



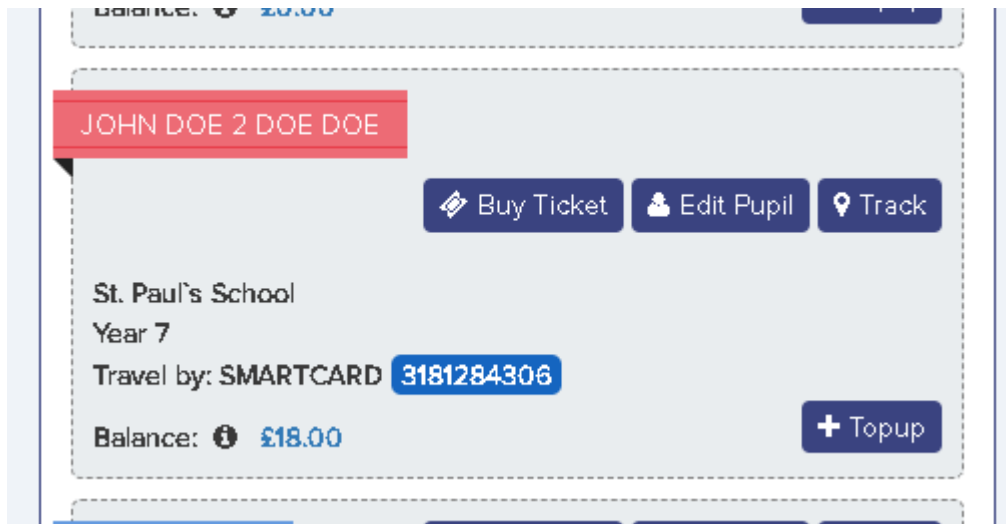
Q & A for parents re Z & S Buses Contactless Payments/Smartcards

Z&S now have contactless payment systems on all of their services enabling pupils to pay using debit cards or a Z & S smartcard. The cards are already available and are being used by some of our students. Please note that from **January 2023 cash will no longer be accepted on buses** so it is important that you register to receive your smartcard as soon as possible.

We hope this Q & A will help answer any questions you might have.

How do I get a Z & S Smartcard for my child/children?

You will need to register an account on the Z & S school portal <https://zands.webticketbooking.com/> Once registered your child's smartcard will be sent to the school's reception for collection. The school will send you an In Touch message to let you know when the card is available for collection. The first smartcard will cost £2. You can see a screenshot of what the portal and ticket purchase/top up options look like below:



Will I need a different username for each of my children?

Yes, you will need to create a different username for each of your children as every child will have a unique card assigned to their name/username.

Who should I contact if I need help with setting up my Z & S account?

Please contact Z & S directly on 01296 415468 or email them at office@zandstransport.co.uk.

Will students still be able to purchase weekly, four weekly or return tickets with the smart card?

Yes, you can purchase weekly or four weekly tickets via the portal and they will be stored on the smart card. The smartcard can also be topped up online and used in the same way as a payment card to purchase single or return tickets from the bus driver.

Do I still need an All in One card?

Yes, the All in One card allows your child to receive the concessionary rate on bus fares. When you register on the Z & S portal it will ask you to confirm that you have an All in One card. It is advisable for your child to continue carrying their All in One card with them when using the bus.

What happens if the Z & S smart card is lost?

Please contact the Z & S office immediately on 01296 415468 (between 9am – 5pm) or email them on office@zandstransport.co.uk The lost card will be blocked and any available balance transferred to a new card.

Will my child still be able to get on the bus if they forget or lose their card?

In an emergency please ask your child to come to reception for assistance. If your child has a bank card they will be able to use this to buy a ticket on the bus.

How much is a replacement card?

Replacement cards cost £5 each and can be ordered from the Z & S portal.

Has the one way fare rate changed?

No, the cost is still £2.