

How to Arrange a Replacement Travel Pass 2024-25

Your travel pass is your responsibility, therefore if you lose or damage your travel pass you should contact the travel company directly and arrange for a replacement unless your travel pass is from Great Western Railway (GWR) or Southwestern Railway (SWR).

Travel passes will only be replaced up to a maximum of two times, then the full cost of the pass is required to replace the pass.

Travel passes will be stopped by the travel company on 4th July 2025 unless we have a prior agreement and authorization from your tutor that your pass needs extending.

Please note passes will be sent to your campus to be collected from the Advice Centre unless stated otherwise.

GWR

- Complete a Declaration of lost/stolen season ticket form - see below (also complete this form if the pass is faulty) and either send it to FEbursaries@activatelearning.ac.uk or hand it in to an Adviser at the Advice Centre.
- Students can collect their replacement pass from their campus Advice Centre, a text will be sent when it is ready for collection.
- A photograph must be added to the photo ID card before the pass is valid for travel.
- For faulty passes, the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.

Ask an Adviser at the college Advice Centre for a [GWR form for lost and faulty train passes](#)

SWR

- Complete a SWR Replacement Pass form - see below and either send it to FEbursaries@activatelearning.ac.uk or hand it in to an Adviser at the Advice Centre.
- Students can collect their replacement pass from their campus Advice Centre, a text will be sent when it is ready for collection.
- For faulty passes the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass. There is no fee for a faulty/damaged pass.
- For lost passes - please state where, how and when the ticket was lost. There is no fee for a lost pass.
- For stolen passes – please state where, how and when the ticket was stolen. The student should also let the Police know and advise the date reported, the police force and crime reference number.

Ask an Adviser at the college Advice Centre for a [SWR Replacement Pass Form](#)

Chiltern Railway

- Complete a Duplicate Season Ticket Application form - see below and either send it to FEbursaries@activatelearning.ac.uk or hand it in to an Adviser at the Advice Centre.
- The fee for a lost pass is £10.00.

- Students can collect their replacement ticket from the ticket office at Bicester North or it can be posted to your campus, **please advise on the form which is best.**
- Please include journey details on the form
- A photograph must be added to the photo ID card before the pass is valid for travel.
- For faulty passes, the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.
- The Adviser will send the damaged pass to Group Student Finance, Advice & Admissions, Guildford College, Stoke Road, Guildford, Surrey, GU1 1EZ.

[Chiltern Railway Duplicate Season Ticket Application form.pdf](#)

Stagecoach (South & Oxfordshire)

- If you have a mobile ticket and your phone is lost/stolen please provide us with the email address associated with your ticket registration on the Stagecoach app. We can request Stagecoach to cancel this ticket and provide a new unique code for you to obtain a replacement. Alternatively, please feel free to reach out to Stagecoach Customer Services
- If you switch to a different phone and log in to the Stagecoach app using the same email address and account, your ticket should appear as activated. Should you encounter any difficulties, please feel free to reach out to Stagecoach Customer Services
- Students will need to complete a Lost ticket form online at
- **[Lost tickets form | Stagecoach \(stagecoachbus.com\)](#)**
- There is no fee for a replacement pass.

Reading Buses

- Ask an Adviser at the Advice Centre to complete a Reading Buses Replacement Travel pass form - see below.
- The student can take the completed form to the Reading bus shop and pick up their replacement pass at the ticket office for a £2 fee
- There is no fee for a damaged pass
- Students can also call Reading Buses Customer Services on 01189 594000 for a replacement pass if they are able to pay the £2 fee over the phone. Reading Buses can make this available to pick up at the ticket office or send to the student's home address/college.

Ask an Adviser at the college Advice Centre for a [Reading buses replacement form.docx](#)

Oxford Buses

- For a lost pass ask an Adviser at the Advice Centre to complete an Oxford Buses Keylink Replacement form - see below.
- The student can take the completed form to the Oxford Buses Travel shop and pick up their replacement pass at the ticket office for a £5 fee.
- For faulty passes the damaged pass **must** be handed in to an Adviser at the Advice Centre before collecting the replacement pass.

Ask an Adviser at the college Advice Centre for a [Oxford Buses Replacement Form](#)

Thames Valley Buses

- Students will need to visit the online shop at:

<https://thamesvalleybusesshop.com/products/replacement-student-smartcard>

- There is a £6 replacement travel pass fee to pay.
- A new pass will be posted out to the address details in the payment section at checkout.

Arriva

- For a lost pass students can let an Adviser at the Advice Centre know or the student can email FEbursaries@activatelearning.ac.uk.
- Students with a M-ticket code will be sent a replacement code.
- Students with a Smartcard can collect their replacement pass from their campus Advice Centre, a text will be sent when it is ready for collection.