



SHUTTLEBUS APP INFORMATION AND FAQ'S

Our App has been developed in partnership with Richmonds Coaches and the App developer, RiseDM to help improve commuting to and from the park. This App (both smartphone and desktop access) is designed to be intuitive but, if you need any help or have any questions about how to access the App or how it works, then this document should help.

Please be advised that the App will need to be used on the service from 1st August 2023.

Neither App tickets from the previous App or paper tickets are non-transferable as travel has been free to Granta Park over recent months.

App instructions are available to download on Granta Park's website as are the Shuttle Bus User Policy.

Using the App is simple:

1. **To download the APP:** Search for Grant Park Shuttlebus App on your App store or go to grantapark.bushub.co.uk to access the desktop version.
2. **To set-up your account:** use your work email address and payment card and postcode details.
3. **To Buy/download tickets:** Select 'buy tickets' in the menu, select the type of ticket you require and checkout. Once purchased, check availability and book your seat on a service of your choice. Please note a ticket is required for all journeys and children from the Granta Park Day Nursery can travel FOC but must be included in the number of seats requested. Up to 2 children per adult.
4. **Get ready to board:** Open your ticket, activate it before boarding and allow the driver to scan the QR code. Where space permits, walk on passengers will be able to travel with a valid ticket.
5. **Cancellations:** Please note: if you book and your travel plans change, please cancel your booking as you may be charged as a 'no show' by taking a seat that someone else could use
 - a. To cancel: go to My Bookings and select Cancel
 - b. Cancellations can be made up until departure

APP DOWNLOAD & ACCOUNT SET UP

Trouble signing up

If you are having trouble signing up for an account, please follow the on-screen advice and ensure that you have provided a strong password. Our secure password policy is as follows:

- 10 characters long
- Use uppercase and lowercase letters
- Include at least one number
- Include at least one special character

Forgot Password

If you have forgotten your password, submit a forgotten password request which will ask you to reconfirm your email. Once you have submitted the request, you will be sent an email with a link to reset your Password. If this does not work then please email postbox@richmonds-coaches.co.uk and a link will be generated and emailed to you.

Post code and card number do not match

If you have received the message *Postal code and card number do not match* while trying to add a card to your account or purchase a ticket, you will need to try another card or contact your bank as this is a message that comes from the bank provider themselves.

How do I amend my details or remove my account data?

You can amend your details by going to the Account section on the App.

- To amend your card details, go to the Manage Payment Cards
- To log out of the App go to Account and Sign Out.

Why have I been asked to sign into the App again?

For security purposes, you will need to sign into the App again after 16 days of inactivity.

NOT A SMART PHONE / APP USER AND REQUIRE PAPER TICKETS

To access paper tickets, use our desktop portal <https://grantapark.bushub.co.uk/> to purchase tickets and book seats. Your access details are the same for both the App and the desktop portal.

Here, you can buy an E-Ticket, request access to ticket schemes and make bookings. You will receive an email confirmation with a preactivated QR code.

When boarding, please display the E-ticket / booking so that the QR code can be scanned by the Driver. Please be advised that the paper ticketing system is more limited than the APP and you will not receive notifications.

BUYING / DOWNLOADING TICKETS

How do I buy / download a Granta Park ticket?

- Go to the Home screen on the App - select **Buy Tickets** and press **+Buy** button (bottom right). Choose and purchase your ticket.
- Sometimes tickets may show as "pending", this is when your payment has not yet been confirmed by the payment provider. This should usually update to "completed" within 1 or 2 minutes at the most but if this has not been updated then you can use the "pull to refresh" action on the My Tickets screen to refresh your ticket status manually.

I've purchased the wrong ticket

If you have purchased the wrong ticket, we are unable to "swap" the ticket over for you. Please use the current ticket until it expires. Check the terms and conditions of the ticket.

How do I get a ticket receipt?

A copy of your ticket receipt will be emailed to you.

Where are my tickets stored?

Valid tickets are stored under My Tickets > Purchased tab. Once expired, they will move to Expired.

Why has my ticket disappeared?

If your ticket has 'disappeared', go to Tickets and check the Expired tickets tab as your ticket may no longer be valid. Please check the ticket T&C's for details.

If your ticket or ticket carnet is valid but appears to have expired before using it or there are fewer tickets available than expected, the likely cause is that you have been charged for a service that you booked but did not board. This is called a 'no show'. If you book a service and do not travel you will be charged the ticket fee. Please review your bookings regularly to ensure that you are not charged unnecessarily if your travel plans change.

If you have booked but, due to unforeseen circumstances, need to swap to an earlier or later AM or PM service please, cancel so that you are not charged. Cancellations can be made up until departure. If you want to rebook you need to do this over an hour prior to departure.

How long is my ticket valid for?

Please check your ticket T&C's as validity periods differ depending on the type of ticket purchased.

Can my ticket be refunded?

Unfortunately, tickets cannot be refunded.

If I activate my ticket but don't scan it – what happens?

Once your ticket is activated, it is redeemed (spent) so if you activate it but don't scan it, the ticket has still been used. Please don't activate a ticket unless you intend to travel however, an activated ticket is valid for 3 hours.

BOOKING SEATS

You need to have the prerequisite number of tickets available to make bookings. E.g., if you wish to book 5 return journeys for a week then you will need 10 valid tickets. If you wish to book a return journey you will need 2 valid tickets.

What is the booking window?

Bookings can be made up to **14 days in advance and one hour prior to departure**. *Cancellations can be made up until the departure time.*

How do I make a reservation?

Select My Bookings from the home screen, select the **+ Book** icon (bottom right). Select the number of passengers (e.g., if travelling with children), the date, the service (Cambridge or Whittlesford) 'from' and 'to' destinations. To book a return journey use the toggle and select 'Find Times'. Confirm your booking.

- If your booking is not confirmed – check if you have an existing booking. Go to the Home page and select My Bookings to view existing reservations
- Bookings can be made for single and return journeys (they cannot be made for e.g., a week at a time)

You can also book from Scheduled Service – select the service and click BOOK SEAT (top right).

How do I cancel a reservation?

Select My Bookings from the home screen, select the reservation and press the red cancel button. *Cancellations can be made up until the departure time.*

Will I be charged if I book but don't travel?

Yes, you will be charged if you book but do not cancel your trip.

Do I need to book from a specific stop?

Yes, if you book from one stop but board from another stop the Driver's device will not recognise your booking. You need to board from the stop you have booked from.

BOARDING: ACTIVATING AND SCANNING TICKETS

How do I board?

Activate your ticket – go to **My Tickets**, then activate or open the ticket. Tickets can be activated 3 hours prior to departure. Data / Wi-Fi is needed to activate your ticket.

- To scan the QR code ticket – tap to enlarge and scan it against the driver's device.
- If you've booked you have priority over walk-ons, head to the front of the queue, tell the Driver you've booked and scan your ticket. The Driver will know how many passengers are booked on at each stop (and has a booked passenger manifest).
- If you haven't booked, where space permits, walk-on passengers will be able to travel – please ask the Driver if there's room prior to scanning your ticket.
 - If there isn't room, please wait for the next available service.
 - Once tickets have been activated they cannot be deactivated.
 - If you've booked but have an issue with your phone, please ask the driver to tick you off their list.

Why does the Driver's device signal that I haven't booked when I have?

Please check that you have booked on the correct date, time, service and stop. – go to My Bookings.

Problem using my Ticket

If you are having trouble using your ticket then we recommend you review the following advice:

1. Check that you have a good internet connection as you must be connected to the internet when you open or activate your ticket
2. If your Ticket won't scan, check that you have a valid reservation for the service you are trying to board. You cannot use a reservation for another service or swap reservations unless within the booking timeframe.
3. Your Driver may be able to advise the reason why your ticket won't scan if you are experiencing difficulty with scanning.

What if I've activated my ticket too early and it's no longer valid?

Activated tickets are valid up to 3 hours prior to departure.

If you've activated a ticket prematurely and it is no longer valid then please activate a second ticket so that you can scan and board. When on board contact Customer Service via the support function on the App (or via the desktop version when home or in the office) explaining the issue. If we can see that a ticket has been activated by accident (e.g. 2 tickets have been activated in the morning) then the ticket can be returned to your carnet.

Can I board without a booking?

Yes 'walk-on' passengers are permitted if there are spare seats. It is necessary to travel with a valid ticket which must be activated and scanned prior to boarding.

What happens if I've booked but forgotten/lost my phone/E-ticket confirmation?

Let the driver know as your name as you will be on the passenger manifest for that trip at that stop. You may have to wait until everyone else with a booking boards so, please be patient. Please note Drivers do not have access to passenger manifest for other trips.

Can I swap my booking to an earlier or later service?

Yes, but to swap you need to cancel and rebook more than one hour prior to departure. The Driver will only accept passengers with a valid reservation. Drivers do not have access to passenger lists for other trips and cannot tell you whether other services are under capacity or have room for you.

If there's space – why can't I board?

The coach may look like it has room but, if more passengers board further on then, the coach may be at full capacity. Drivers do not have access to other journey passenger lists and cannot tell you whether that coach is under capacity and has room for you. Please check the App for capacity.

PASSENGER EXPERIENCE

How do I receive or stop service alerts?

To receive service alerts, go to Account (bottom right) and select Settings and Information, select Notifications and Add subscriptions. Select all the notifications.

To stop service alerts, go to Settings and Information, select Notifications, and disable the bell icon. If you've stopped notifications; you won't receive traffic alerts or that the coach is on its way.

How do I track the coach?

To track the service, select Scheduled Services – an icon of a green coach will be available when tracking is available. Press this to reveal a map and the whereabouts of your coach. Tracking is subject to signal and may not always be available.

What should I do if my coach is late?

If the coach is late or doesn't turn up, first check notifications so that you are aware of issues such as accidents or road closures and go to coach tracking before ringing the Duty Manager at Richmonds. To enable notifications select Account > Settings and information > Notifications.

To track the coach, select Scheduled Services – an icon of a green coach will be available when tracking is available - select the icon.

The Duty Manager can be contacted by calling 01763 848 226. Please be advised that if there are operational issues such as road closures then the Operations team may be busy diverting coaches in order to get to you and will send out a notification as soon as they can. If you have a complaint please use the Support section of the App to send your email so that your complaint can be investigated.

What if there's an error with timetable or it's missing information?

If you have noticed an issue with a service timetable or think information is missing then please, contact our Operations team using the technical support section within the App.

How do I contact if I have a complaint or feedback about my journey or the App?

If you have a complaint, positive or negative feedback about a driver, the service, timetables or the App, please, contact us using the support function within the App. This will generate an email to us and we will investigate and respond as soon as possible.

Lost Property

Neither Granta Park (Bidwells/BMR) nor Richmonds Coaches nor any of the other organisations on the Park can accept responsibility for loss or damage to a passenger's property that is carried on the coach including bicycles, phones etc. (unless due to their negligence). These remain the responsibility of the passenger at all times. Unless extremely valuable, lost items may be returned to Park Security, but this is at the discretion of Richmonds.

To report lost property, [use this web form](#) giving as much information as possible e.g. date and time of travel, and where you were sitting on the coach along with a clear description of the item. If the item is found we will then arrange how best to return it to you.

CAN'T FIND WHAT YOU'RE LOOKING FOR?

If you cannot find the information you're seeking here, please use the support function via the App or email postbox@richmonds-coaches.co.uk (questions will be answered during office hours Monday to Friday 08.30 to 5.30pm (closed Public / Bank Holidays).

Thank you.