

## Withdrawal of Adult Annual Off-Peak Trio –

30 October 2017.

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### **Customer Specific FAQs**

#### **Why can't I buy or renew an Adult Annual Off-Peak Trio after the 30<sup>th</sup> October 2017?**

The Adult Annual Off-Peak Trio ticket is being withdrawn due to low annual take up and to also further progress Merseytravel's commitment to simplify the multi-operator ticket offer for customers.

#### **When is the Adult Annual Off-Peak Trio ticket being withdrawn?**

The Adult Annual Off-Peak Trio ticket will no longer be available to buy from 30<sup>th</sup> October 2017. Customers wishing to renew their Adult Annual Off-Peak Trio after the 30<sup>th</sup> October 2017, are eligible for a one year non-refundable discount off the Adult Annual Peak Trio. This is a special one-off offer to help with the transition arrangements. Once renewed to an Adult Annual Peak Trio, the off-peak option will be phased out.

#### **I have bought an Adult Annual Off-Peak Trio in the last 12 months, can I still use it on the Merseyside public transport network?**

Yes, if you have a valid paper Adult Annual Off-Peak Trio that was issued before the 30<sup>th</sup> October 2017, you can use it on any bus, train or ferry on the Merseyside transport network until the ticket expires. They are just being withdrawn from sale.

#### **If I can't buy/renew my Adult Annual Off-Peak Trio, what can I buy instead?**

If you hold an existing valid Adult Annual Off-Peak Trio ticket before the 30<sup>th</sup> October 2017, you will automatically be eligible for a non-refundable discounted offer when you buy an Adult Annual Peak Trio for one year as an alternative option. The discounted price is £457 and is available through any Merseytravel Centre.

After 30<sup>th</sup> October 2018, customers can then choose alternative options from the range of transport tickets still available for sale to suit their individual travel needs. No further discounts will be applied after this date.

#### **What happens if my Adult Annual Off-Peak Trio ticket gets lost or stolen before my renewal date?**

In the event that Adult Annual Off-Peak tickets are lost or stolen prior to the renewal date, between 30<sup>th</sup> October 2017 and 30<sup>th</sup> October 2018, then they should be replaced with an Adult Annual Peak Trio – but in doing so this means the customers are no longer eligible for the discounted offer at renewal summarised above and will be asked to pay the difference between an Adult Annual Peak Trio and Adult Annual Off-Peak Trio.

#### **What happens if my redeemed and discounted Adult Annual Peak Trio ticket is lost or stolen?**

In the event a redeemed, discounted Adult Annual Peak Trio ticket is lost or stolen during the discounted travel year, you may be eligible for a replacement if you are able to produce proof of purchase e.g. a valid receipt or bank statement.

**Can I get a refund on my redeemed discounted Adult Annual Peak Trio Ticket?**

Refunds are not available for customers who hold a one year discounted Adult Annual Peak Trio tickets.