

Tap On Tap Off

FAQs

How is Tap On Tap Off different to contactless payment?

Contactless card payment via our drivers is still accepted for all tickets on board the A4. Tap On Tap Off is quicker and easier as you don't need to ask for a ticket. The cost of your journey is calculated automatically.

Which zones does it work in?

Tap On Tap Off works across all zones – Bath, Saltford, Keynsham, South Bristol – and includes journeys to the airport.

What happens if I forget to Tap Off?

You will be charged for a single ticket to the end of the route, so please ensure you do tap off in order for the correct fare to be calculated. Mistakes can happen, so do reach out to us if you have had an issue with your journey.

Can I use more than one card/ device to Tap On Tap Off?

You need to ensure that you use the same card to tap off as you do to tap on so that your journey price is calculated correctly.

Does Tap On Tap Off allow multiple people to travel on one transaction?

If travelling as part of a group, each person needs their own contactless card or smart device to use Tap On Tap Off. If travelling with children, you can present your payment method twice to purchase the correct number of tickets.

Does Tap On Tap Off allow the purchase of different ticket types?

Unfortunately not. It will only charge you an adult single fare.

Avoid the risk of card clash!

If more than one contactless card or smart device are close to the reader, it may end up charging the wrong card. Keep the card/ device you want to use separately.

**Air
Decker**

