



Questions & Answers

What is a **saltirecard**?

The **saltirecard** is a smartcard created by the Scottish Government that can store your travel tickets. It also contains an ePurse which you can use to pay for travel on bus therefore reducing the need to pay for travel with cash.



What is a 7 day pass?

A weekly pass will permit you to travel for 7 days from the date on which the ticket is first used. The pass is valid on all of our key services all day, every day except Sunday and is subject to our conditions of carriage which can be viewed [here](#)

If you have any question about your ticket, please contact our customers services team on 01368 865500.

What is a carnet ticket?

A carnet pass gives you to 10 single journeys on one ticket. The pass is valid on all of our key services all day, every day except Sunday and is subject to our conditions of carriage which can be viewed [here](#)

If you have any question about your ticket, please contact our customers services team on 01368 865500.

Is there a time limit on the carnet ticket?

Once you make your first journey, you will have 12 months to use the rest of the travel entitlement on your card.

Is there a limit on the period pass

Once you make you first journey, you will have 7 days to travel on bus.

Where can I use my smart tickets?

Both type of smart ticket can be used on the following services:

120 Service	121 Service	123 Service	130 Service	X10 Service
Dunbar to North Berwick	Haddington to North Berwick	Haddington to Gifford Circle	Dunbar Local Service	Edinburgh Express NOT IN SERVICE

How much does a smart ticket cost?

Further information about the prices of our smart tickets for both adults and children for each zone can be viewed within our pricing document which can be viewed [here](#)

Where can I buy a ticket?

You can either buy a ticket directly from the bus driver or buy a ticket online?

How do I purchase my smart ticket online?

To purchase tickets online you will need to create a user account and register for a **saltire**card (if you have not already done so).

Further information about the process can be viewed [here](#)

Once you have an account, you can purchase your smart ticket through our website portal. This can be accessed through <https://evecoaches.smartportal.io/home>. Here you will be able to select your smart ticket of choice i.e. a carnet or period pass and whether the ticket is for an adult of a child

How long do I need to wait before I can use a ticket I've bought online?

Once you've purchased your carnet or period pass ticket online it will take up to 48 hours before you can pick-up you ticket at the electronic ticket machine.