

**YOUR GUIDE  
TO OUR  
FARES  
& TICKETS**





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## Welcome

You can buy single tickets (i.e. valid for one journey) on all of our services. We also provide you with many opportunities to reduce travel costs by offering return\* and season tickets.

Look in this booklet and find the ticket that suits your needs. Details of prices for multi-use tickets can be found on page 7. If you require further information please call us on 01707 646 803 or email us at [Admin@Sullivanbuses.com](mailto:Admin@Sullivanbuses.com).



**Sullivan Buses are members of Hertfordshire's Intalink partnership which acts to promote multimodal ticketing & County wide bus publicity.**

Most daily & weekly tickets can be purchased from the driver using cash or card. Most of our buses accept contactless payments up to £100. With the exception of American Express, payments can be made by most credit / debit cards and Apple Pay. Occasionally due to technical reasons card payments may not be possible and we suggest customers ensure they always have cash with them, because if a bus is not fitted with Contactless card reader or the reader is faulty, the fare must be paid in cash.

Please note that we cannot accept any Oystercards, including 60+ Oystercards, ZipCards or Travelcards on our Hertfordshire services. Child fares apply from a child's fifth birthday. Age groups are shown below.

Whenever possible please have the correct fare available or your payment card as it saves time and will quicken your journey. If paying by Credit or Debit Card please advise driver BEFORE ticket is issued.

*Details contained in this document are correct at the time of publication.*

\* = Return tickets not sold to Queens, Chancellor's, JFS, St Michaels & Nicholas Breakspear schools.

## Fare Groups

Under 5 years – Free with an accompanying adult.

Aged 5 – 10 years (inclusive) half rate travel\*

11-25 years half rate travel\* with HCC Savercard.

11+ Full fare.

\* = Half fare is based on the adult fare divided by two and rounded to the nearest 10p increment.

## Single Fares

Single fares can be purchased from the driver at time of travel, using cash or a payment card. With a few exceptions most single fares are based on distance travelled.

Routes are divided into fare stages. The fare stage includes a number of bus stops with the boundary commencing from the second stop after the previously named fare stage and ceasing at the next named fare stage. Travel beyond the fare stage would be charged to the next stage and so on. For a diagram see *Fare stages explained* Page 6

Excess Fares are not charged – if you over travel you will be charged the normal single fare from the point at which your previous ticket expired.

You should always receive a receipt for travel and this should be retained throughout the journey.

## Day Return tickets

These are purchased from the driver using cash or payment card and are valid for one outward & one return journey on the day of purchase.

Return tickets are generally calculated as follows: Single Fare + 50% rounded up to the nearest 10p.

Return tickets are not sold or available on the following services:

- 330, 331, 346, 347, 355, 356, 358, 832, 833 & B77

Not valid on the following sections of route:

- 398 between Queens School & Organ Hall (Borehamwood) or between Potters Bar & Chancellors School.
- 306A between The Avenue & Queens/St Michaels School.

Return tickets purchased from Borehamwood to Watford (but not intermediately) on route 398 can be used to return on route 306.

Return tickets purchased on route 951 can be used on route 306

## Student Fares – Singles & Returns

Children aged under 5 travel free. Children aged 5-10 (inclusive) travel at half fare. Students aged 11-25 can travel at half fare\* using a valid HCC Savercard. Those aged 11+ without a Savercard are charged full fare.

\* = Half fare is based on the appropriate adult fare divided by two and rounded to the nearest 10p increment.

Savercards are available to Hertfordshire residents in full time education aged 11-25 and can be ordered from the County Councils website at: <http://www.hertsdirect.org/savercard>. Also see *Sullivan Buses FareSaver Card* page 6.

Holders of a Savercard must place their pass on the ticket machine when requested to do so by the driver. If valid you will be able to purchase the appropriate rate single or return ticket. If you're paying by electronic

means, you must first place the SaverCard on the ticket machines base plate. The driver will then ask you to place your method of payment on the machine. Once the debit transaction is confirmed you must return your SaverCard to the machine for a ticket & receipt to be printed.

SaverCards are electronically renewed annually. Holders will need to respond to the County's email in good time in order for the pass to be renewed. The County Council have instructed bus companies/drivers to withdraw expired passes.

Note: SaverCards are not required to purchase multi-trip or longer period passes. However in certain cases (eg Explorers) SaverCards may be required to support the use of a reduced rate ticket.

### Sullivan Buses Fare Saver

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For students living outside the County but in full time education in Hertfordshire, you can purchase a Sullivan Buses Fare Saver card. This offers the same discounts as the Hertfordshire card, but is valid ONLY on services operated by Sullivan Buses.

### Route 951 to Thorpe Park.

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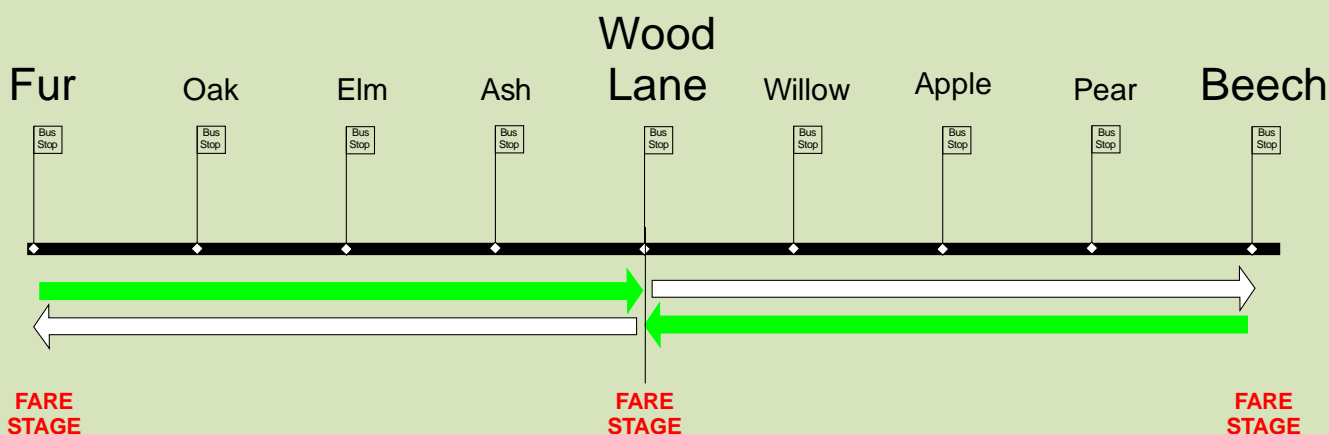
For journeys starting or finishing in Hertfordshire or Buckinghamshire, Students can use a SaverCard or FareSaver Card to obtain half price fares over the age of 16. Under 16 - SaverCards or Faresaver Cards are not required for journeys from these two counties to Thorpe Park. In this case half rate tickets will be sold.

These derogations do not apply to route 950 when boarding and alighting in Surrey. Separate arrangements apply.

Concessionary tickets are not accepted between Staines and Thorpe Park on either the 950 or 951.

## Fare stages explained

Fare Stages contain a number of individual bus stops. In the example below, a customer travelling from Fur to Wood Lane would pay to Wood Lane (the next fare stage). If they travel to Willow, Apple or Pear then they will be charged to the following fare stage which in this case is Beech.



## Multi-Use tickets

We sell a wide range of multi-use tickets, ranging from our Network ticket to local area specific tickets.

Valid from first bus to last bus of the day.

### Network Ticket

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Valid on routes 306, 951 & B3 and certain sections of routes 306A & 398#. Available as a daily ticket, weekly or four weekly~. Purchased from the driver on the first day of travel.

# excludes route 306A between The Avenue (Bushey) & St Michaels School, route 398 between Organ Hall – Queens School & Potters Bar – Chancellors School. Valid on route 951 to Denham.

~ Four Weekly tickets only available for adults.

### Scholar Weekly

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For Queens, Chancellors, JFS, Nicholas Breakspear, & St Michaels Schools

Purchased from the driver on a Monday morning. Valid for up to five days travel to and from school. Tickets expire on the following Sunday regardless of date of issue.

Only sold to students in full time education. Savercards not required at point of sale.

Valid on parallel Sullivan Bus services subject to capacity – examples:

- 398/306A from Borehamwood to Queens.
- 346/347 from Ashfields/Leavesden to Queens
- 306/306A from Little Reddings to Borehamwood.

Not sold on route B3.

### Local Area Tickets

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Sold for travel exclusively in Bushey/Watford, Borehamwood & Potters Bar/South Mimms. Available in daily or weekly versions.

### 398 Point to Point Ticket

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We offer a specific 398 point to point season ticket from;

- 1) Potters Bar Station to Clare Hall/South Mimms Services &
- 2) Borehamwood to Clare Hall

Purchased from the driver on the first day of travel and available for 1 weeks travel.

### Loss of weekly or longer period tickets

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We regret that once issued, we cannot replace lost period tickets. A new ticket will need to be purchased or single/return tickets purchased. Pre-Printed season tickets purchased on-line can be replaced subject to an admin fee – see page 8.

## Scholar Season Tickets

Term tickets sold on line from our dedicated website. Prices vary on distance. Sales commence in July for Autumn & Annual tickets, December for Spring & March for Summer tickets. Sales cease 7 days (but may be earlier for Spring Term) before school term commences and ticket sales are subject to availability.

Eventually we will be moving to electronic passes which negate the need to print passes.

Passes are posted to Parents/Guardians. We regret we cannot offer counter sales.

Please note – Drivers cannot accept photographs of passes or photocopies etc.

We can replace lost passes (subject to one per term) for an admin fee (£20).

Once the bus is full or the deadline has passed, we regret we cannot sell any further passes. Students will need to either 'pay on the day' with a supported Savercard or purchase a weekly ticket.

### Season Ticket Refunds

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We offer season ticket refunds for:

- Full School Closures – note this must be the entire school and not individual class or year groups (Note - the bus has to operate unless the whole school is closed).
- Change of school – As a result of a pupil moving away or to another school.

Please contact [schoolpasses@sullivanbuses.com](mailto:schoolpasses@sullivanbuses.com) for full details.

[www.hertfordshireschoolservices.co.uk](http://www.hertfordshireschoolservices.co.uk)

## Concessionary travel

Holders of English National Concessionary Travel, disabled person' & Companion passes issued by Hertfordshire County Council may travel free at any time on our Hertfordshire buses<sup>^</sup>.

Passes issued by other local authorities including London Freedom passes are accepted for free travel after 9.30 am on Mondays to Fridays and at any time at weekends. 60+ Oystercards are not valid on any of our Hertfordshire buses.

Please note that concessionary passes are only valid on route 951 between Watford and Staines Station and are not valid for travel on routes 950 and 951 to Thorpe Park.

<sup>^</sup> excludes school or other bus services which may be deemed by the local authority as out of scope (eg Special Schools or leisure service 950/951 between Staines & Thorpe Park)

Passes must be placed and held on the ticket machine until the driver advises they can be removed. Faulty passes must be reported to the issuing authority. If no pass available when boarding the bus, in line with the County Councils policy - the full appropriate fare is payable.



## Miscellaneous tickets/passes

### **Police Officers, PCSOs, Traffic Wardens & Civil Enforcement officers.**

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Travel free in uniform or on production of authority / Warrant Card on routes 306 & B3. And sections of routes 306A, 398 & 951 as follows:

- 306A – between Borehamwood & Bushey (The Avenue)
- 398 – between Potters Bar & Borehamwood (Organ Hall)
- 951 – between Borehamwood & Staines.

### **TfL Staff & Spouse passes.**

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Travel free in uniform or on production of staff Oyster Card on routes 306 & B3. And sections of routes 306A, 398 & 951 as follows:

- 306A – between Borehamwood & Bushey (The Avenue)
- 398 – between Potters Bar & Borehamwood (Organ Hall)
- 951 – between Borehamwood & Staines.

### **Thorpe Park Employees**

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Travel free on 950/951 on production of Merlin Entertainments Staff Card. Concessionary staff and contractors with authority cards travel at reduced rate. TP Staff may not travel on the bus to the exclusion of a fare paying guest.

## Multi-operator tickets

As Hertfordshire Intalink members, we sell a range of multi-operator tickets valid on buses displaying the Intalink logo (below).



One ticket enables you to travel on both Sullivan Buses and other operator's buses as well giving you fantastic savings.

If you need to use another operator's buses as well as our buses we have some tickets that may suit you and save you £pounds. Just ask the Sullivan Buses driver on the first bus you board for the appropriate ticket and then there is no need to pay again for the rest of the day or week.

Multi-operator tickets are available in daily, weekly & in certain cases four weekly.

Exceptions - Not valid on Special or School Services . Not valid beyond

## Watford Busnet



'Save money on travel in and around Watford, Bushey and surrounding areas'.

If you are travelling from Little Bushey to Watford and need to change buses in the Town Centre, a Watford Busnet ticket may suit you.

This is a multi-operator ticket and will enable you to travel on **all** local buses to areas shown on the map below using the ticket you have purchased on the 306.

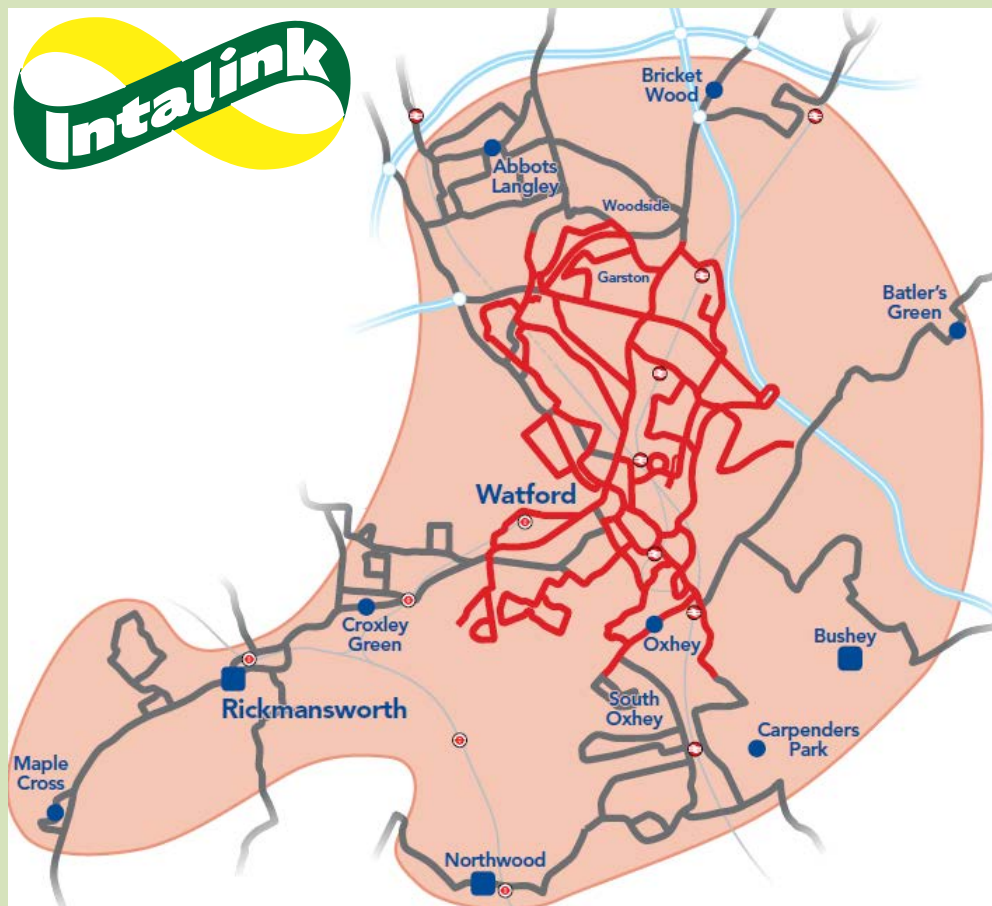
Purchased from the driver on the first day of travel. This ticket can also be purchased on other operators services and is valid on the 306.

It is not valid on TfL services 142 & 258.

**Validity:** The ticket is valid between Watford Town Centre & Bushey Heath, Elstree Road (Rosary Priory) on route 306 between Bushey Heath, Elstree Road (Rosary Priory) & The Avenue (Bushey) on route 306A. On route 951 to Maple Cross.

It is also valid on other operators' routes to Northwood, South Oxhey, Rickmansworth, Maple Cross, Croxley Business Park, North Watford, Leavesden, Garston, BRE, Bricket Wood, Abbots Langley. See map below for further details.

### Watford Bus Net – Validity Map



## Explorer tickets

These tickets are valid throughout Hertfordshire and to certain places beyond on participating operators' buses (see <http://www.intalink.org.uk/tickets/explorer>).

In addition they are also valid on the buses of both Arriva and Carousel Buses in places such as Aylesbury, Harlow, Chelmsford, Milton Keynes, High Wycombe, Oxford; Reading; Chesham and Amersham.

Purchase your Explorer ticket from the driver of our 306, 398 or B3 bus at any time and for the rest of the day or week you will be able to explore a large area until the last bus of the day. The Intalink website has full details of bus services in Hertfordshire.

For regular traveler's who use more than one bus to get to work, college or school (or maybe you are on holiday and fancy a few days out on local buses) weekly Explorer tickets are available.

## Miscellaneous

### Dogs

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Dogs are carried at the discretion of the driver\*, free of charge bus must not occupy a seat. They may be carried on either deck of a double deck vehicle.

\* = Restriction excludes blind or assistance dogs.

### Packages & luggage



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Packages & Luggage are carried free of charge on the following conditions:


- Must not exceed 6 feet in length/height.
- Must not have sharp edges likely to injure other customers or damage the vehicle.
- Can be carried by one able bodied person without assistance.
- Flammable or dangerous materials including explosives prohibited.
- Non folding Bicycles not carried.
- Excluding wheelchairs - Mechanically self-propelled vehicles (inc e-scooters) are not permitted.

## Multi-use tickets (prices)

Prices and availability correct at November 2021

Ticket	Duration	Cost	Further details from:	Notes
Network Adult	7 Days	£27		2, 3
	28 Days			2, 3
Network Child	7 Days	£15		1, 2
Borehamwood Adult	7 Days	£12		4
Borehamwood Child	7 Days	£6		4
Bushey & Watford Adult	7 Days	£12.20		2, 5
Bushey & Watford Child	7 Days	£6.50		2, 5
Explorer Adult	1 Day	£9		6
Explorer Child	1 Day	£5	www.intalink.org.uk/tickets 	1, 6
Explorer Adult	7 Day	£35		6
Explorer Child	7 Day	£23		1, 6
Watford Bus Net Adult	1 Day	£5.50		6
Watford Bus Net Child	1 Day	£3.50		1, 6
Watford Bus Net Adult	7 Day	£20	https://www.intalink.org.uk/busnet-tickets-hertfordshire 	6
Watford Bus Net Child	7 Day	£12		1, 6
Watford Bus Net Adult	1 Day			6
Watford Bus Net Child	1 Day			1, 6
Replacement season ticket		£20	Schoolpasses@sullivanbuses.com	7

### Notes:

- 1 Saver card not required for purchase.
- 2 Not valid to St Michaels, Chancellors, Queens, Nicholas Breakspear & JFS.
- 3 Not valid beyond Denham (951) & Elstree (B77).
- 4 Valid on Sullivan Bus services within Borehamwood.
- 5 Valid on Sullivan Bus services between Watford & Rosary Priory
- 6 Multi operator ticket – for validity check Intalink website. 
- 7 One replacement permitted per term.