

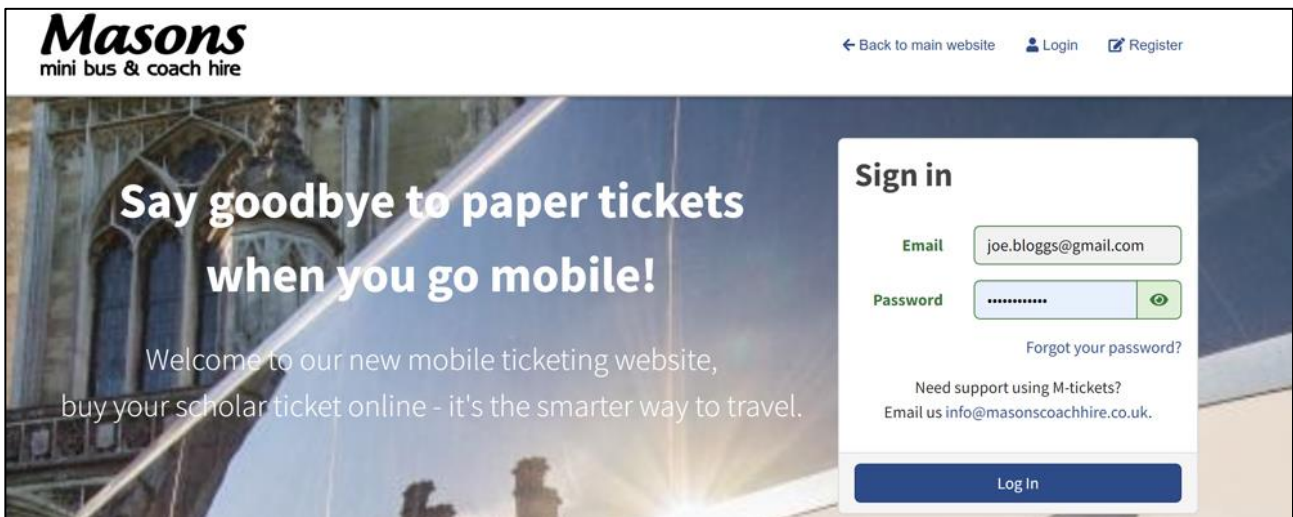
## Buying your child's bus pass for 2022/23

This document outlines the process for purchasing your child's bus pass for the 2022/23 academic year. If you have not yet purchased a deposit ticket you will need to contact [schools@masonscoachhire.co.uk](mailto:schools@masonscoachhire.co.uk) for further information.

### Step 1: Logging in

Go to [masonscoachhire.bushub.co.uk](https://masonscoachhire.bushub.co.uk) and sign in to your online account using your registered email address and password (please note that tickets cannot be purchased via the app).

If you have forgotten your details then click the 'Forgot your password?' link and you will receive an email telling you how to reset them.

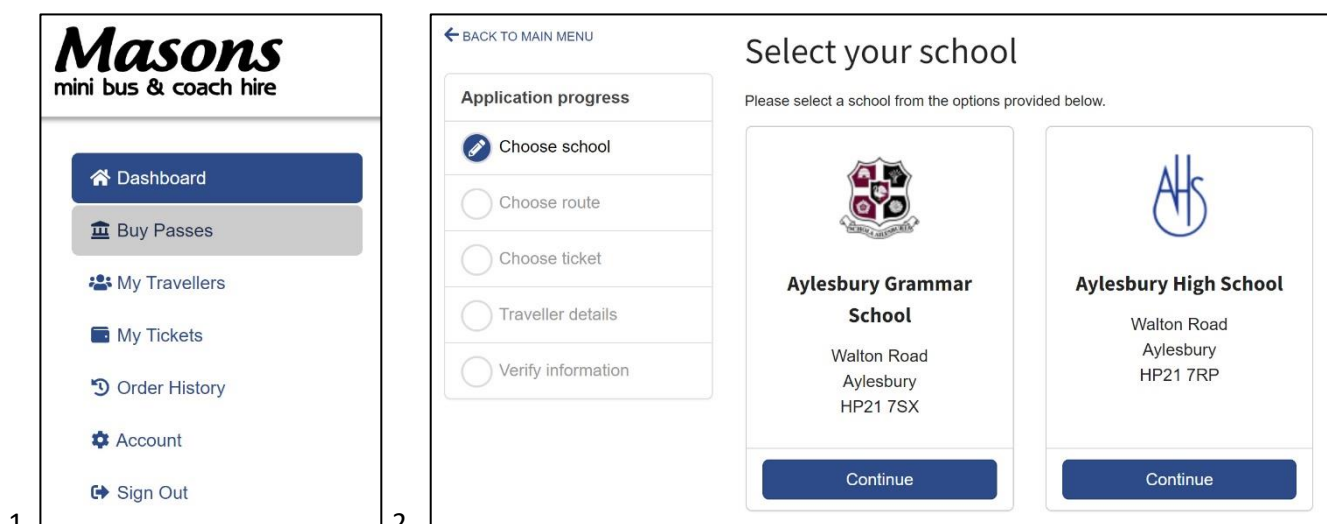


### Step 2: Select your school, service and pick-up point

Once you have logged in to your account, go to the main menu (1) and click 'Buy Passes'.

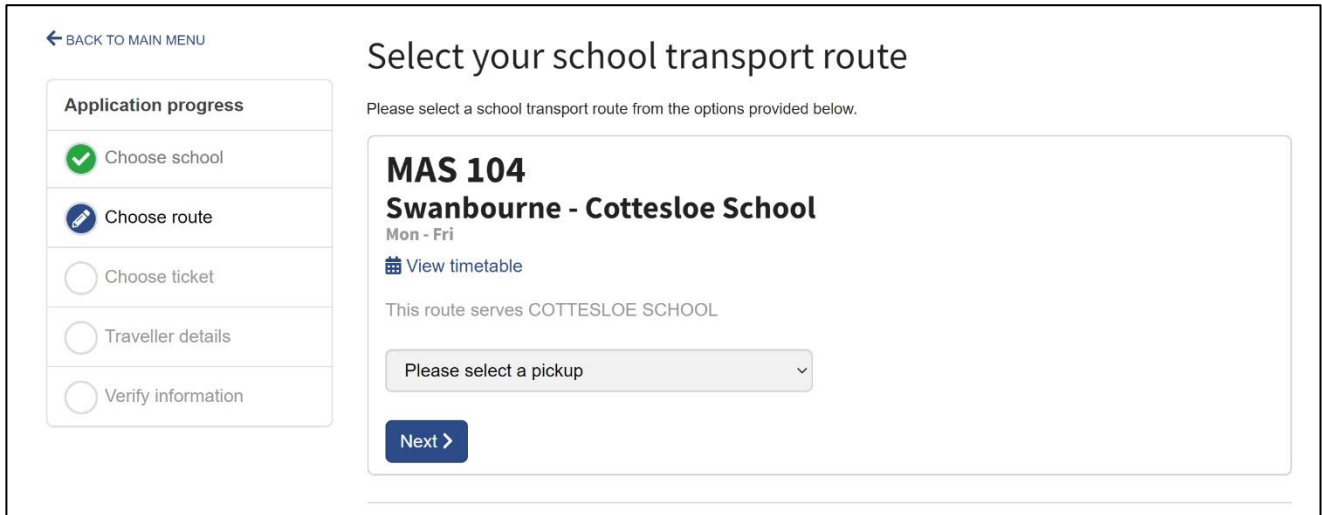
You will now be taken through to a page where you need to confirm your child's school (2), route number (3) and pick-up point (4).

**Note: this must be the same information you provided when purchasing your £50 deposit in March.**

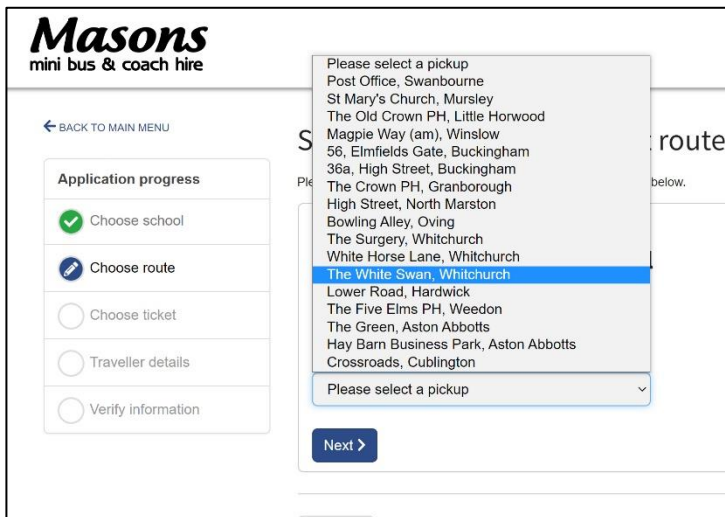


1.

2.



3.



4.

### Step 3: Choose your ticket and select payment method

Once you have selected your school, route and pick-up point you will be taken through to the bus pass tickets and payment page.

**Note: you will only see and have authorisation to purchase a bus pass for a service you have paid a deposit for. If you do not see your ticket, then contact [schools@masonscoachhire.co.uk](mailto:schools@masonscoachhire.co.uk)**

Next, select the bus pass ticket you wish to purchase and check the box which relates to your preferred payment method.

You have two payment options: pay in full right away using a debit/credit card or choose to pay in instalments by setting up a Direct Debit mandate. Please note that if you choose to set up a Direct Debit, your first payment of ten will reach us ten days after the date that you set up (the latest you can leave it is Friday 22<sup>nd</sup> July).

Once you have confirmed your payment method click 'Continue' to move to the ticket assignment page.

## Step 4: Select traveller and gift ticket to child

On this page you can select the person (your child) who will be receiving the bus pass you have purchased (1). You can do this by simply ticking the box against their name in the 'Select traveller' box. Once done click 'Save and continue'.

If your traveller/child does not appear in this list, then scroll down the page and complete the required fields to add them (2).

1.

2.

## **Step 5: Verification process**

Once you have assigned the ticket to your named traveller (child), the site will present a full overview of your bus pass purchase and ticket gifting. Please check and confirm that all account, traveller, trip and ticket information is present and correct. If anything is missing or needs updating then you can go back to the relevant section by clicking on the menu on the left-hand side of the page.

Once you are happy that all details are correct, agree to the Conditions of Carriage, click 'Save and continue' and move to checkout.

If you have any problems, or for further information, please contact [schools@masonscoachhire.co.uk](mailto:schools@masonscoachhire.co.uk)