

# Trio, Solo and Railpass ticket application form

Please fill in this form and hand it in when you buy your first ticket.

Please use **BLOCK CAPITALS**.

First name _____	Surname _____
Home address and postcode _____	
Phone number _____	

**Type of ticket you need**

<b>trio</b>	<b>solo</b>	<b>Railpass</b>
Zones A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> Area A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> All zones <input type="checkbox"/>	Area A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> All areas <input type="checkbox"/>	Zones A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> F <input type="checkbox"/> G <input type="checkbox"/> Area A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> G <input type="checkbox"/> All zones <input type="checkbox"/>
Home station _____	Work or school station _____	

Weekly  Monthly  Term Time  Annual  Annual off peak

**Young person** (Aged 5-15) Date of your 16th birthday \_\_\_\_\_  
You will need to provide proof of your age, such as a birth certificate or medical card.

**Young person** (Aged 16 or 17 and in full-time education or training) Date of your 18th birthday \_\_\_\_\_  
Date your course, academic year or training scheme ends \_\_\_\_\_

**Adult Student** (Aged 18+ and in full time education) Date course or academic year ends \_\_\_\_\_

**Postal applications only** Cheque  Delta  Switch  Visa  MasterCard  (Please tick the method of payment you are using.)  
Credit or debit card number \_\_\_\_\_ Issue number or start date \_\_\_\_\_  
Cardholder's signature \_\_\_\_\_ Expiry date \_\_\_\_\_  
Please check who to make the cheque payable to and write the cheque guarantee card number on the back. Amount (£) \_\_\_\_\_

**For official use only**  
Validation card number \_\_\_\_\_  
Expiry date \_\_\_\_\_ (Use the date stamp.)  
  
Sales outlet \_\_\_\_\_  
Issued by \_\_\_\_\_

**School, college, university or training provider stamp and signature**  
  
This confirms that this person is in full-time education or training or work-based learning.  
  
The back of the photograph must also be stamped and signed.

The details above are correct, and I have read, and will keep to, the information and conditions set out in this leaflet. I confirm that if I am applying for a term time ticket I am in full time education, in training or work based learning and I do not receive an allowance to cover transport costs.

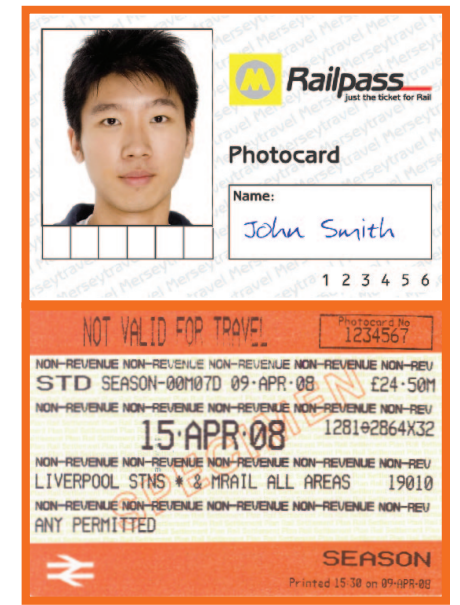
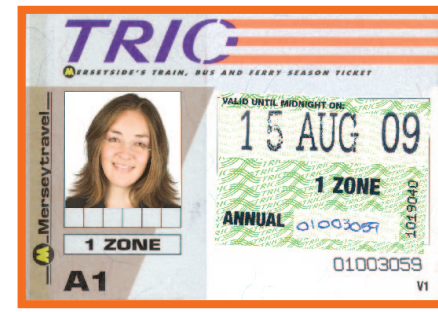
Signature \_\_\_\_\_ Date \_\_\_\_\_

Please remember to bring or send all documents we ask for. If you are willing to receive future mailings from companies other than Merseytravel, please tick this box.

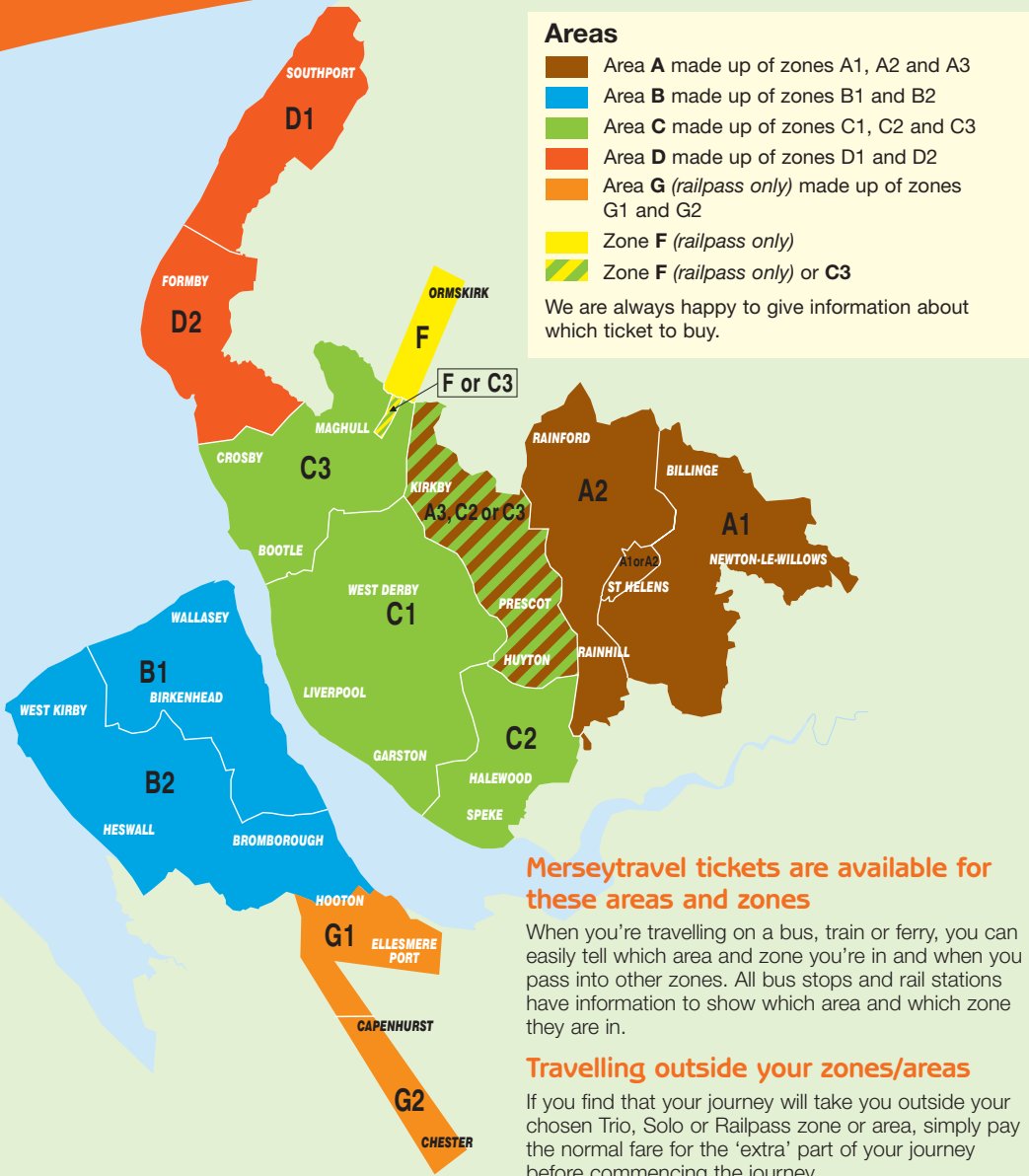


# Money Saving Season Tickets

Valid from January 2008



Just sit back & save



**Areas**

- Area **A** made up of zones A1, A2 and A3
- Area **B** made up of zones B1 and B2
- Area **C** made up of zones C1, C2 and C3
- Area **D** made up of zones D1 and D2
- Area **G** (railpass only) made up of zones G1 and G2
- Zone **F** (railpass only)
- Zone **F** (railpass only) or **C3**

We are always happy to give information about which ticket to buy.

**Merseytravel tickets are available for these areas and zones**

When you're travelling on a bus, train or ferry, you can easily tell which area and zone you're in and when you pass into other zones. All bus stops and rail stations have information to show which area and which zone they are in.

**Travelling outside your zones/areas**

If you find that your journey will take you outside your chosen Trio, Solo or Railpass zone or area, simply pay the normal fare for the 'extra' part of your journey before commencing the journey.

Different types of season ticket can be combined for journeys through different areas/zones. For example, you could travel from Liverpool to Ormskirk either by an All Zones Railpass (rail only) or a Trio or Solo for Area C + Railpass for zone F.

# Which Ticket do I need?

## Bus only *solo*

(See page 6 & 7 for details)

You can use a Solo ticket to travel on any bus (not private buses, night buses or coaches) in your chosen area, (no matter which company runs the bus).

## Bus, train and ferry *trio*

(See page 4 & 5 for details)

You can use Trio tickets on any bus (not private buses, night buses or coaches) or train (no matter which company runs it) or Mersey Ferry in the chosen zones or areas.

## Train only\* *Railpass*

(See page 8 & 9 for details)

You can use a Railpass ticket on trains in the chosen zones or areas.

**Adults** can buy tickets for:

- a week
- a month
- a year
- a term

Adult term time tickets are also available for anyone aged 18 or over in full time education. (Full time is 16 hours or more).

**Young people** can buy tickets for:

- a week
- a term

Young person's tickets are for young people aged five to 15 years old, or aged 16 to 17 years old if they are in full-time\* education, training or work-based learning.

Young people aged 16 to 17 can only use a young person's ticket for journeys to or from school or for other educational purposes. They must not be receiving an allowance (Educational Maintenance Allowance) towards transport costs.

**Term dates for 2008**

Term	Valid From	Expiry Date
Spring	2 Jan 2008	20 Mar 2008
Summer	31 Mar 2008	24 July 2008
Autumn	26 Aug 2008	19 Dec 2008

Term dates are printed on the front of these tickets and are only valid as shown. Tickets can be bought in advance but are not valid until the start of the term.

\*From 2 January 2008 Trioplus tickets are no longer available. If you have a current Trioplus ticket you can use it until it expires. A Railpass ticket is available for rail journeys to Chester, Ellesmere Port and Ormskirk.

## Trio tickets

For buses, trains and Mersey Ferries in your chosen zones or areas.

(Tickets are only valid on commercial buses, not private buses, night buses or coaches. They are not valid on River Explorer cruises or special cruises.)

### How long are the tickets valid for?

You can buy a Trio ticket for a week, a month, a year or a term. There is also an annual off-peak all zones ticket. Young person tickets can be bought for a week or a term.

- You can use **weekly, monthly** and **annual** tickets at any time, on any day.
- You can use an **annual off-peak, all zones** ticket on Mondays to Fridays any time except for journeys starting between 6.31am and 9.29am and between 4.01pm and 5.59pm. All day on Saturdays, Sundays and Bank Holidays.
- You can use **Term Time Tickets** Monday to Friday, until 8pm, during term-time only, you must be in full time education, in training or work based learning.

### Which zone or area do I need?

Take a look at the map on page 2.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

Each area is split into zones.

Check which zone your journey starts in and which zone it ends in.

Make a note of the zones you travel through.

Add the number of zones together (if you travel through two or more zones in one area, this counts as one area).

If your journeys start or finish in zones F, G1 or G2, you must buy a Railpass ticket. You can only use a Railpass ticket on trains in these zones.

You can use your Trio ticket on any buses, trains or Mersey Ferries in your chosen area.

## How much do Trio tickets cost?

	Adult					Young Person	
	Weekly	Monthly	Term Time	Annual	Off-Peak Annual	Weekly	Term Time
1 Zone	£14.00	£49.50	£101.00	£495.00	–	£7.00	£67.50
2 Zones or 1 Area	£17.50	£62.00	£128.50	£620.00	–	£9.50	£85.00
3 Zones or 1 Area + 1 Zone	£22.50	£77.00	£160.00	£770.00	–	£11.00	£107.00
All Zones across the county	£29.00	£100.50	£208.00	£1005.00	£343.00	£14.50	£139.00

### Where can I buy a Trio ticket?

- From any of our Merseytravel Centres (addresses are on page 15).
- From any staffed Merseyrail station. (Annual and Term Time Tickets from selected stations)
- From any main post office.
- From the Ticket Unit at 24 Hatton Garden, Liverpool L3 2AN.

You can also apply for Term Time Tickets by post to the Ticket Unit.

## Solo tickets

For buses in your chosen area.

(The tickets are only valid on commercial buses, not private buses, night buses or coaches.)

### How long are the tickets valid for?

You can buy a Solo ticket for a week, a month, a year or a term. Young person tickets can be bought for a week or a term.

- You can use **weekly, monthly or annual** tickets at any time, on any day.
- You can use **Term Time Tickets** Monday to Friday, up to 8pm, during term-time only, you must be in full time education, in training or work based learning.

### Which area do I need?

Take a look at the map on page 2.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

If your journeys are all within one area, you will need a one-area ticket.

If your journey crosses a boundary – for example, from Liverpool to Southport – you will need an all-areas ticket.

## How much do Solo tickets cost?

	Adult				Young Person	
	Weekly	Monthly	Term Time	Annual	Weekly	Term Time
1 Area (A, B, C or D)	£14.50	£51.00	£101.00	£510.00	£7.50	£67.50
All Areas	£21.00	£73.00	£149.50	£730.00	£10.50	£101.00

### Where can I buy a Solo ticket?

- From any of our Merseytravel Centres (the addresses are on page 15).
- From any main post office.
- From the Ticket Unit at 24 Hatton Garden, Liverpool L3 2AN.

You can also apply for Term Time Tickets by post to the Ticket Unit.

# Railpass tickets

For trains in your chosen zones or areas.

## How long are the tickets valid for?

You can buy a Railpass ticket for a week, a month, a year or a term. Young person tickets can be bought for a week or a term.

- You can use **weekly, monthly or annual** tickets any time, on any day.
- You can use Railpass **Term Time Tickets** Monday to Friday, until 8pm, during term-time only, you must be in full time education, in training or work based learning.

## Which zone or area do I need?

Take a look at the map opposite.

Merseyside is split into four areas.

- Liverpool (green)
- Sefton (red)
- St Helens (brown)
- Wirral (blue)

Each area is split into zones.

Rail stations have information to show which zone and area they are in, so you can easily tell which zone and area you are in and when you pass into other zones.

Check which zone your journey starts in and which zone it ends in.

Make a note of the zones you travel through.

Add the number of zones together (if you travel through two or more zones in one area, this counts as one area).

## How much do Railpass tickets cost?

	Adult				Young Person	
	Weekly	Monthly	Term Time	Annual	Weekly	Term Time
1 Zone	£12.00	£42.00	£86.00	£420.00	£6.00	£57.50
2 Zones or 1 Area	£15.00	£52.50	£109.00	£525.00	£8.00	£72.00
3 Zones or 1 Area + 1 Zone	£19.00	£65.50	£135.50	£655.00	£9.50	£90.50
All Zones	£24.50	£85.00	£177.00	£850.00	£12.00	£118.50



## Where can I buy a Railpass?

- From any staffed Merseyrail station only.

# To buy your first Trio, Solo or Railpass ticket

- Fill in the application form at the back of this booklet.
- If you are over 16, and are buying a young persons weekly or Adult or Young persons Term Time Ticket, you must have your photograph and application form stamped and signed by your school, college, university or training provider.
- If you are buying an adult or young persons term time ticket you must be in full time education, in training or work based learning.
- You must not be receiving an allowance (Educational Maintenance Allowance) towards transport costs.
- You will need:
  - the filled-in application form (at the back of this booklet);
  - a passport-size photograph;
  - some form of identification and;
  - proof of your age if you are under 16 (for example, your birth certificate, passport or medical card).
- Take all of these items to:
  - any of our Merseytravel Centres (note 1) (addresses on page 15) (Solo and Trio tickets only);
  - any main post office (Solo and Trio tickets only);
  - any staffed Merseyrail station (note 1) (Trio and Railpass tickets only); or
  - Chester, Ellesmere Port, Town Green, Aughton Park and Ormskirk stations (Railpass tickets only).
- Someone else can buy the ticket for you but they must bring all of these things.
- You can pay by cash, cheque, credit or debit card. Please check who you should make your cheque payable to, ring the Merseytravel Ticket Unit on 0151 236 6056.

Note 1: All stations sell weekly and monthly tickets, and only some sell annual and Term Time Tickets. Go to the Merseytravel website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk) or ring Traveline on 0871 200 22 33 to check. Merseytravel Centres stock only local tickets. Please ring Traveline before visiting the Travel Centre.



## To renew your ticket

You can renew your ticket at:

- any of our Merseytravel Centres (note 2) (addresses on page 15) (Solo and Trio tickets only);
- any main post office (Solo and Trio tickets only);
- any staffed Merseyrail station (note 2) (Trio and Railpass tickets only);
- Chester, Ellesmere Port, Town Green, Aughton Park and Ormskirk stations (Railpass tickets only); or
- some newsagents (addresses are on our website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)).

You can renew a weekly or monthly ticket up to three days before it runs out. You can renew an annual ticket up to seven days before it runs out. Term Time Tickets are available a few weeks before the term starts but are not valid until the start of term.

# A problem with your Trio, Solo or Railpass ticket?

This page will give you advice on what to do if you have any sort of problem with your Trio or Solo Ticket.

For Railpass refunds or queries, please contact Merseyrail or Northern Rail customer relations departments depending on which station you bought it from.

Merseyrail: 0151 702 2071

Northern Rail: 08450 000 125

## What if I want a refund?

Post or take your ticket to the Ticket Unit or take it to any Merseytravel Centre. If you are entitled to a refund a cheque will be sent to you. **With monthly and annual tickets you get a discount which will be deducted from the amount refunded.** There is an administration charge for refunds. There are no refunds allowed on a weekly ticket.

## What if I need to change the zones or areas on my ticket?

Simply call into the Ticket Unit. You will be charged for any additional zones or areas required or will receive a credit note if you need less. You may need a new photograph. There is no charge for this service.

## What happens if I am sick and cannot use my ticket?

An allowance may be made provided your ticket is sent to the Ticket Unit **at the beginning of the period of sickness.** You will also need to let us see a copy of your sick note to qualify.

When you're ready to start using the ticket again, just call the Ticket Unit on 0151 236 6056 and the ticket will be **extended** and returned to you.

There is no charge for this service.

## What if there is a temporary change in my working arrangements?

Send your ticket to the Ticket Unit. You will need to include a letter from your employer outlining the change in order to qualify for an allowance.

When you're ready to start using your ticket again, just call the Ticket Unit on

0151 236 6056 and the ticket will be **extended and** returned to you.

There is no charge for this service.

## What if I change my address?

Contact the Ticket Unit for advice on 0151 236 6056. The correct address must be written on your ticket as this will help us to return your ticket to you if you lose it. Any altered or defaced tickets may be withdrawn. You will need a new photograph.

## I've lost my ticket, what happens now?

Report the lost or stolen ticket to the Ticket Unit immediately on 0151 236 6056.

Report a lost Railpass to Merseyrail or Northern Rail.

Weekly Tickets – no allowance will be offered.

Monthly Tickets – an allowance may be offered.

Annual and Term Time Tickets – a replacement ticket may be offered if you have proof of purchase and have not claimed for a lost/ stolen ticket before.

There will be an administration charge for this service.

Merseytravel cannot accept responsibility for a lost or stolen ticket.

You should consider taking out insurance to cover the cost of your ticket if it is lost or stolen.

## I am nearly 16. Can I still buy a young person's ticket?

You can buy a young person's ticket while you are 16 or 17 and still in full-time education, training or work-based learning. You must not be receiving an allowance to cover transport costs. The school, college or training provider must confirm that you are in full-time education. You must only use your young person's ticket for journeys to school or for other educational purposes.

## I am nearly 18. Can I still buy a young person's ticket?

If you have your 18th birthday during the term, you must buy an adult Term Time Ticket at the start of the term. You can still buy young person's weekly tickets until your 18th birthday.

## I am a mature student. Can I still buy an adult Term Time Ticket?

You can buy an adult Term Time Ticket but you must be in full time education and your application form and photograph must be stamped and signed by the college or university.

# Trio, Solo and Railpass tickets

Conditions for using the tickets and information for people who apply.

- 1 You can use a Solo ticket on most ordinary bus services (see note 1 below) in the area you have bought the ticket for.
- 2 You can use a Trio ticket on most ordinary bus and train services (see note 1 below) and the Mersey Ferries river crossings in the zones and areas you have bought the ticket for.
- 3 You can use a Railpass ticket on most ordinary train services in the zones and areas you have bought the ticket for.
- 4 Term Time Tickets are valid until 8pm, Monday to Friday, during term-time only and between the dates we set for each academic year.
- 5 Tickets are valid for journeys until midnight on the expiry date printed on the ticket.
- 6 Young person's tickets can only be used by:
  - children aged five to 15;
  - students aged 16 and 17 who are in full-time education, not employment; and
  - trainees aged 16 and 17 who do not receive an allowance to cover transport costs (Educational Maintenance Allowance).

Young people who become 16 during the term must have their application form stamped and signed by their school, college or training provider for that term.

Young students or trainees who become 18 during the term must buy an adult Term Time Ticket at the beginning of that term.

Adult Term Time Tickets are only available to those who are in full time education.
- 7 Any information we provide on zones and areas is for guidance only. It is your responsibility to choose the zones and areas you want the ticket to cover.
- 8 If you make all or any part of a journey outside the zones and areas shown on your Trio, Solo or Railpass ticket, you must pay the appropriate fare for the extra part of the journey before the journey begins.
- 9 A Trio, Solo or Railpass ticket can only be used by the person the ticket is issued to, and whose photograph is shown on the ticket.
- 10 The photograph you supply for your Trio, Solo or Railpass ticket must be an accurate likeness of your face. If your appearance changes in the future, you should get a replacement ticket, with an up-to-date photograph, to avoid the possibility of your ticket being judged not to be valid. If your name or address changes, you should also get a replacement ticket.
- 11 We have a refunds and allowances policy, but if your ticket is lost or stolen we do not have a duty to issue a replacement.
- 12 We issue Trio, Solo and Railpass tickets in line with the bye-laws, regulations and conditions of each company on whose services the tickets are used (except in relation to refunds and allowances).
- 13 Any Trio, Solo or Railpass tickets we issue will continue to belong to us. You must not alter or interfere with your ticket in any way, as this is a criminal offence. Authorised staff have the right to withdraw a ticket if it has been misused in any way. If you misuse the ticket, you could be prosecuted.
- 14 For any more information on Trio, Solo or Railpass tickets, ring our Ticket Unit on 0151 236 6056.

Note 1: The ticket is only valid on commercial buses, not private buses, night buses or coaches.

Note 2: The ticket is not valid on River Explorer or special cruises.

The Trio, Solo and Railpass ticket schemes are organised and run on behalf of operators by Merseytravel, 24 Hatton Garden, Liverpool, L3 2AN.

We have done our best to make sure that all of the information in this booklet is correct, but we cannot be held liable for any mistakes.

# Merseytravel centres

## Ticket Unit

24 Hatton Garden  
Liverpool  
L3 2AN  
Phone: 0151 236 6056  
(Open 9am to 4.30pm, Monday to Friday)

## Birkenhead Travel Centre

Birkenhead Bus Station  
Claughton Road  
Birkenhead  
CH41 6RT  
(Open 9.30am to 5pm, Monday to Saturday)

## Bootle Travel Centre

Bootle Bus Station  
Washington Parade  
Bootle  
L20 4RE  
(Open 9.30am to 5pm, Monday to Saturday)

## Huyton Travel Centre

Huyton Bus Station  
Huyton Hey Road  
Huyton  
L36 5SB  
(Open 9.30am to 5pm, Monday to Saturday)

## Paradise Street Travel Centre

Paradise Street Interchange  
1 Canning Place  
Liverpool  
L1 8LB  
(Open 9.30am to 5pm, Monday to Saturday)

## Queen Square Travel Centre

Queen Square  
Liverpool  
L1 1RG  
(Open 9am to 5.30pm, Monday to Saturday,  
10am to 5.30pm on the first Tuesday of the  
month, and 10.30am to 4.30pm Sunday)

## St Helens Travel Centre

St Helens Bus Station  
Bickerstaffe Street  
St Helens  
WA10 1DH  
(Open 9.30am to 5pm, Monday to Saturday)

## Southport Travel Centre

3 Eastbank Street  
Southport  
PR8 1DL  
(Open 9.30am to 5pm, Monday to Saturday)

## If you've got a problem we can help.

You can find some common questions on page 12. However, if you still have a question, call our Ticket Unit on 0151 236 6056 (Open 9am to 4.30pm, Monday to Friday). Or, you can visit the Ticket Unit or one of our Merseytravel Centres.

[www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)