

How to Arrange a Replacement Travel pass

Your travel pass is your responsibility, therefore if you lose or damage your travel pass you should contact the travel company directly and arrange for a replacement unless your travel pass is from Chiltern Railways, Great Western Railway (GWR), South Western Railway (SWR) or Stagecoach Oxfordshire.

Travel passes will only be replaced up to a maximum of two times, then the full cost of the pass is required to replace the pass.

Travel passes will be stopped by the travel company on the 07/07/2023 unless we have a prior agreement and authorization from your tutor that your pass needs extending.

Please note passes will be sent to your campus to be collected from the Advice Centre unless stated otherwise.

GWR

- Complete a Declaration of lost/stolen season ticket form (also complete this form if the pass is faulty) and either send it to: studentfinance@activatelearning.ac.uk or hand in to an Adviser at the Advice Centre.
- Students can collect their replacement pass from their campus Advice Centre, a text will be sent when it is ready for collection.
- A photograph must be added to the photo ID card before the pass is valid for travel.
- For faulty passes, the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.
- The Adviser will tear the pass in half and send a scanned copy of the two halves of the pass to studentfinance@activatelearning.ac.uk
- There is a £10 replacement travel pass fee to pay at the Advice Centre for duplicate passes.

GWR form for lost and faulty train passes

SWR

- Students can either email studentfinance@activatelearning.ac.uk or speak to an Adviser at the Advice Centre to report the pass as lost, stolen or faulty.
- Students can collect their replacement pass from their campus Advice Centre, a text will be sent when it is ready for collection.
- For faulty passes the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.
- The Adviser will tear the pass in half and send a scanned copy of the two halves of the pass to studentfinance@activatelearning.ac.uk
- There is no fee for a replacement pass

Chiltern Railway

- Complete a Duplicate Season Ticket Application form and either sent it to studentfinance@activatelearning.ac.uk or hand in to an Adviser at the Advice Centre.
- Students can collect their replacement ticket from the ticket office at Bicester North or it can be posted to your campus, **please advise on the form which is best?**
- Please include journey details on the form
- A photograph must be added to the photo ID card before the pass is valid for travel.
- For faulty passes, the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.

- The Adviser will tear the pass in half and send a scanned copy of the two halves of the pass to studentfinance@activatelearning.ac.uk
- There is a £10 replacement travel pass fee to pay at the Advice Centre for duplicate passes.

Chiltern Railway Duplicate Season Ticket Application form.pdf

Stagecoach Oxfordshire

- Students can either email studentfinance@activatelearning.ac.uk or speak to an Adviser at the Advice Centre to report the pass as lost, stolen or faulty.
- Activate Learning will email Stagecoach Oxfordshire oxford.support@stagecoachbus.com with the student details and student contact number.
- There is a £25.00 replacement travel pass fee to pay, Stagecoach Oxfordshire will phone the student to take the payment.
- The pass is processed, and dispatched once payment is confirmed.

Stagecoach South

- Students will need to complete a Lost ticket form online at [Lost tickets form | Stagecoach \(stagecoachbus.com\)](https://www.stagecoachbus.com/lost-tickets)
- There is no fee for a replacement pass.

Reading Buses

- Ask an Adviser at the Advice Centre to complete a Reading Buses Replacement Travel pass form.
- The student can take the form to the Reading bus shop and pick up their replacement pass at the ticket office for a £2 fee
- There is no fee for a damaged pass
- Students can also call Reading Buses Customer Services on 01189 594000 for a replacement pass if they are able to pay the £2 fee over the phone. Reading Buses can make this available to pick up at the ticket office or send to the student's home address/college.

Reading buses replacement form.docx

Oxford Buses

- Ask an Adviser at the Advice Centre to complete an Oxford Buses Replacement form.
- The student can take the form to the Oxford Buses Travel shop and pick up their replacement pass at the ticket office for a £5 fee

Oxford Buses Replacement Form.pdf

Thames Valley Buses

- Students will need to visit the online shop at: <https://thamesvalleybusesshop.com/products/replacement-student-smartcard>
- There is a £6 replacement travel pass fee to pay.
- A new pass will be posted out to the address details in the payment section at checkout.