

### how to apply

- Please complete this form in full (application details and direct debit mandate), using black ink. Don't forget to sign both parts.
- If you are a new **Cardiff to go** customer you will need to attach TWO passport-sized photographs to your application. Proof of age is required for children (for example, a copy of their birth certificate or medical card).
- Return your completed form in person to our Customer Service Centre in Wood Street, or post it back to Cardiff Bus Customer Services, St. David's House, Wood Street, Cardiff CF11 1ER.
- Please note that your ticket start date can not be less than three weeks from the date of your application.
- The monthly direct debit facility is available for a minimum contract period of six months only.

### our commitment to you

- We will send your **Cardiff to go** ticket or Smartcard by post to arrive at least five working days before the commencement or renewal date.
- We will collect the amount due (at the specially reduced Direct Debit rate) on or after the renewal date that you have requested.
- We will give you at least 14 days' notice of any price variation.
- Our hotline number 029 2078 7761 is available to Direct Debit **Cardiff to go** customers to provide information and assist with any queries.
- The Direct Debit Agreement can be cancelled by you at any time, cancellation being valid from the date on which the Cardiff to go ticket or Smartcard is received back by us. However, if you cancel, you must wait a minimum of three months to rejoin the scheme.

### your commitment to us

- You must use your Cardiff to go ticket in accordance with our terms and conditions.
- You must notify us of any changes affecting the Direct Debit facility as early as possible (e.g. change of bank or address).
- In the event of your bank or building society rejecting our request for payment, you will immediately and upon request reimburse us by cash, cheque or credit card.
- You will reimburse us immediately if, upon cancellation of the Direct Debit Agreement, any amounts remain outstanding.

title: \_\_\_\_\_ surname: \_\_\_\_\_

forenames: \_\_\_\_\_ date of birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

address: \_\_\_\_\_

\_\_\_\_\_ post code: \_\_\_\_\_

telephone no. (day): \_\_\_\_\_ (evening): \_\_\_\_\_

If you have lived at your current address for less than three years, please enter your previous address below.

previous address: \_\_\_\_\_

\_\_\_\_\_ post code: \_\_\_\_\_

If your direct debits are to be paid by another person, please enter their details below.

surname: \_\_\_\_\_ forename: \_\_\_\_\_

relationship to you: \_\_\_\_\_

address: \_\_\_\_\_

\_\_\_\_\_ post code: \_\_\_\_\_

telephone no. (day): \_\_\_\_\_ (evening): \_\_\_\_\_

Please indicate your ticket requirements by ticking the relevant boxes.

#### ticket type

- monthly to go  
 monthly to go plus  
 barry to go

#### age

- adult  
 child (under 16)

photocard number (existing customers): \_\_\_\_\_

start date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 (at least three weeks from application date)

Your application will be accepted subject to our standard terms and conditions. Cardiff Bus reserves the right to confirm your address and credit status with a credit reference agency.

signature: \_\_\_\_\_ date: \_\_\_\_/\_\_\_\_/\_\_\_\_

originator's identification number 

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name and full address of your bank or building society

the manager: _____ bank or building society
address: _____
_____ post code: _____

name(s) of account holder(s): _____
_____

branch sort code	<table border="1" data-bbox="343 925 467 987"><tr><td> </td><td> </td></tr></table>			-	<table border="1" data-bbox="526 925 651 987"><tr><td> </td><td> </td></tr></table>			-	<table border="1" data-bbox="710 925 834 987"><tr><td> </td><td> </td></tr></table>		
account number	<table border="1" data-bbox="343 1008 834 1070"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>									.	

Please note: Banks and building societies may not accept direct debit instructions for some types of account.

cardiff bus reference number (office use only): _____
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instruction to your bank or building society

Please pay Cardiff City Transport Services Ltd direct debits from the account detailed on this instruction subject to the safeguards assured by The Direct Debit Guarantee.

signature(s): _____	date: ____/____/____
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### The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, you will be told of this in advance by at least fourteen days, as agreed.
- If an error is made by Cardiff Bus or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Cardiff Bus, St David's House, Wood Street, Cardiff CF11 1ER.