



A smarter way to pay for bus travel

This is a Scheme promoted by NoWcard, which is a partnership between Cumbria and Lancashire County Councils, with Blackpool Council and Blackburn with Darwen Council. The NoWStar card is the new way to pay for bus travel. You pay as you go for credit and there are some great benefits in it for you:

- Use it for single or return tickets and any additional ticket types at the Bus Operator's discretion.
- You can use your card on different operators' buses.
- Not got the right change for the bus? There is no need to carry change with the NoWStar card once you have topped it up.
- Easy to use and completely flexible—use it as often or as little as you need to.

What is the NoWStar card?

A pay-as-you-go card that can be topped up with cash on the bus and the fare is deducted from the value on the card each time it is used, leaving a balance for further journeys.

How do I apply?

For more information and to apply for a card please visit Blackburn Visitor Centre in Blackburn Market or you can download an application form by visiting www.nowcard.org/nowstar. After completion, send it to the address shown on the form.

How much can I top up?

You can top up with cash on the bus. You can add any amount in multiples of £5, up to the maximum card value of £50.

What if I am running low on credit?

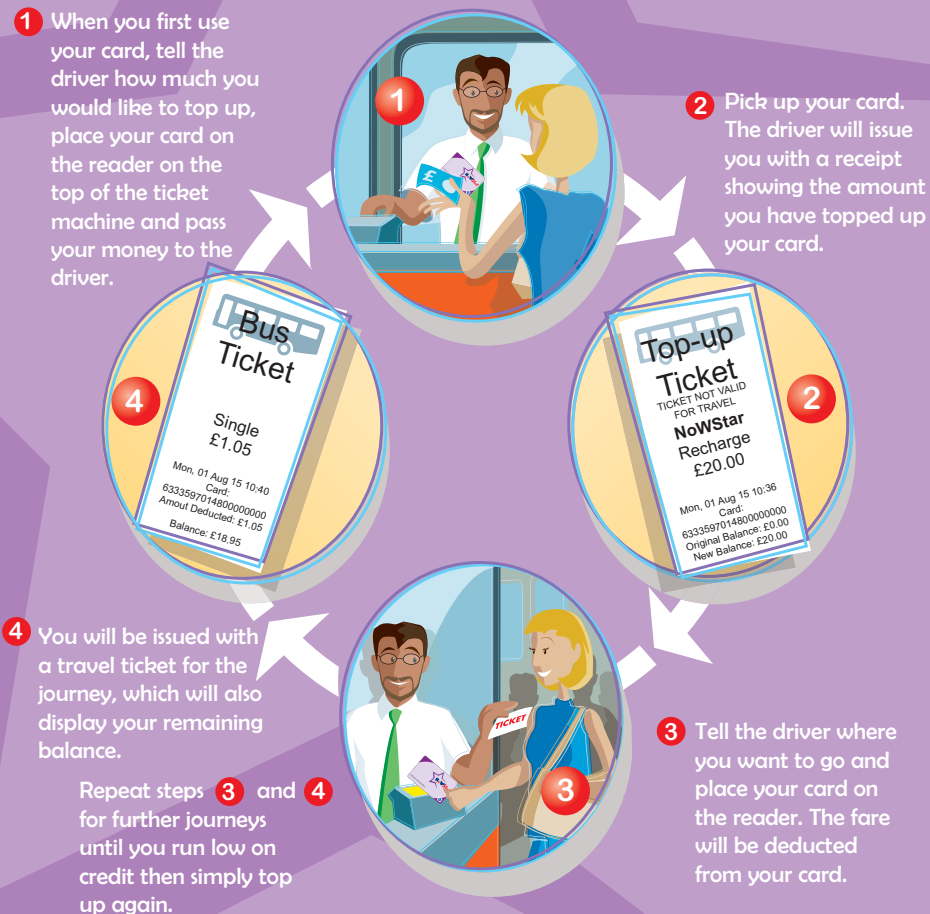
You must have enough credit on your card to pay for the journey you wish to make. Part payment in cash is not allowed. You will need to top up first.

How long will the card last?

Your card will last until it reaches the expiry date. Although this is not shown on the card, it is set to seven years after the date of issue.

What if the card is lost or stolen?

You can ask for a new card to be sent to you, which will normally be free of charge, by calling 01254 588190. However, we are not able to reimburse any credit remaining on lost or stolen cards. Please treat your card as securely as you would cash. It is effectively an electronic purse. Please let us know if your address details change, as we can return your card to you if it is found.





What if my NoWStar card fails?

Where a NoWStar card fails to work, you will be asked to pay the full fare. Please return your card to the NoWcard Bureau, PO Box 100, County Hall, Preston, PR1 0LD, and a replacement card will be issued to you with any remaining balance that is shown on your returned card.

Services valid for travel with a NoWStar card:

The bus operators which will accept NoWStar cards are listed overleaf. In addition, you can check the website for any operators added since this leaflet was printed.

We hope that this answers any questions you may have, but please contact us on 01254 588190 if you need any further information, or visit the web page www.nowcard.org/nowstar

Terms and Conditions

1. The NoWStar card is available to bus users on the following operators' services:
 - Darwen Coach Services
 - Holmeswood Coaches [services in East Lancashire]
 - M & M Coaches
 - Pilkington Bus
 - Rosso
 - Transdev Lancashire United
 - Transdev Burnley & Pendle
 - Travel Assist
 - Tyrers Coaches
2. NoWStar cards should be secured in the same way as cash. Any balance remaining on lost or stolen cards will not be reimbursed.
3. Lost or stolen cards will normally be replaced free of charge. However, Lancashire County Council reserves the right to introduce a charge for replacement NoWStar cards at a future date.
4. Any discounted fare offered in conjunction with the use of a NoWStar card is at the sole discretion of the bus operator concerned and may be changed or withdrawn at any time.
5. There must be sufficient funds on a NoWStar card offered in payment to cover the cost of the full journey requested. Part payments with cash are not permitted.
6. If a NoWStar card fails to work, the holder will be asked to pay the full cash fare. The NoWStar card should then be returned to the NoWcard Bureau, PO Box 100, County Hall, Preston, PR1 0LD. A replacement card will be issued to the holder in due course, credited with any remaining balance from the failed card.
7. Lancashire County Council receives the personal data from NoWStar card applicants, in order to issue NoWStar cards. Any information provided on the application forms will only be used for the administration of the NoWStar Scheme. The data controller for this purpose is Lancashire County Council. All parties must comply with the requirements of the Data Protection Act 1998, insofar as these requirements apply to the provision of the service.
8. Lancashire County Council reserves the right to alter these Terms and Conditions at any time. Any changes will be posted on the NoWcard website. Please check www.nowcard.org/nowstar for the latest information.

These Terms and Conditions are valid as at 31st July 2015.