

THE 'Sandbanks Ferry Ticket Card' IS NOW LIVE

The new **Sandbanks Ferry Ticket Card (SFTC)** is the new way to buy books of tickets, which are now called **PASSES**. Passengers will still be able to pay by cash at the Toll Box for individual crossings. To read all the Terms & Conditions in full please visit our website.

YOU CAN NOW REGISTER MORE THAN ONE SFTC TO YOUR ACCOUNT TO SHARE BULK PURCHASES OF PASSES

PAPER BOOK TICKETS REMAIN VALID AND HAVE NO EXPIRY DATE

The SFTC enables you to purchase Passes online without pre-ordering at the Toll Boxes or visiting the Ferry Office – **making it quicker and easier than ever before to manage your ferry travel.**

- 1. Pick up an SFTC at the Toll Box, free of charge.** These are available now for you to collect. You will need this card to buy passes on the online system.
- 2. Create an online pre-payment account;** the link to create your account first, and then buy passes is now on the 'DISCOUNTS & PASSES' page on the ferry website (sandbanksferry.co.uk).
- 3. Register your card to your pre-payment account.** You can now register more than one card to your account. Please see the information on the reverse of this page.
- 4. Securely purchase your passes online** once you have created a pre-payment account and registered your card to it.
- 5. Each time you travel, present your card at the Toll Box.** A pass will automatically be debited from your pre-payment account.

Here are some important things you'll need to know:

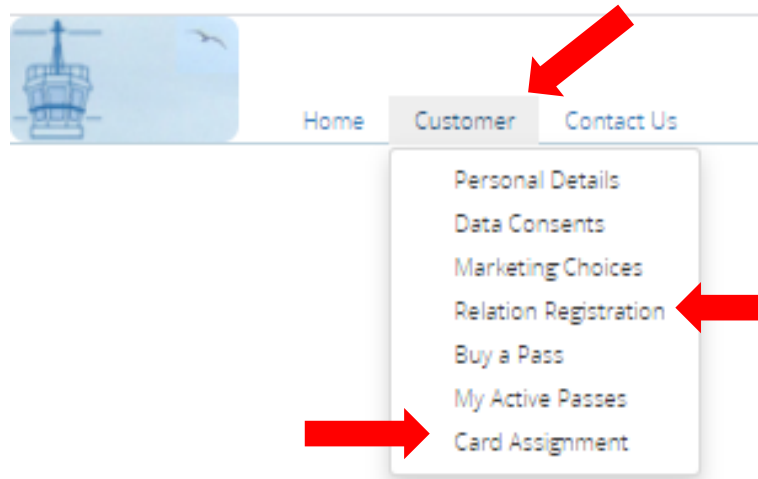
- Passes are valid for 2 years from the purchase date, are non-refundable and non-transferable. Passes are used in the order they are purchased.
- You can also purchase passes at the Toll Boxes (as well as online) which will be added to your pre-payment account. To do so, you'll need to register your card online first and bring it to the Toll Box.
- As with bulk tickets currently, you can buy batches of 10 or 50 passes for a car, van, HGV or coach. Passes are not currently available for bikes or foot passengers.
- Please try not to store your card with your mobile phone, as the magnetic strip may be damaged and cause the card to stop working.
- At any point, you will be able to check how many passes you have left and their expiry dates through your online account in the 'My Active Passes' section (see image overleaf).
- If you don't have enough passes on your card when you present it at the Toll Box, you can pay the standard toll price for travel **or** buy some more passes to add to your pre-payment account.
- If your card is lost, stolen or damaged, you can pick up a replacement card at the Ferry Office for free. There is an admin charge of £5 (Inc. VAT) to transfer any unused passes to your new card.
- If your card is lost or stolen, please email us on lostcard@sandbanksferry.co.uk or call us on 01929 450203 with your name and card number as soon as possible so that we can block your card from future use – if you contact us outside of office hours we will do this on our return to the office (Office hours are 8am to 2pm Mon to Fri for card/account issues). Please keep a record of your card number in case you need to contact us. We are not responsible for any passes used before the card is blocked by us.
- Paper book tickets will only continue to be available for a short time once the SFTC is launched, and no longer available to pre-order online. If you do not have internet access and are unable to get a family member or friend to register an SFTC for you, please visit the Ferry Office where we can do it for you.

REGISTERING MORE THAN ONE CARD TO YOUR ACCOUNT

You can now register more than one card to your account. We will call the account owner the 'PARENT' and the other cards registered to your account will be the 'DEPENDANTS'.

You will need to register a card/cardholder as a dependant in your online account.

Once you have logged in to your account online – go to Customer, then click on 'Relation Registration' and register your dependant. If they don't already have their own account, you can then register a card using 'Card Assignment' using the drop-down box there to register it to them. YOU/THEY MUST HAVE FIRST COLLECTED AN SFTC TO REGISTER A CARD TO THEM unless they already have one registered on their own account.



You can register an existing card holder on your account (you will need their ID for the log in and their email address used for registration), or register a new user on your account.

YOU MUST COLLECT AND REGISTER A CARD TO EACH DEPENDANT IF THEY DO NOT ALREADY HAVE A CARD REGISTERED TO THEIR OWN ACCOUNT.

Once a card is registered as a dependant, it will have access to all the passes on your account. You are solely responsible for the use of your passes by your dependants – we cannot refund/return any passes on your account used by linked cards/dependants.

Buying passes for 'myself' as the parent enables all dependants to use them (there is a drop-down menu to select who you are buying passes for if you have more than one card registered. You can see how many passes you have left in your online account, under 'My Active Passes'.

Once your passes have all been used, you and your dependants must pay the cash toll price or buy more passes.

You cannot remove a dependant from your account online – please email us on lostcards@sandbanksferry, call us on 01929 450203, or use our website contact form to do this. Office hours are 8am to 2pm Monday to Friday only for card/account issues. We are not responsible for use or misuse of passes by any card that you have registered as a dependant under any circumstances.

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