrus?

A. Not at this time. This is something that is being considered for introduction in the future. The paper term time and annual Solo tickets will also become valid across the whole of Merseyside from the 3rd April 2017.

Q7. Can I load more than one smart product onto my Walrus card?

A. Yes. The following tickets are available to load on your Walrus card;

- Saveaway - our off-peak, one-day ticket for use on buses, trains and Mersey Ferries for adults and young people. You can buy a ticket for the same or next day of travel.
- Solo- our Adult or Young Persons' bus-only product for weekly or 4-weekly periods.
- Arriva weekly tickets for adults and young people
- Stagecoach weekly tickets for adults and young people

Q8. What happens if I have bought a current one Area Solo, can I change it?

A. If you have a Solo Weekly or 4-Weekly ticket you will be able to purchase the new range of Solo tickets that are valid across the whole of Merseyside, when your current one expires. If you buy an Annual or term time tickets from 3rd April 2017, the changes will be automatically included on your ticket. If you already have an Annual Solo paper ticket please contact Merseytravel to discuss your options.

Q9. Will I have to pay for a Walrus smartcard?

A. For a limited period you will be able to get a Walrus smartcard for free. Merseytravel plan to introduce a £1 activation fee for all new cards at some point in 2017. So keep hold of your card and continue to re-use it.

Q10. Will I still be able to use cash to buy tickets for bus, rail and ferry journeys?

A. Yes.

Q11. How do I use my Walrus smartcard?

A. Once you have loaded a valid ticket onto your Smartcard, just follow the steps below to use it on public transport.

Bus – On the ticket machine near the driver, there is a symbol at the top that looks like this:



Simply place your smartcard on this symbol and hold it there for a few seconds. When the light goes green, take your smartcard and take a seat! Please have your smartcard ready to show a member of staff if asked.

Q12. What happens if my card isn't working?

A. You must make sure that you have a valid smart product for the day and area of travel loaded on your Walrus smartcard. In the unlikely event that your card doesn't read but you believe that it is valid for travel, please visit your nearest Merseytravel Centre for further advice.

Q13. How will I know when and where my ticket is valid if there is no date or area on the card?

A. You will receive a receipt when you load a smart product onto your Walrus smartcard. Please keep it as proof of purchase.

Q14. Will I have to give any personal details?

A. No.

Q15. What will you do with the information you get about my journey?

A. This information is anonymous and is only used to calculate how much is paid to the transport operators who run the services.

Q16. If a customer loses their card or it is stolen, can they have a refund?

A. No, there is no refund or replacement for lost or stolen cards.

Please **click here** to visit the Walrus Card FAQs pages for more information on Walrus and the tickets you can load on your card.