

We want you to get good value for money whenever you travel with us. That's why we have introduced a discounted daily cap with tap on, tap off contactless.

What is flexible capping?

We want to give our passengers the opportunity to pay flexibly, with minimal pre-planning in advance, and still get rewarded for regular travel.

Flexible capping means the more journeys you make in a week, the cheaper the daily price cap will get. And if the total cost of your journeys reach our weekly price cap, then we'll leave it there. You won't pay any more for that week but you must continue to tap on and tap off as usual

How much is the discount?

The discount varies based on how often you travel. There is no discount if you only meet a single daily Metrorider or Metrovoyager cap in that week.

If you meet a second daily cap, the discount is 5% for that day. If you meet a third daily cap, the discount is 10% for that day. If you meet a fourth daily cap, then the discount is 15% for that day. Once you reach the price of a weekly ticket, you can travel free for the rest of the week. Remember, the week starts on Monday and ends on Sunday and you must continue to tap on and tap off with the same card every time you travel.

How much will I get charged if the Metrorider or Metrovoyager cap is reducing each day?

Please visit metrobus.co.uk/flexi-fares for pricing information and promotional offers.

How can I check what I've been charged?

If you don't already have one, you can create an account with us on our website or our app. You can then register your cards and view all your charges, as well as print PDF statements for expenses claims if needed. Our customer services team can help you set this up.

Do I need to travel on consecutive days to get the discount?

No, you can travel on any days in the seven day period and benefit from greater discounts the more you travel. The days do not need to be consecutive, you can take breaks between days if you choose.

Can I still get the discount if I ask a driver for a paper ticket using my contactless card?

The discounts only apply if you are using our tap on, tap off service. Drivers will be unable to discount paper tickets on their ticket machines.

Does flexible capping work with single tickets?

Not at this stage, unless you've made enough journeys to meet the daily Metrorider or Metrovoyager cap. Although we will keep this under review for the future.

Does flexible capping work for longer periods, such as monthly, quarterly and annual caps?

Not at this stage. Although we will keep this under review for the future.

In the meantime, if you travel regularly a longer period season ticket may be more appropriate for you on our mobile app or key card.

Can I use different cards on different days and still get the discount?

The discount is locked to individual cards so please make sure you use the same card all week to ensure you benefit from flexible capping.

What about if I use my physical card one day, and then use the same card on my mobile wallet (e.g. ApplePay) on other days?

This will not apply the correct discounts, so please use the same payment method all week.

Will the discount apply if I use other operators' services?

The discounts will only apply on services operated by Metrobus or Brighton & Hove Buses.

If you use other operators services (e.g. Compass), you may want to consider using an alternative payment channel, such as our mobile app or key card.

*Information correct from September 2026, and is subject to change

More information:
metrobus.co.uk/flexi-fares