















































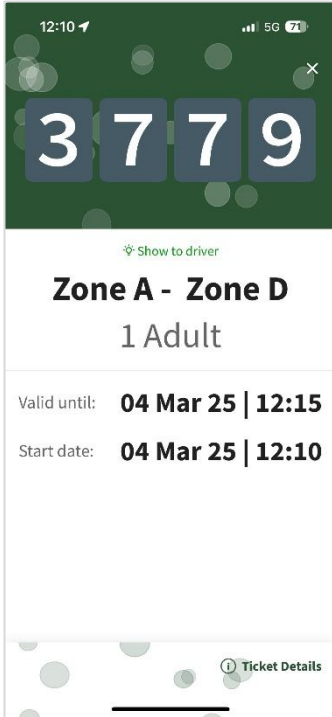
m-ticket Validity Summary

The validity of m-tickets is the same as for paper tickets, as summarised below:

| | Lothiancountry Day Services | | | Lothiancountry Night Services | | |
|------------------------------|--|---|---|---|---|--|
| SINGLE |  Valid in the zone(s) stated on the ticket | | |  Zone A |  Zone B |  Zones C - F |
| Night SINGLE |  Zone A |  Zone B |  Zones C - F |  Valid for the number of zones stated on the ticket | | |
| City DAY |  Zone A |  Zone B |  Zones C - F |  Zone A |  Zone B |  Zones C - F |
| City LATE |  Zone A from 18:00 |  Zone B from 18:00 |  Zones C - F |  Zone A |  Zone B |  Zones C - F |
| City&Country DAY |  Zone A |  Zone B |  Zones C - F |  Zone A |  Zone B |  Zones C - F |
| City&Country LATE |  Zone A from 18:00 |  Zone B from 18:00 |  Zone C - F from 18:00 |  Zone A |  Zone B |  Zones C - F |
| Country DAY |  Zone A |  Zone B |  Zones C - F |  Zone A |  Zone B |  Zones C - F |
| Country LATE |  Zone A |  Zone B from 18:00 |  Zone C - F from 18:00 |  Zone A |  Zone B |  Zones C - F |
| NETWORK |  Zone A |  Zone B |  Zones C - F |  Zone A |  Zone B |  Zones C - F |

For more information, please see the following ticket descriptions.

SINGLE



Available for:
1 Adult, 2 Adult

Valid on:

| | |
|-------------------|---------------------|
| Day Services ✓ | Night Services ✗ |
|-------------------|---------------------|

Valid in:

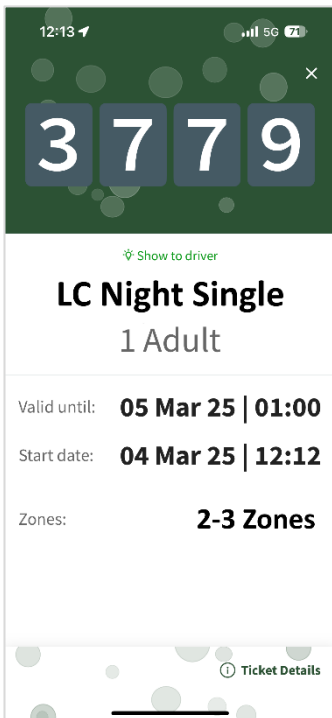
the Zone(s) stated on the ticket.
For example, between the Zone A and Zone D.

Record using:

Single m-ticket COUNT

↑ once per passenger

LC Night SINGLE



Available for:
1 Adult, 2 Adult

Valid on:

| | |
|-------------------|---------------------|
| Day Services ✗ | Night Services ✓ |
|-------------------|---------------------|

Valid in:

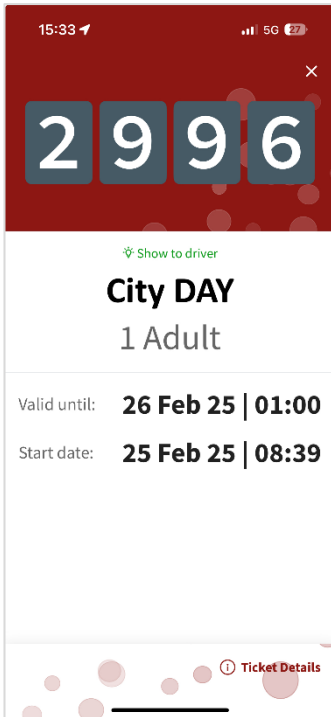
the number of zones stated on the ticket.
For example, 2-3 zones.

Record using:

**SINGLE
m-ticket**

↑ once per passenger

City DAY



Available for:

1 Adult, 2 Adult, Family (up to 2 Adults + 3 Children)

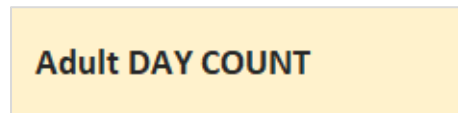
Valid on:

| | |
|-------------------|---------------------|
| Day Services ✓ | Night Services ✗ |
|-------------------|---------------------|

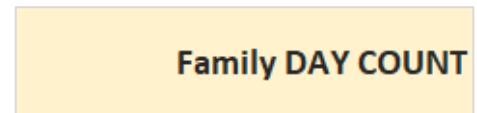
Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✓ | Zone B ✓ | Zones C - F ✗ |
|-------------|-------------|------------------|

Record using:

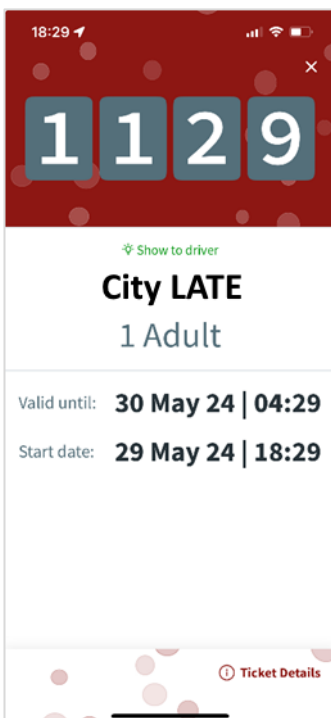


↑ City DAY - once per passenger



Family City DAY - once per ticket ↑

City LATE



Available for:

1 Adult, 2 Adult

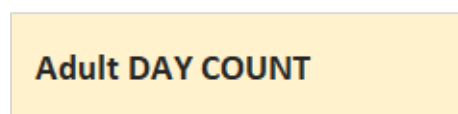
Valid on:

| | |
|-------------------------------|---------------------|
| Day Services ✓ after 18:00 | Night Services ✓ |
|-------------------------------|---------------------|

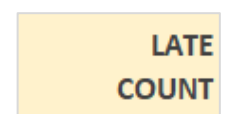
Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✓ | Zone B ✓ | Zones C - F ✗ |
|-------------|-------------|------------------|

Record using:

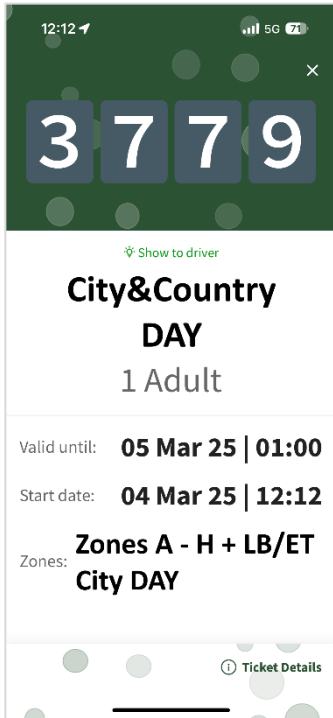


↑ Day Service - once per passenger



Night Service - once per passenger ↑

City&Country DAY



Available for:
1 Adult, 2 Adult, Family

Valid on:

| | |
|-------------------|---------------------|
| Day Services ✓ | Night Services ✗ |
|-------------------|---------------------|

Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✓ | Zone B ✓ | Zones C - F ✓ |
|-------------|-------------|------------------|

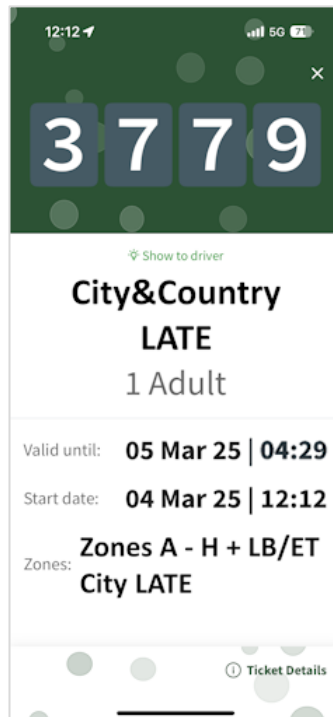
Record using:

| | |
|------------------------|-------------------------|
| Adult DAY COUNT | Family DAY COUNT |
|------------------------|-------------------------|

↑ City DAY - once per passenger

Family City DAY - once per ticket ↑

City&Country LATE



Available for:
1 Adult, 2 Adult

Valid on:

| | |
|-------------------------------|---------------------|
| Day Services ✓ after 18:00 | Night Services ✓ |
|-------------------------------|---------------------|

Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✓ | Zone B ✓ | Zones C - F ✓ |
|-------------|-------------|------------------|

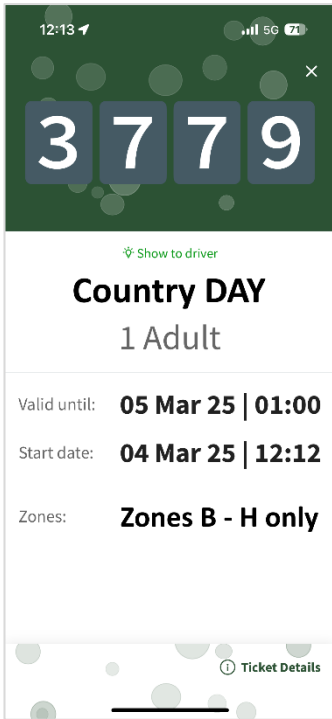
Record using:

| | |
|------------------------|-------------------|
| Adult DAY COUNT | LATE COUNT |
|------------------------|-------------------|

↑ Day Service - once per passenger

Night Service - once per passenger ↑

Country DAY



Available for:
1 Adult, 2 Adult, Family

Valid on:

| | |
|-------------------|---------------------|
| Day Services ✓ | Night Services ✗ |
|-------------------|---------------------|

Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✗ | Zone B ✓ | Zones C - F ✓ |
|-------------|-------------|------------------|

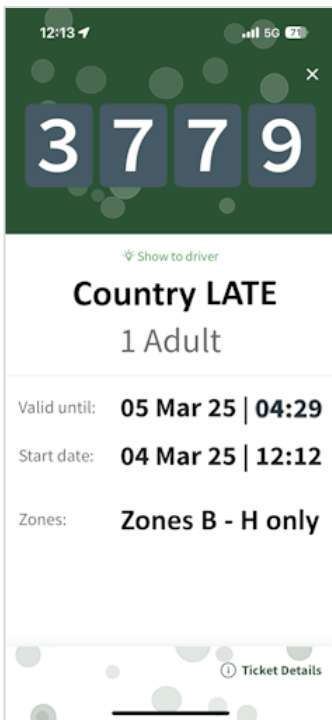
Record using:

| | |
|-----------------|------------------|
| Adult DAY COUNT | Family DAY COUNT |
|-----------------|------------------|

↑ City DAY - once per passenger

Family City DAY - once per ticket ↑

Country LATE



Available for:
1 Adult, 2 Adult

Valid on:

| | |
|-------------------------------|---------------------|
| Day Services ✓ after 18:00 | Night Services ✓ |
|-------------------------------|---------------------|

Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✗ | Zone B ✓ | Zones C - F ✓ |
|-------------|-------------|------------------|

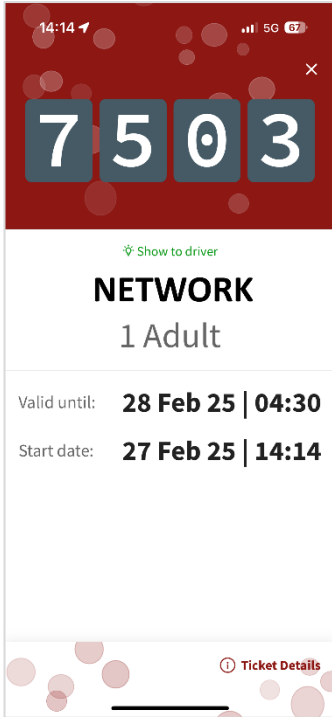
Record using:

| | |
|-----------------|------------|
| Adult DAY COUNT | LATE COUNT |
|-----------------|------------|

↑ Day Service - once per passenger

Night Service - once per passenger ↑

NETWORK



Available for:
1 Adult, 2 Adult

Valid on:

| | |
|-------------------|---------------------|
| Day Services ✓ | Night Services ✓ |
|-------------------|---------------------|

Valid in:

| | | |
|-------------|-------------|------------------|
| Zone A ✓ | Zone B ✓ | Zones C - F ✓ |
|-------------|-------------|------------------|

Record using:

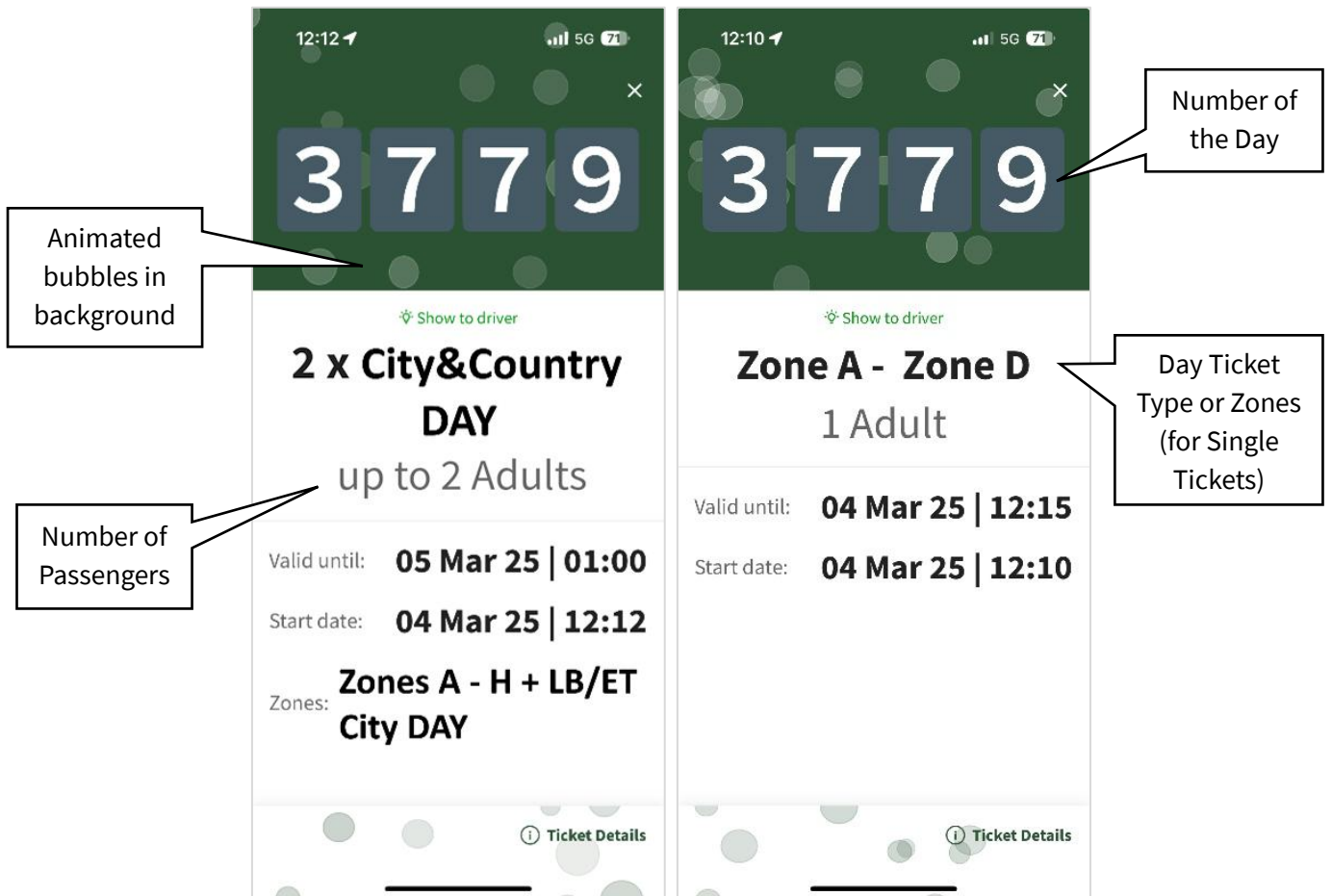
Adult DAY COUNT

↑ once per passenger

Accepting m-tickets

When shown an m-ticket, please follow these steps:

- check that the Number of the Day is correct
- check that the bubbles in the background are moving
- check the ticket type and number of passengers, and record appropriately



If you suspect that the ticket is an image or video, ask the customer to rotate their phone – the bubbles should always float up.

Customers can seek assistance by visiting our website or emailing appsupport@lothianbuses.co.uk.

Feedback

If you have any questions or feedback about the app, please email app@lothianbuses.co.uk (staff only).