

How to Arrange a Replacement Travel Pass 2026-27

Your travel pass is your responsibility. If your pass is lost, stolen, or damaged, you should contact the travel provider directly to arrange a replacement. The only exceptions are paper GWR travel passes, and SWR travel passes, which are replaced through the Advice Centre.

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 2nd July 2027 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

- For students who have a plastic GWR Smartcard you can replace the card through the GWR app. If not already registered please follow the instructions from the letter students received with the pass, here is a copy [GWR Copy of Letter with Smartcard.pdf](#)
- For students who have a paper ticket, ask an Adviser at the college Advice Centre for this form [GWR Declaration of lost/stolen season ticket](#). Complete the form and hand it in to an advisor 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 paper tickets only, 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.

SWR

- Complete a SWR Replacement Pass form - see below 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 form for lost and faulty train passes](#)

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 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 an [Oxford Buses Replacement Form](#)