








































## m-ticket Guide

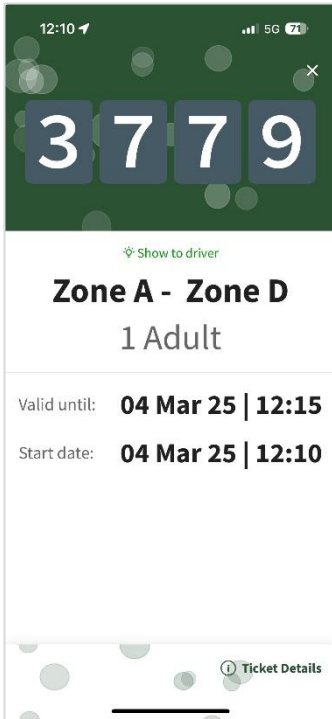
### m-ticket Validity Summary

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

	Lothiancountry Day Services			Lothiancountry Night Services		
<b>SINGLE</b>	 Valid in the zone(s) stated on the ticket			 Zone A	 Zone B	 Zones C - H
<b>Night SINGLE</b>	 Zone A	 Zone B	 Zones C - H	 Valid for the number of zones stated on the ticket		
<b>City DAY</b>	 Zone A	 Zone B	 Zones C - H	 Zone A	 Zone B	 Zones C - H
<b>City LATE</b>	 Zone A from 18:00	 Zone B from 18:00	 Zones C - H	 Zone A	 Zone B	 Zones C - H
<b>City&amp;Country DAY</b>	 Zone A	 Zone B	 Zones C - H	 Zone A	 Zone B	 Zones C - H
<b>City&amp;Country LATE</b>	 Zone A from 18:00	 Zone B from 18:00	 Zone C - H from 18:00	 Zone A	 Zone B	 Zones C - H
<b>Country DAY</b>	 Zone A	 Zone B	 Zones C - H	 Zone A	 Zone B	 Zones C - H
<b>Country LATE</b>	 Zone A	 Zone B from 18:00	 Zone C - H from 18:00	 Zone A	 Zone B	 Zones C - H
<b>NETWORK</b>	 Zone A	 Zone B	 Zones C - H	 Zone A	 Zone B	 Zones C - H

For more information, please see the following ticket descriptions.

# SINGLE



Available for:  
1 Adult, 2 Adult

Valid on:

Day Services ✓	Night Services ✗
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Valid in:

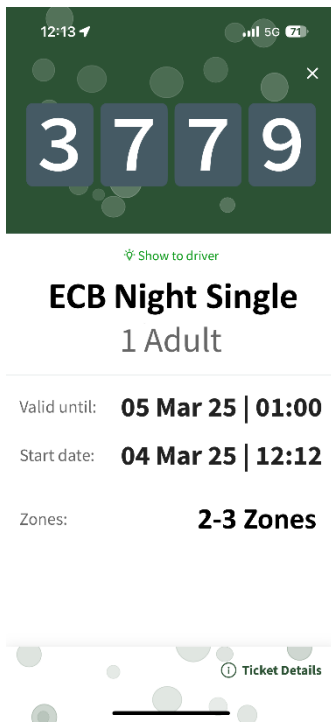
the Zone(s) stated on the ticket.  
For example, between the Zone A and Zone D.

Record using:

Single m-ticket COUNT

↑ once per passenger

# ECB Night SINGLE



Available for:  
1 Adult, 2 Adult

Valid on:

Day Services ✗	Night Services ✓
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Valid in:

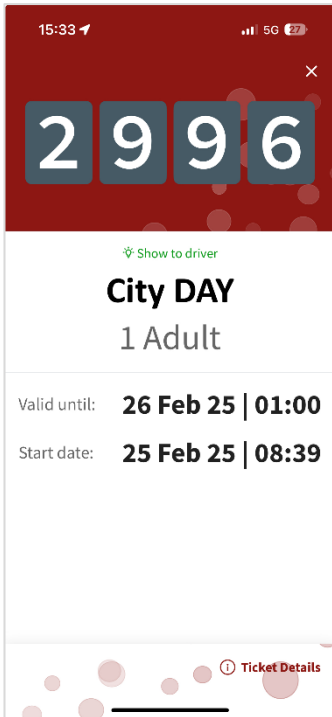
the number of zones stated on the ticket.  
For example, 2-3 zones.

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 ✗
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Valid in:

Zone A ✓	Zone B ✓	Zones C - H ✗
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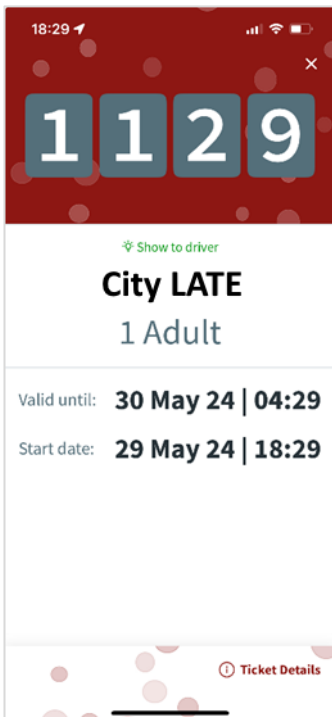
Record using:

<b>Adult DAY COUNT</b>	<b>Family DAY COUNT</b>
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↑ 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 ✓
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Valid in:

Zone A ✓	Zone B ✓	Zones C - H ✗
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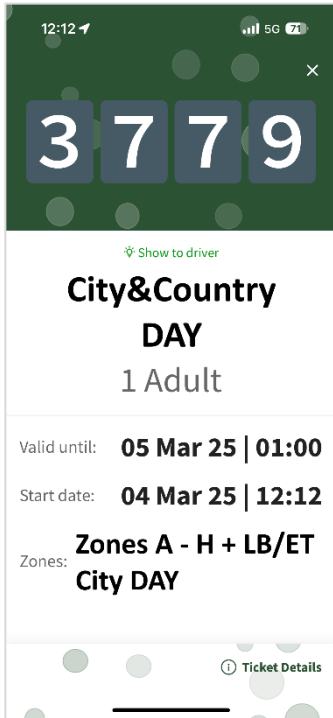
Record using:

<b>Adult DAY COUNT</b>	<b>LATE COUNT</b>
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↑ 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 ✗
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Valid in:

Zone A ✓	Zone B ✓	Zones C - H ✓
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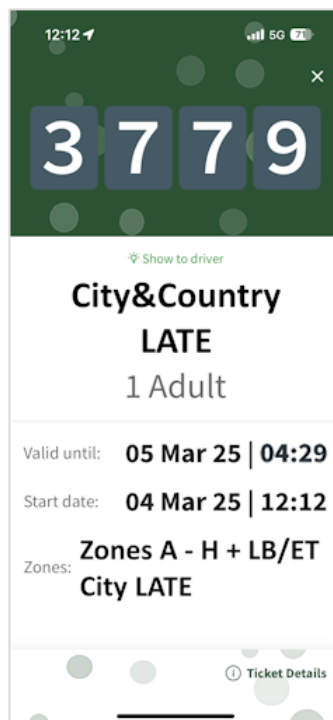
Record using:

<b>Adult DAY COUNT</b>	<b>Family DAY COUNT</b>
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↑ 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 ✓
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Valid in:

Zone A ✓	Zone B ✓	Zones C - H ✓
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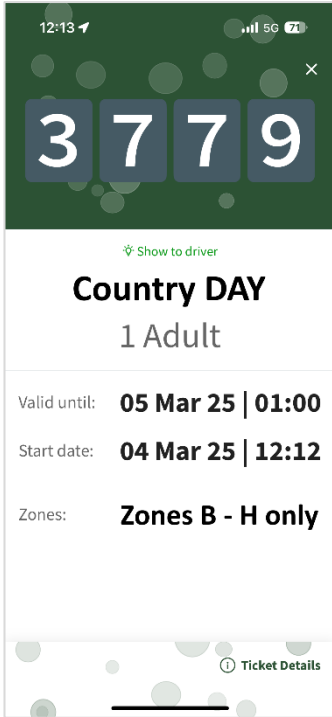
Record using:

<b>Adult DAY COUNT</b>	<b>LATE COUNT</b>
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↑ 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 ✗
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Valid in:

Zone A ✗	Zone B ✓	Zones C - H ✓
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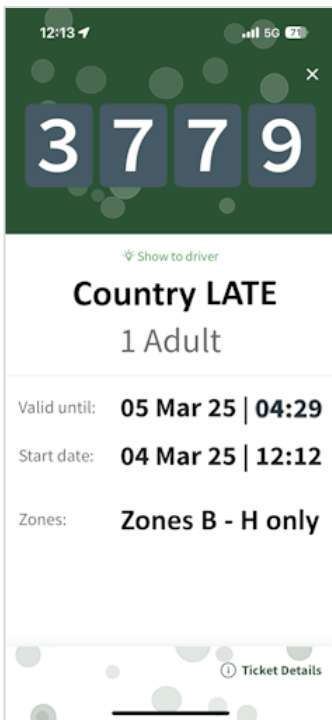
Record using:

<b>Adult DAY COUNT</b>	<b>Family DAY COUNT</b>
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↑ 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 ✓
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Valid in:

Zone A ✗	Zone B ✓	Zones C - H ✓
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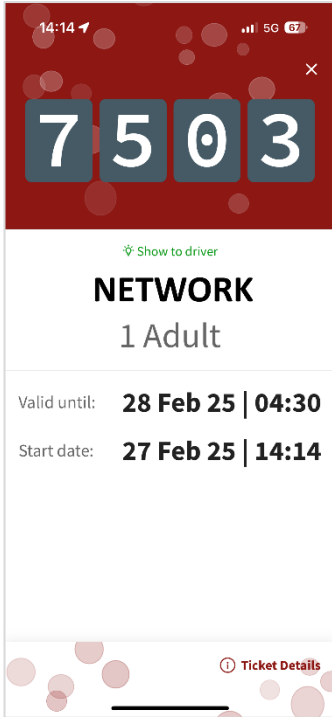
Record using:

<b>Adult DAY COUNT</b>	<b>LATE COUNT</b>
------------------------	-------------------

↑ Day Service - once per passenger

Night Service - once per passenger ↑

# NETWORK



Available for:  
1 Adult, 2 Adult

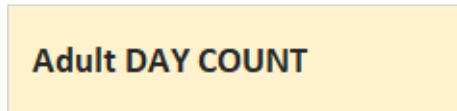
Valid on:

Day Services ✓	Night Services ✓
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Valid in:

Zone A ✓	Zone B ✓	Zones C - H ✓
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Record using:



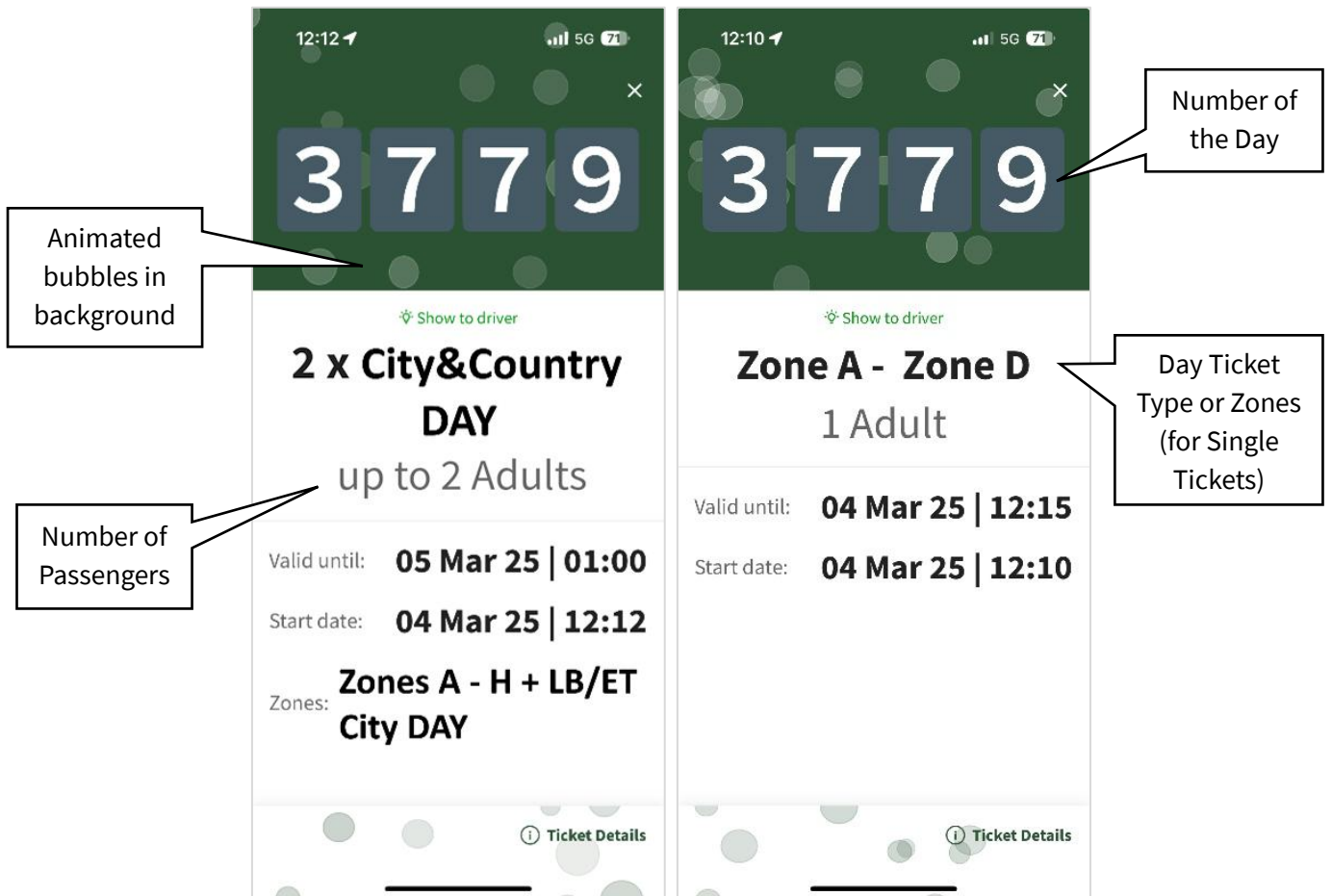
↑ once per passenger

## Accepting m-tickets

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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](mailto:appsupport@lothianbuses.co.uk).

## Feedback

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