



Walrus Cards

FAQs

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Q1. Where can I get a Walrus card?

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

You do not have to give any personal details to get a Walrus card.

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. Why can't you continue to waive the activation fee?

- A.** The costs for producing the cards are significant, given the amount of cards issued. Without the activation fee, the costs to Merseytravel and our partners would be unsustainable given financial constraints within the public sector. We also want to encourage passengers to retain and reuse their smartcard.

Q4. Will customers receive the activation fee back once they don't 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.

Q5. What if the card doesn't work do you 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 outlet. If a card is damaged or lost, however, then a charge will be made for replacement.

Q6. How do I buy a ticket on a Walrus Card?

- A.** Visit a shop which displays the PayPoint sign or a Merseytravel Centre.

Check which ticket you need to buy, considering the time you want to travel, the area of travel, whether you want just one day's travel or for a longer period– weekly or

four-weekly. There should be some information to help you at the counter or you can check our website [here](#).

Ask your retailer for your chosen ticket and the retailer will load it onto your Walrus card.

Arriva and Stagecoach weekly tickets are available from the bus driver.

Please check your receipt to ensure your chosen ticket has been loaded correctly onto your card. We advise customers to keep their receipt also in the event of a query.

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

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. Again, this is one of the benefits of our Walrus cards. You can buy a number of day bundles, weekly or 4-weekly Solos in advance or a same day or next day Saveaway too. A Saveaway will automatically be used first if it is valid on the date of travel. 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.

Q9. Will my tickets expire?

A. For weekly or 4-weekly tickets the expiry date will be set when the ticket is first used. However, if the card is not used the product will expire after five years when the Walrus card itself will expire.

For day ticket bundles 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.

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. Recent additions to the Walrus family are Arriva's Merseyside Adult and Young Person's Weekly Saver tickets, Stagecoach's Adult and Young Person's 7 day Merseyside Megarider plus+ tickets and Merseytravel's Day Bundle Solo tickets.

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 electronic 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.

Solos- If you buy a weekly ticket and activate it on the same day you will have a further six days before your product expires. If you buy a 4-weekly ticket and activate it on the same day you will have a further 27 days before your product expires.

If you activate your product after the day you bought it, your receipt will detail the number of consecutive days you can use it for, following first use. You can also ask your driver to check your remaining days left on the bus ticket machine.

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 during the day, 5 weeks later .

Saveaways - You can buy Saveaways for the same and/or next day's travel. The area and valid from/to dates will be clearly marked on the bottom of your receipt.

Q13. How do I use my Walrus card?

A. Once you have loaded a Saveaway or Solo 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. 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.

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

A. 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.

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 and on bus by asking the driver to make a card enquiry.

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. Terms & Conditions for Walrus cards can be found [here](#).

Q 17. 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](#)