

Arriva Student Ticket

Frequently Asked Questions

Here are the answers to some frequently asked questions regarding our range of student tickets:

Who can buy an Arriva Student Ticket?

It is available to all students, studying at any school, college or university, within Leicester, Leicestershire or the Plus Saver area.

On which Arriva buses can I use my student ticket?

An Arriva Student Ticket holder can travel on all Arriva Midlands bus services in Leicester, Leicestershire or the Plus Saver area, with the exception of park and ride schemes and skylink Leicester.

How do I get a Student Ticket?

Buy your ticket online! You can buy your ticket directly from our website (www.arrivabus.co.uk/students), using your Visa, Mastercard, Solo or Switch card for payment.

We can either post your ticket to you via Next Day Special Delivery (except for Halls of Residence addresses), or you can collect it from the Arriva Midlands Travel Centre, at St. Margaret's Bus Station in Leicester City Centre. Please allow 3 working days prior to collecting your ticket, and 5 working days during Bank Holidays.

Is it worth the hassle?

Buying your ticket on the internet is quick and easy. And once you have bought it, there's no more digging through your pockets for money, paying the bus driver or using up your change. You will be able to ride as many times as you want without paying a penny extra on bus fares.

The Arriva Student Ticket can be used ANY TIME, ANY DAY, so you can travel to and from college/university in the day AND go out at night.

With no time restrictions and with weekend travel included, the student ticket is by far the cheapest and best way to travel Leicester, Leicestershire and the Plus Saver area.

What happens if I lose my student ticket?

Please try not to! Losing your ticket is like losing money and we cannot guarantee to replace it unless we are satisfied that the ticket cannot be used for travel by any other person.

We may at our discretion replace lost or stolen tickets provided that the occurrence has been reported to the police. A charge of **£50** will always be made for the replacement of a lost, stolen or damaged ticket.

Please note that we will prosecute anyone attempting to travel on Arriva Midlands services with fraudulent or stolen tickets.

What happens if I leave college or university before my ticket expires?

Call our Customer Hotline on 0844 800 44 11, and we'll explain what to do. You can normally get a refund (which is worked out on a pro rata basis), for the time left on your pass.

Where can I get more information on the Arriva Student Ticket?

Please contact our Customer Hotline on 0844 800 44 11 (Monday to Friday), who will be able to assist you further.