



## Transport for Cornwall's Tap and Cap

### What is Tap and Cap?

#### How does Tap and Cap benefit me?

If you normally buy the adult Cornwall Day or the adult Cornwall Week ticket then Tap and Cap is for you.

The main benefit is that you don't need to pre purchase a ticket, and if your plans change you won't have paid more than you need too. You just tap your bank card or smart device as you get on the bus, and tap off when you've arrived at your destination, you'll pay just the value of a Cornwall Day ticket no matter how many times you tap on or off in a day. Once you've been tapping on and off three in a week then you will have reached the weekly cap, so you won't pay any more than the value of a Cornwall Weekly ticket and your week starts when you do, from the first time you tap on.

Tap and Cap should also help reduce boarding times which will help to speed up bus journeys.

#### What's the difference between Tap and Cap and normal contactless payment?

Contactless payment is simply another payment method, an alternative to cash. If you use contactless you still have to let your driver know what ticket or destination you'd like. Of course, you can still use contactless, cash and mtickets(app) for your journeys.

However, Tap and Cap is a new way to pay for your Cornwall Day and Cornwall Week tickets, the clever technology will know not to charge you any more than the cost of a Cornwall Day or Cornwall Week ticket, no matter how many times you tap on and off. And remember with Tap and Cap you need to tap off the bus, as well as tapping on!

#### How does Tap and Cap work?

When you get on the bus just tap your contactless debit card or device as you normally would, and then at the end of your journey tap off as you leave the bus. You'll see the tap off reader clearly signposted to your left as you leave. You can tap off just before the bus reaches your stop.

Do this on all journeys that you make that day and the total you pay will automatically be capped to the price of a Cornwall Day ticket, or if you travel for more than four days in a week it will be capped to the price of a Cornwall Week ticket.

So, you'll always get the best value for your bus travel, and you'll never pay more than the value of a weekly ticket no matter how many journeys you make over the 7 days.

## **Using Tap and Cap**

### **How do I get a refund?**

Drivers are unable to offer refunds for Tap and Cap as the fare is calculated at the end of each day. If you think you may have tapped in error then please contact the operator's Customer Services Team, who will be able to arrange a refund.

We can only refund transactions that have successfully settled, and therefore it may be necessary to wait a few days between making the transaction on the bus and us being able to process the refund.

### **Why didn't my card work?**

There are a few reasons why a card may not work when presented for travel. Unfortunately, we will not always know the reason for a card not being accepted. However, some of the reasons why a card may not work include:

- The card has expired or is not yet activated.
- The card is not a contactless card
- The card is one we do not accept e.g. American Express or Maestro
- Your mobile device has not been set up correctly to use Apple Pay or Android Pay or you are not using the Apps to support the payment properly.
- Your card hasn't been approved by the bank for the transaction. This can happen if you make several low value transactions in a short space of time, as for some card issuers this can trigger risk management rules that are designed to keep your card safe from criminal activity.
- Your card has been flagged as not having had a chip and PIN transaction for a certain period. Some (mostly older) cards require at least one chip and PIN transaction take place in every so many transactions, to help manage the risk of the card becoming lost or stolen and subsequently being used fraudulently by criminals.

The easiest way to remove this flag is to conduct a chip and PIN transaction at an ATM or retailer of your choice.

If your card is not accepted, you will need to make a purchase with an alternative card or with cash. If you have already been tapping on and off for a period of time then please contact the customer services team and they will be able to refund you any due payments.

**Do I have to use the same debit card?**

You must always use the same card for the journeys made, otherwise the technology won't be able to work out the best value and you could be charged more than you should be.

**Do I need to tap on and off for all journeys I make?**

Yes, you always need to tap on and off, even if you know you've reached the cap.

**What cards are accepted?**

You can pay with Visa, MasterCard, Google Pay or Apple Pay. You can also use Apple Pay Express Mode, which lets you tap on and tap off without needing to authenticate with Touch or Face ID.

**Can I check to see what journeys I've made?**

Yes, you can check your journeys and payments on the TfC tap and cap portal. If you need a receipt for your fares you'll find this here too - [mytrips.uk.littlepay.com/transport-for-cornwall](https://mytrips.uk.littlepay.com/transport-for-cornwall) You will need the details of your payment card or device to access this information, so have it ready.

**What happens if I forget to tap off?**

You may be charged more than you should for your journey so please always remember to tap off in order to pay the correct fare. If you do forget to tap off it is best to give the relevant bus company's customer service team a call.

**Can I use Tap and Cap to pay for singles and returns?**

No, singles and returns will eventually be available through this system but are not currently included. Please stick to paying your driver for these tickets.

**Can I buy a family ticket using Tap and Cap?**

No, you will need to buy a family ticket via the app or direct from your driver.

**Can Under 18s use Tap and Cap to pay for child fares?**

No, Under 18 fares will eventually be available through this system but are not currently included.

**Can I use Tap and Cap for more than one person with the same card?**

No, but you can still buy multiple tickets with the same contactless card! To buy multiple tickets on the same card please ask to purchase the tickets from the driver.

**ENDS.**