



ENHANCEMENTS TO ANNUAL TRAVELMASTER TICKETS

TravelMaster is introducing new annual tickets and simplifying how customers purchase them from the **2nd January 2020**.

What's Changing?

From the **2nd January 2020**:

- TravelMaster will introduce annual versions of the CityBus, CityWide, BConnect, DConnect, RConnect & SYConnect to join the existing SYConnect+ Annual ticket.

The prices for annual tickets will be:

Ticket	Price
CityBus Annual	£703.80
CityWide Annual	£754.40
District Connect Annual	£746.35
SYConnect Annual	£1,014.30
SYConnect+ Annual	£1,318.00

(Details of all pricing is under embargo until 16th December 2019)

By purchasing an annual ticket a customer will get approximately 6 weeks travel a year free compared to if they bought 13 28-Day tickets.

- All annual tickets will be sold exclusively through **sytravelmaster.com** and will now be loaded to standard Blue TravelMaster Cards, or Stagecoach smartcards, in the same way as 1, 7 & 28 Day tickets.

- The bespoke SYConnect+ card, carrying a photo and name of the cardholder, will be withdrawn from issue.



Any existing cards will continue to be valid until their expiry date but no new cards of this type will be produced.

- Annual products will no longer be available to purchase through the MyTSY site.

How Will Annual Products be Bought?

From the **2nd January 2020** anyone wanting to purchase an annual TravelMaster product will simply go to **sytravelmaster.com** and purchase it in the same way as they do for a 1, 7 or 28 Day ticket.

Customers simply select their chosen annual product, pay for it and load it to a standard smartcard through an NFC Android device or iPhone at their own convenience – no more waiting for orders to be verified or passes to be posted.

Why the change?

This change is being made to make it easier and quicker for a customer to purchase an annual ticket. TravelMaster is introducing annual pricing points for all adult tickets to enable more customers to access them.

With this change customers will be able to pay for their annual ticket and have it loaded to an existing smartcard in seconds instead of having to apply for an annual card, submit a photo, wait for this to be verified and for the pass to be printed & posted to them.

This reduces the administration required to issue annual tickets whilst making it easier for customers to access a years' worth of travel almost instantly. It also gives TravelMaster

explore the potential for payment plans for annual products and to work with businesses to provide a more relevant set of tickets for salary sacrifice schemes.

How will the change be communicated?

TravelMaster will be writing to existing SYConnect+ cardholders directly to advise them of the change and will also publish details of the new products on the TravelMaster website.

Where annual products are issued as part of an existing corporate scheme the organisation purchasing them will be contacted directly by the TravelMaster team to work through the implications for them as a result of this change.

More Information:

For more information around the contents of this update and the changes being made to annual tickets and how they're bought coming in January 2020 feel free to e-mail Team@sytravelmaster.com



The banner features contact information for TravelMaster on the left and the company logo and slogan on the right. A diagonal stripe in green, blue, and red separates the two sections.

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TravelMaster

Any Bus....Any Tram...Any Train...
Anywhere in South Yorkshire...

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