

Contactless Tap on and Tap Off flexible capping

What is flexible capping?

- We recognise that people's travel habits may have changed so 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.

What do you class as a week?

- Our flexible capping limits how much you pay for all your journeys in a fixed Monday to Sunday period, what we refer to as the weekly cap.

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/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/Metrovoyager cap is reducing each day?

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

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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, and 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?

- No, 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 and return tickets?

- No, not at this stage, unless you've made enough journeys to meet the daily Metrorider/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?

- No, 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?

- No, 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?

- No, 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 if you make enough journeys to meet the daily cap on Brighton & Hove bus services or Metrobus services. If you use other operators services (e.g. Big Lemon or Compass), you may want to consider using an alternative payment channel, such as our mobile app or key card.