



Walrus Cards

FAQs

Walrus FAQs

Q1. Where can I get a Walrus card?

- A.** Solo and Saveaway tickets - you can get a Walrus card from any PayPoint retailer and Merseytravel Centre. Find your nearest PayPoint store or Merseytravel Centre [here](#)

Arriva and Stagecoach weekly tickets - you can also get a Walrus card on any Arriva or Stagecoach bus service across Merseyside, when you buy Arriva's Merseyside Adult or Young Person's Weekly Saver tickets or Stagecoach's Adult or Young Person's 7 day Merseyside Megarider plus+ tickets.

Weekly, monthly and annual Railpass tickets and Saveaway tickets are available from Wirral and Northern Line stations.

Q2. Will I have to pay for a Walrus card?

- A.** There is a £1 activation charge when you buy a new Walrus card, to cover the current card production and distribution costs.

Q3. Will I receive the activation fee back once I no longer need the card?

- A.** No, the activation fee will not be refunded. The fee is used to pay for the production of each card. A deposit scheme, similar to the one used by Transport for London, would be costly to operate. This would potentially mean an increase in prices across services so we feel that charging the small activation fee is the best option for passengers.

Q4. What if the card doesn't work? Do I have to pay for a replacement or are these issued free of charge?

- A.** If the card will not work (faulty chip) then a replacement will be issued free of charge at any Merseytravel Centre. If a card is damaged or lost, however, then a charge will be made for replacement.

Q5. How do I buy a ticket on a Walrus Card?

- A.** Check which ticket you need to buy, There is more information [here](#).

Travelling by?	Ticket type	How long for?	Where to buy
Bus	Solo	Day	PayPoint store or Merseytravel Centre
		Week	PayPoint store or Merseytravel

			Centre
	Saveaway	Day (off-peak)	PayPoint store or Merseytravel Centre or Wirral or Northern Line station
	Arriva	Week	Arriva Bus Driver
	Stagecoach	Week	Stagecoach Bus Driver
Train	Railpass	Week	Wirral or Northern Line station
		Month	Wirral or Northern Line station
		Year	Wirral or Northern Line station
	Saveaway	Day (off-peak)	PayPoint store or Merseytravel Centre or Wirral or Northern Line station
Bus and/or train	Saveaway	Day (off-peak)	PayPoint store or Merseytravel Centre or Wirral or Northern Line station

Ask for your chosen ticket and it will be loaded onto your Walrus card.

Please check your receipt to make sure your chosen ticket has been loaded correctly onto your card. Keep your receipt in case you have a query.

Keep your card as it can be reused each time you buy a ticket.

Q6. Can I use my Walrus Railpass ticket for journeys made on the City Line?

A. Yes, just like Saveaways, they can be used on journeys to and from City Line stations as long as your ticket is valid in that zone or area. Railpass tickets on Walrus cards should be available from City Line stations soon.

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

A. Yes, the card can hold several tickets on it, please see the specific details later in these questions.

Q8. Can I buy a number of tickets at the same time or buy them at different times and load them on to the same card?

A. Yes, this is one of the benefits of our Walrus cards.

With Solo tickets - you can buy a number of day bundles, weekly or 4-weekly Solos in advance. If you have more than one Solo ticket on the card, the bus driver will ask you which one you want to use when you first board the bus. They only become active on first use.

With Saveaway tickets - a same day or next day Saveaway will automatically be used first if it is valid on the date of travel. If you have more than one Saveaway ticket on the card, these will only be activated on the day they are valid for.

You can buy Railpass up to 28 days in advance. You must specify the date you want the ticket to be valid from - the ticket will not work until that start date.

Q9. Will my tickets expire?

- A.** For weekly or 4-weekly Solo tickets the expiry date will be set when the ticket is first used. You will have a further 6 full days (weekly) or 27 full days (4-weekly) before your ticket expires. However, if the card is not used the product will expire after five years when the Walrus card itself will expire.

Day Solo bundles – you can use these tickets whenever you like – it does not have to be on consecutive days. So, for example if you buy a bundle of three Adult Solo Day tickets you could use your first ticket the day after you buy the bundle, your second ticket 4 days later at the weekend and your third ticket, 5 weeks later. The expiry date will be 12 months from the date the last day ticket on the card was sold.

Saveaways will expire on the same day or next day, depending on which ticket you have bought.

Railpass will expire 7 days after the day you buy a weekly, 28-31 days after you buy a monthly and 365 days after you buy an annual ticket.

Q10. Why aren't all tickets available on Walrus?

- A.** This is a long term aim of our smart ticketing strategy and we are working with partners so that more tickets are available on Walrus.

Q11. Why do I need to keep hold of my receipt?

- A.** As proof of purchase. As the ticket is the electronic ticket loaded onto the card and not the card itself, the only way to prove you have bought it is to keep the receipt. The same is true when, for example, buying store gift cards. Keeping hold of your receipt will also help our staff deal with any issues if they arise.

Q12. 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 that records the date of purchase, area valid for travel and other additional information to help you.

You can also ask your bus driver or staff at a station booking office (for Railpass tickets) to check your remaining days left.

Q13. How do I use my Walrus card?

A. Once you have loaded a Saveaway, Solo or Railpass onto your card, 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 card on this symbol and hold it there for a few seconds. When the light goes green, take your card and take a seat! Please have your card ready to show a member of staff if asked.

Rail – Place your card on the reader on the station rail gates. There is a symbol that looks like this:



Hold your card flat against the reader until the rail gates open. If there are no gates at the rail station, please have your card ready to show a member of staff if asked.

Ferry – Show your card to the terminal staff for checking and to receive your boarding pass. Please have your card ready to show a member of staff if asked.

Q14. What happens if my card isn't working?

- A.** For Solo or Saveaway tickets - you must make sure that you have a valid ticket for the day and area of travel loaded on your Walrus card. Your receipt should display this information. In the unlikely event that your card doesn't read but you believe that it is valid for travel, call 0151 330 1000 or visit a Merseytravel Centre in the first instance. Keep your receipt as proof of purchase.

For Railpass tickets - speak to a member of station staff who will advise you or take your Railpass to a booking office at the station

Q15. What can I do if my Walrus card is lost or stolen?

- A.** For Solo 4-weekly tickets - as we don't hold personal details we can't offer refunds if your card is lost or stolen. We recommend, as with all your valuable items, you take extra care to keep your Walrus card safe to minimise any personal loss.
For Railpass monthly or annual tickets, report the loss to a Merseyrail booking office. They will help you regarding a replacement.
For weekly tickets and Saveaway tickets – we cannot offer replacements or refunds

Q 16. How do I know when it's expired so I can get a new one?

- A.** This can be checked at retail outlets, at the station booking office or on bus by asking the driver to make a card enquiry. Your receipt will also show when your ticket is due to expire.

Q 17. Will I be asked for ID/Proof of age if I want to buy a Young Person's ticket?

- A.** You may need to provide proof of age and you may be refused a ticket or travel if proof of age can't be provided when asked.

Q 18. Some operators have their own smartcards. Am I going to need lots of different cards now?

- A.** This may be the case depending on how you travel. Individual operators may have their own cards or ways of buying tickets too which, in some cases, may be more convenient and better value for you.

Terms and Conditions

More information can be found in Terms and Conditions which are available on the following websites:

[Merseytravel](#)

[Arriva](#)

[Stagecoach](#)

18 February 2019