

Prentice Coaches Commercial Smart Ticketing

Questions & Answers

What is a **saltire**card?

The **saltire**card is a smartcard created by the Scottish Government that can store your travel tickets. It also contains an ePurse which you can use to pay for travel on bus therefore reducing the need to pay for travel with cash.



What is a 7 day pass?

A weekly pass will permit you to travel for 7 days from the date on which the ticket is first used. The pass is valid on all of our key services all day, every day except Sunday and is subject to our conditions of carriage which can be viewed [here](#).

If you have any question about your ticket, please contact our customers services team on **01620 822620**.

What is a carnet ticket?

A carnet pass gives you to 10 single journeys on one ticket. The pass is valid on all of our key services all day, every day except Sunday and is subject to our conditions of carriage which can be viewed [here](#).

If you have any question about your ticket, please contact our customers services team on **01620 822620**.

Is there a time limit on the carnet ticket?

Once you make your first journey, you will have 12 months to use the rest of the travel entitlement on your card.

Is there a limit on the period pass

Once you make your first journey, you will have either 7 or 28 days to travel on bus.

Where can I use my smart tickets?

Both type of smart ticket can be used on the following services:

Service 108	Service 110	Service 122	Service 111	Service 101
Haddington High St – Fort Kinnair	New Winton – Port Seton	Haddington High St – Haddington Transfer	Haddington High St – Royal Infirmary	Market Street – Market Street

How much does a smart ticket cost?

Further information about the prices of our smart tickets for both adults, children and staff discounts for each zone can be viewed within our pricing document which can be viewed [here](#).

	^{Urban} Zone 1	^{Rural} Zone 2	All Zones
	Travel anywhere in the yellow coloured area	Travel anywhere within the green coloured area	Travel anywhere on our network
Adult			
7 Day Pass or 10 Journey Carnet	£13.50	£22.50	£31.50
28 Day Pass	£45.00	£70.00	£95.00
Child			
7 Day Pass or 10 Journey Carnet	£6.30	£10.80	£15.30
28 Day Pass	£20.00	£33.00	£46.00
Staff Discount*			
7 Day Pass or 10 Journey Carnet	£12.00	£20.00	£28.00
28 Day Pass	£40.00	£60.00	£85.00

- Only available to qualifying Staff. Employers pass must be shown to the driver on boarding
Any fraudulent use will result in a card being blocked without refund.

Where can I buy a ticket?

You can either buy your smart ticket online via our 'smartrip' webpage i.e. <http://prenticeofhaddington.info/smartrip.html>.

How do I purchase my smart ticket online?

To purchase tickets online you will need to create a user account and register for a **saltire** card (if you have not already done so).

Further information about the process can be viewed [here](#) **Weblink**

Once you have an account, you can purchase your smart ticket through our website portal. This can be accessed through <https://prentice.smartportal.io/home.faces>. Here you will be able to select your smart ticket of choice i.e. a carnet or period pass and whether the ticket is for an adult, or staff discount.

How long do I need to wait before I can use a ticket I've bought online?

Once you've purchased your carnet or period pass ticket online it will take up to 48 hours before you can pick-up your ticket at the electronic ticket machine.

What is an ePurse?

An ePurse allows you to load money onto your **saltire**card to use when you just want to make occasional journeys. You can simply tap your card on the ticket machine when you board a bus and it will deduct the fare from the money in your **saltire**card account. When your money is running low you can top the card up again, or set things up so that it will 'auto top-up' when your balance drops to £8.

How do I use the ePurse?

Before you can add money to the ePurse on your **saltire**card you'll need to create a sQuid account and link your card with that account.

You can register your account here:-

https://secure.squidcard.com/customer/sQuidpages/c_registration.aspx

You can login to your account here:-

https://secure.squidcard.com/customer/c_logon.aspx

Once you've completed this process you'll then be able to add funds to your account either on bus or via your sQuid account online. Thereafter you'll then be able to use the stored travel credit on your **saltire**card to travel on bus.

Further information regarding the steps required to set-up and use your sQuid account can be viewed [here](#).

If you have any further question in addition to those above, please contact our customer services team on **01620 822620**.

What is Squid?

Squid is an eMoney provider who offer an alternative to cash payments when travelling. Further information can be found on their website.