

## Mango – Going – Gone!

From Sunday 29<sup>th</sup> December 2019, Trent Barton's Mango cards will no longer work on Nottingham's NET trams. Many tram passengers currently use these cards, which entitle holders to discounted fares, and can be topped up online or automatically as credit is spent, as a cheaper and more convenient alternative to buying individual tickets for each journey.

Although information about this change is patchy, we have gathered what we can to produce this factsheet. All information is taken from Trent Barton and/or NET online, or from their answers to direct questions.

- This is happening because Trent Barton are moving to new contactless ticket machines on their buses. They will issue new Mango cards that are compatible with their new machines, but the new cards will not be compatible with the tram's ticket machines or card readers. So customers who use their Mango card for tram travel must find an alternative.
- From September 2019 you will no longer be able to buy, top up or manage Mango cards at tram platform ticket machines, although you will still be able to scan your Mango card at platform validators before boarding until 29<sup>th</sup> December.
- Trent Barton recommend using up outstanding credit on Mango cards before 29<sup>th</sup> December, although they have said it will be possible to get refunds on unspent credit.
- Trent Barton recommend the Robin Hood Pay As You Go card as a replacement for Mango cards.
- Robin Hood cards are valid on the whole tram network from Hucknall and Phoenix Park to Toton Lane and Clifton South, and on most bus services within the Greater Nottingham boundary, but not on bus services outside that boundary, such as buses in Hucknall.
- Basic fares using the Robin Hood card are the same as with Mango (£2/trip adults, £1/trip under 19s) but with a slightly lower daily cap - £3.60/day adults (£3.70 on Mango), £2.10/day under 19s (£2.20/day on Mango). Unlike Mango, Robin Hood cards do not offer student discounts, although there are student discounts available on other options such as tickets from machines and season tickets.
- The City Centre and Clifton short hop zones will still be available as paper tickets, but all other short hop zones will no longer be available after 29<sup>th</sup> December, and no short hop zones will be available for use with Robin Hood cards. So a journey from Hucknall to Moor Bridge will cost £2 for an adult rather than the £1 it costs a Mango customer today.
- Unlike with Mango cards, it is not possible to top up Robin Hood cards online or to set up automatic top ups. Instead, Robin Hood cards must be topped up at Robin Hood ticket machines using a credit or debit card. It is not possible to top up Robin Hood cards using cash.
- There are 150 ticket machines in the city centre and at bus stops around the Robin Hood network. However, very few of these are at tram stops. The closest machine to Hucknall is at Wilkinson Street tram stop. Hucknall customers must therefore top up at Wilkinson Street or in the city centre.

Information taken from:

<https://thetram.net/Userfiles/MANGOFAQsLinks.pdf>

<https://www.thetram.net/mango-card.aspx>

<https://www.thetram.net/tickets>

<https://thetram.net/Userfiles/PDFs/Maps/MANGO%20SHORT%20HOP.pdf>

<https://www.thetram.net/robin-hood-card.aspx>

<https://robinhoodnetwork.co.uk/cards-and-tickets/purchase-and-top-up.html>