

Go North East



GoNorth East
Celebrating
100 Years
of Service
1913—2013

Go for less with Go North East

May 2013

MoneySaver Guide

Your guide to saving money on bus travel
across the region with Go North East.



GoNorth East

simplygo.com/tickets

Useful information

Enjoy your journey

We want to make your journey as easy, affordable and enjoyable as possible.

Giving a great service is a priority for us and we are committed to this through our customer charter which can be viewed online at [simplygo.com/customercharter](https://www.simplygo.com/customercharter)

Our buses are clean and bright, you'll find ramp access on every bus and travel safety advice on board.



Information on the move

The key mobile app is packed full of features to make using our services easier and quicker and our **website** is fully compatible with mobile phones and tablets.

From finding the nearest bus stop to your location, to seeing your journey and its stops on a Google map, or getting live updates on your favourite route, our app and website will help make your trip a breeze.

To get your information on the move, download **the key mobile app** from your mobile app store, or visit [simplygo.com](https://www.simplygo.com)

Travel and save

There's a range of tickets for everyone, choose from **Buzzfare, Get Around, Saver** or **Cheap Day Return**.

Pay for your travel in advance with the key smartcard, or the M-ticket to get the cheapest fares. Buy your tickets online, by mobile, through Travel Centres, by phone, or on the bus.

For more information on our services and their fares, visit [simplygo.com/tickets](https://www.simplygo.com/tickets)

Get in touch

Everything you need to know about Go North East can be found on our website [simplygo.com](https://www.simplygo.com), or you can talk to us directly using any of the following options:



Live web chat:
[simplygo.com/contact-us](https://www.simplygo.com/contact-us)



Facebook:
[facebook.com/simplyGNE](https://www.facebook.com/simplyGNE)



Twitter:
[@gonortheast](https://twitter.com/gonortheast)



Email:
customerservices@gonortheast.co.uk



Call:
Using landline:
0845 60 60 260
Using mobile:
0191 420 5050

Go for less with Go North East

We understand that different people have different travel needs. So our MoneySaver guide has been created to explain all of the fare and ticket options that are available for travel on our services. And, of course, to help you get about as cheaply as possible.

This guide is also available on our website
simplygo.com/tickets

Look out for;

Big savings off the bus

Most tickets are cheaper when you buy them away from the bus.

The M-ticket app

Buy tickets on your mobile with our M-ticket smartphone app at
simplygo.com/m-ticket

the key smartcard

Buy tickets on the key smartcard at
simplygo.com/thekey

Buying tickets with us couldn't be simpler!

the key smartcard



the key makes travelling cheaper and easier for everyone. Get exclusive deals on the key smartcard

simplygo.com/thekey

the M-ticket app



M-ticket - your bus ticket on your mobile.

Simply buy, show and go.

simplygo.com/m-ticket

From the driver



Singles, day tickets and cheap day return tickets available.

Travel Shops



Located at;
Metrocentre
(Public transport interchange)
Washington Galleries
(Public transport interchange)
Chester le Street
(Front Street)

Day, week and longer term tickets available on the key smartcard.

Our MoneySavers

A guide to all of the fares and tickets that are available for travel on our services that can help you get the best deal for your journey.

Saver	Who is it for?	Where to get one
 saver	For one off journeys or regular trips on the same service.	On the bus, key smartcard and M-ticket app.
 cheap day return	Everyone making a return trip on the same service.	On the bus.
the key <i>lifestyle</i>	Everyone! Especially regular customers.	Online.
the key	Everyone! Big savings, great deals and the ultimate flexibility.	Online, by phone, on the bus, key smartcard, M-ticket app and Go North East travel centres.
 buzzfare	Everyone! Big savings and unlimited travel with Go North East.	On the bus, key smartcard, M-ticket app and Go North East travel centres.
 get around	Under 18's and full time students.	On the bus, key smartcard, M-ticket app and from Go North East travel centres.
Free concessionary travel	Those over 60 at pensionable age or registered disabled.	Your local authority to apply for the free pass then travel on the bus for free!
Metro, bus and rail tickets	Those who need to use Metro or buses operated by other bus companies as well as Go North East.	On the bus, travel centres. Metro and train ticket machines.

Town & City fare zones

We've got simple fare zones in most of the towns and cities we serve to keep your local journey simple. These fare zones have just one or two single fares and a DaySaver ticket for unlimited all day travel. Some of the areas have WeeklySaver tickets too giving you unlimited journeys on our services each week. Tickets available to buy on the bus.

Town/City	Single Fare(s)	DaySaver
Blaydon/Winlaton	£1.45 (1 zone)	
Rbt Swalwell, Stella Board Inn, Scotswood Bridge.		
Chester-le-Street	£1.35 (1 zone) £1.95 (2 zones)	£3.30
Chester-le-Street Town Centre, Birtley, Chester Moor, Waldrige Village, Ouston, Beamish Museum, Great Lumley.		
Consett	£1.45 (1 zone) £1.95 (2 zones)	£3.30
Consett Town Centre, Castleside, Woodside Road Ends, East Castle, High Stables, Medomsley, The Dene, East Law.		
Durham	£1.45 (any single journey)	£3.10
Durham City Centre, Roundhaven, Pity Me, Ramside Hall, Sherburn Grange.		
Durham City Centre	£1.00	£3.10
Uni Hospital Durham, Claypath, Nevilles Cross, New Inn, Whinney Hill.		
Hexham	£1.35 (any single journey)	—
Hexham Town Centre, Hexham Cemetery, Bridge End, East Wood Grange, Barn End, Southlands.		

Town/City	Single Fare(s)	DaySaver
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Newcastle	£1.45 (1 zone)	£3.40
	£1.95 (2 zones)	

Newcastle City Centre, Byker, Scotswood Road, Michell Bearings, Coast Road, Benfield Road, Denton Fox and Hounds.

Newcastle Metrocentre	£2.60	£3.40
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All services between Newcastle City Centre and Metrocentre and the X66 between Gateshead Interchange and Metrocentre (excludes Quaylink).

Peterlee	£1.35 (1 zone)	£3.10
	£1.95 (2 zones)	£10.30 (weekly saver)

Peterlee Town Centre, Blackhall Rocks, Holm Hill Estate, Easington Village.

Prudhoe	£1.35 (flat fare)	£2.80
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Prudhoe Town Centre, Prudhoe Rail Interchange, Stanley Burn Bridge, Eltringham School, Edgewell House Road.

Seaham & Murton	£1.35 (1 zone)	£3.10
	£1.95 (2 zones)	

Three zones across Seaham New Seaham and Murton. Zone 1 — Seaham Town Centre. Zone 2 — New Seaham. Zone 3 — Murton.

South Shields	£1.30 (1 zone)	£3.40 (S Tyneside)
	£1.50 (2 zones)	

Zone 1 — Chichester, Westoe.

Zone 2 — Victoria Hotel, Redwood Service Station, Harton Nook.

South Tyneside	£1.45 (1 zone)	£3.40 £11.40 (weekly saver)
	£1.95 (2 zones)	
	£2.60 (all zones)	

Three zones across South Tyneside.

Zone 1 — South Shields Town Centre, Horsley Hill, Tyne Dock, Harton.

Zone 2 — Jarrow, Hebburn, Primrose, Monkton. Zone 3 — Fellgate, Boldon, Hedworth, Brockley Whins, Whiteleas, Marsden.

Town & City fare zones (Contd.)

Town/City	Single Fare (s)	DaySaver
Stanley	£1.25 (1 zone)	£2.60
	£1.65 (2 zones)	£10.30 (weekly saver)

Stanley Town Centre, Maiden Law, Dipton, Greencroft, Beamish, Tanfield Village, Charlaw Inn, Pickering Nook, Edmondsley Road Ends.

Sunderland	£1.35 (1 zone)	£3.40
	£1.70 (2 zones)	£11.40
	£2.00 (3 zones)	

Wear View, Last Orders, Ramsgate Rd., Hylton Retirement Park, Fulwell Grange, Southwick Green, Dunbar St, Prospect Silksworth Vicarage, Tunstall Green, Myrtle Grove, Ryhope Hospital, Ryhope Dene, North Moor Lane, Thorney Close Rd.

Wallsend	£1.45	—
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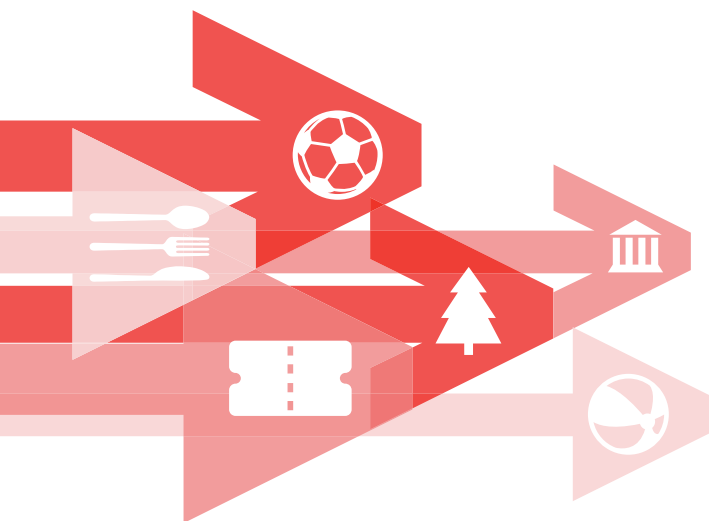
Wallsend Town Centre, Byker Retail Park, Ridley Avenue/ Tynemouth Road, Hotspur Road, Gladstone Street/Willington Quay, Hadrian Park, Gala Bingo Middle Engine Lane.

Town/City	Single Fare (s)	DaySaver
Washington	£1.45	£3.10
	£1.95	£10.30
		(weekly saver)






Washington Town Centre, Fatfield Bridge South End, Stephenson Industrial Estate, Severn Houses, Picktree Village, A194 Bridge, Vigo Bridge, Waterview Park.





Whitley Bay & North Shields	£1.45 (1 zone)	£2.80 Shields Saver (valid in zone 1)
	£1.95 (2 zones)	£2.80 Bay Saver (valid in zone 2)
		£3.30 Bay + Shields Saver (valid all zones)

Zone 1 — North Shields Town Centre, Ridley Avenue/ Tynemouth Road, Park Hotel, Foxhunters, Rake Lane Hospital, Tynemouth Road/ Howdon Lane, East Howdon Top Stop, Tyne Tunnel Trading Estate, Jackson's Farm, Norham Road/Coast Road. Zone 2 — Whitley Bay Town Centre, Park Hotel, Jackson's Farm, Tynemouth Pool, Whitley Bay Caravan Park/Cemetery.



Day tickets available on the bus. Weekly tickets available on the key smartcard, M-ticket mobile app and also on the bus.

Ticket	Day Saver	Weekly Saver	Summary of area covered
	—	£16.60	Valid on Angel service 21 and Pronto service X21 from any point between Durham City Centre and Newcastle.
	£3.65	£12.50	<ul style="list-style-type: none"> ■ Citylink 58 ■ Cobalt Clipper 309 & 310 (Newcastle-Battlehill) ■ 307 (Newcastle-High Farm/Station Road).
	£3.65	£12.50	<ul style="list-style-type: none"> ■ Cobalt Clipper 309 & 310 ■ Citylink 58 (Newcastle-Battlehill).
	£3.65	£12.50	Unlimited travel on Coaster 1.
	—	£12.50	Unlimited travel on Crusader service 27.
	£4.60	—	Unlimited travel on East Durham services 201, 202, 206, 208, 209, 238, 239, 259, 260, 265, 923, X35, X7, (from S'land to Stn Town)
	—	£12	Unlimited travel on services X40 and 40A.
	£6.15	£21.80	Unlimited travel on Lime services 8, 78, 78A.
	£2 (DaySaver) £5 (Family DaySaver)	£8 £8	Unlimited travel on Quaylink services Q1 & Q2.
	—	£10	Unlimited travel on Saltwell Park services 53 & 54.

Ticket	Day Saver	Weekly Saver	Summary of area covered
	—	£8.30	Unlimited travel on 36, 36A, 42 and Laser between Sunderland W heatsheaf/ City Centre to Vicarage Farm Estate and X36 between City Centre & Downhill Turning Circle
Newcastle Metrocentre	£3.40	—	All services between Metrocentre Newcastle City Centre and Metrocentre and X66 between Gateshead Interchange and Metro centre (excludes Quaylink).
Sunderland Newcastle Express Saver	—	£15.60	Unlimited travel on services X3 and X36.
	—	£14.60	<ul style="list-style-type: none"> ■ 7 days unlimited travel on the TEN and Toon Link 11 buses between Greenside, Crawcrook, Ryton, Blaydon and Newcastle. ■ Toon Link 32 buses between Blaydon Bus Station and Newcastle.
	—	£21.80	<ul style="list-style-type: none"> ■ 7 days unlimited travel on the TEN and Toon Link 11 between Hexham, Corbridge, Branch End, Prudhoe, Ryton, Blaydon and Newcastle. ■ Toon Link 32 buses between Blaydon Bus Station and Newcastle.
	—	£21.80	Unlimited travel on Pronto X21 service Angel 21 from any point between Durham City Centre and Newcastle.
Wear Valley	—	£12.50	Unlimited travel on Pronto X21 between Durham & Bishop Auckland

What is the key?

The key is a smartcard that makes travelling by bus easier, cheaper and more secure.

Will the key save me money?

Our best value tickets are available on the key and tickets that aren't available on board the bus, such as 28 day tickets and key lifestyle pay monthly, making travel with us even easier and cheaper. If you're under 18 the key will also give you discounted single journeys.

How do I buy tickets for the key?

Buying tickets online or away from the bus is the cheapest way. You can buy online or by phone on **0845 60 60 260** and from Go North East travel shops. You can renew seven day tickets that are already on your key on the bus but you'll miss out on the savings available away from the bus.

Its easy to get the key

Getting the key Smartcard is free and it is delivered direct to your door. Register online now at **simplygo.com/thekey** or call us on **0845 60 60 260** and your key will be sent out the same day. To buy tickets on your mobile download the free M-ticket app.

Using the key

Using the key is simple, if you've got a key smartcard just place it on the reader, if you're using the key mobile show your phone to the driver.

The key lifestyle

Big savings, great deals and the ultimate flexibility!

Our award winning key lifestyle scheme brings together some of the very best discounts on bus travel with great deals on car and bike hire.

Big savings on the bus with the key smartcard

At the heart of the key lifestyle is big savings on your bus travel with Go North East.

Choose key lifestyle and pay less for your bus travel with a monthly subscription from your debit or credit card. Your payment is taken automatically on the same date each month so you can forget about the hassle of remembering to buy your ticket every month, every week or every day.

Key lifestyle is available to everyone with a key smartcard – just choose key lifestyle when you purchase your ticket online. If you haven't got a key, they are free and delivered direct to your door. Register to get one now or call us on **0845 60 60 260**.

Full on flexibility with car and bike hire!

The key lifestyle membership includes optional free membership of Common Wheels Car Club and Scratch Bikes.

A great deal on the car — scrap your banger!

Scrap your car and get double its value back in free bus travel with Go North East.

For more information on the great deals key lifestyle offers, visit **simplygo.com/keylifestyle**

M-Tickets

Bus tickets straight to your mobile

Buy tickets with our M-ticket app and turn your phone into your bus ticket. Just buy your ticket on our free M-ticket app, then just show your phone to the driver when you get on. Tickets are easy to buy and can be used straight away or saved for future trips.



Buying tickets with our free M-ticket app makes traveling with us easier and cheaper and gives you a more convenient way to buy your bus tickets, saving you time and money.

Your favourite ticket types are available and most are cheaper than those bought on the bus.

Once you have chosen and paid for your ticket with your debit or credit card, it's stored on your phone. You can buy tickets to travel on the same day or in advance.

When you get on the bus show your phone screen clearly to the driver as you would a paper ticket.

The Go North East M-ticket app is free to download from Google play or the Apple App store. Just search for Go North East in the app search.

For more information about the M-ticket, visit **[simplygo.com/m-ticket](https://www.simplygo.com/m-ticket)**

Buzzfare

Big savings day in and day out

Buzzfare tickets give you big savings and unlimited travel on Go North East bus services in your area.

Tickets are cheaper when bought away from the bus and with new ways to buy tickets on your mobile and from Go North East travel shops its never been easier to save!

See which Buzzfare zones you need

Choose which Buzzfare zones you need for your journey and then check the prices overleaf. Our prices are simple and if you need more than three Buzzfare zones we'll give you the rest for free. Zone boundaries are shown on our route maps with each timetable.

- 
- Newbrough
 - Hexham Corbrigg
 - Whitley Chapel •
 - Allendale Town
 - Allenheads



Buzzfare

Big savings day in and day out

Buy on the bus

Zone	Price	Price
	1 day ticket	7 day ticket
1 zone	£4.65	£18.00
2 zone	£6.10	£24.00
3 zone	£7.60	£30.90

Family day ticket (Up to two adults and three children)

All zones	£11.50
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Buy off the bus

Zone	Price
7 day ticket	
1 zone	£17.50
2 zone	£23.50
3 zone	£30.40

Zone	Price	Price
Multibuy 3x1day		Multibuy 3x7day
1 zone	£12.60	£49.86
2 zone	£16.90	£67.20
3 zone	£21.63	£85.78

Multibuy 10x1day		Multibuy 10x7day
1 zone	£41.94	£166.91
2 zone	£56.28	£224.70
3 zone	£72.03	£286.65

28 day		Multibuy 3x28day
1 zone	£62.50	£182.50
2 zone	£81.50	£239.50
3 zone	£100.00	£295

Annual		key lifestyle (pay monthly)
1 zone	£630	£56.50
2 zone	£822	£73.50
3 zone	£999	£90.00

Useful Buzzfare information

Buzzfare is available on the key smartcard and free M-ticket app. 'Off the bus' tickets are cheaper than those bought on the bus.

Off the bus tickets are available online at **simplygo.com/thekey**, by telephone on **0845 60 60 260**, from Go North East travel shops in Metrocentre, Washington Galleries and Chester-le-Street, and the M-ticket mobile app.

- 1 and 7 & 28 day tickets can be bought on the free M-ticket app.
- The key lifestyle pay monthly ticket is only available online.
- Family tickets are valid for up to two adults and three children travelling in a group containing one or two adults and at least one child under 16.

Get Around

Big savings for everyone under 18 and full time students

Get Around is a great range of discounted tickets for young people and students travelling with Go North East.

Cheaper single fares for everyone under 18yrs

Whether you're at school, college or university you can save on your bus travel with Go North East. What's more everyone under 18 can travel for as little as 90p a journey off peak with the Get Around key smartcard regardless if you're a student or not.

Ticket	Price
Peak	90p/£1.35/ £1.75/£2.20
Off Peak	90p

Buy on the bus

1 day ticket	£3.65
7 day ticket	£15.40

Buy off the bus

7 day ticket	£14.90
Multibuy 3x1day	£10.08
Multibuy 10x1day	£33.60
Multibuy 3x7day	£41.68
Multibuy 10x7day	£139.65
28 day ticket	£58
Term plus (16 weeks)	£218.34
Annual	£576
Get Around Key Lifestyle	£53

Useful Get Around information

Get Around ticket prices are exclusive to Get Around key holders. Get your key today at [simplygo.com/thekey](https://www.simplygo.com/thekey)

Get Around is available on the key smartcard and free M-ticket app.

Off the bus tickets are available online at [simplygo.com/thekey](https://www.simplygo.com/thekey), by telephone on **0845 60 60 260**, from Go North East travel shops in Metrocentre, Washington Galleries and Chester-le-Street, and the M-ticket mobile app.

Students over 22 will need to call us on 0845 60 60 260 to set up Get Around.

Peak times are before 0930 or between 1530 and 1700 on school days. Off peak times are Monday to Friday 0930 to 1430, then 1700 onwards; all day at weekends, bank holidays and main school and half term holidays.

For students over 18, we define a full time student as a student on a course with a minimum of 12hrs per week direct study.

In Tyne & Wear, holders of the Pop under 16 card can travel at the Nexus 60p single and Nexus CAT £1.10 day ticket prices.

Those under 11 yrs don't need a Get Around key to get our discounted single fares.

Outside of our town and city fare zones we have a range of Cheap Day Return tickets saving you money if you're making a longer journey and on one service the same day.

Our Cheap Day Return prices are based on our Buzzfare zone areas and will always be cheaper than a Buzzfare day ticket in each zone. Cheap Day Returns are available on the bus from the driver. If you're making more than two journeys in a day or need to use different buses then a Buzzfare day ticket will save you money.

Within 1 Buzzfare zone	£2.80 - £4.40
Within 2 Buzzfare zones	£2.80 - £5.50
3 or more Buzzfare zones	£5.50 - £7.30

Free Concessionary Travel

Free travel is available for all local residents over 61yrs and at pensionable age or registered disabled with a concessionary bus pass.

Using your pass is easier than ever

All of our buses are fitted with readers which check your pass automatically. Using your pass is really easy and there's no fuss. Just put your pass on the reader, wait for the ticket to be issued and take a seat.

To watch a video showing exactly how easy it is to use, visit [simplygo.com/thekey](https://www.simplygo.com/thekey)

Free travel times

Free travel is available from 0930 Monday to Friday (0900 in Northumberland) and all day at weekends and on bank holidays.

In County Durham and Tees Valley concessionary pass holders can travel for just 50p a journey (30p in Tees Valley) before 0930 Monday to Friday. Elsewhere travel before 0930 Monday to Friday is usually charged at the normal adult fare.

For more information, visit [simplygo.com/tickets](https://www.simplygo.com/tickets)

Getting your pass

Free concessionary passes are issued by local authorities. Contact your local authority to find out more and the rules around eligibility.

Metro, Bus and Rail tickets

In addition to our own range of tickets there are also tickets available for travel between Go North East services and those of other bus companies, Metro and national rail services.

Transfare

Single journey tickets for travel between Go North East and Metro services in Tyne & Wear

Network One

Unlimited travel on most bus operators, Metro and Shields Ferry in Tyne & Wear

Explorer North East

1 day of unlimited travel on most bus operators from the Scottish Borders to North Yorkshire, including the Tyne & Wear Metro and Shields Ferry

PlusBus

A bus 'add-on' ticket for rail tickets. You can buy an add-on for day and season tickets which allow you to travel on our bus services near your rail station

Ticket	Price	Who is it for?
Transfare	From £2.50	People who travel between bus and Metro
Network One	Prices in the table above	People who travel between Go North East, Metro and other bus companies
Explorer NorthEast	From £9.30	People who travel between Go North East, Metro and other bus companies
PlusBus	From £2	People who travel between Go North East, and national rail services

Network One

Network One tickets are available to cover as little or as much of Tyne & Wear as you want using a zonal system so that you can pick the areas you want to travel in. You can make as many journeys as you want in your chosen zones. Tickets are available for 1 day, 1 week, 4 weeks or 1 year.

Network One ticket prices from 31 March 2013

Ticket Type	1 day	1 week	4 weeks	Annual
1 zone	£6.80	£18.60	£64.10	£696
2 zone	£6.80	£21.20	£74.40	£810
All zones	£6.80	£25.40	£88.90	£958

Student discounts are also available.

Network One Day Rover tickets can be bought on the bus on the day and longer term tickets are available online and from travel centres throughout Tyne & Wear which are located in most public transport interchanges and city and town centre Metro stations.

For more information, including a Network One zone map, visit www.networkonetickets.co.uk

Type	Where to buy
Single tickets	On the bus or Metro ticket machine on day of travel.
Day, week, monthly and annual tickets	Online or travel centres. Day Rover tickets available on the bus. See www.networkonetickets.co.uk
Day tickets for unlimited travel on bus, Metro and Shields Ferry (most buses from Northumberland to North Yorkshire).	On the bus on the day. See www.networkonetickets.co.uk
Day, week and monthly add-on tickets. Annual add-on tickets available in some areas.	See www.plusbus.info for details.

Fantastic ways to travel and save money with Go North East

We have a range of tickets for everyone.

Check out the options below and log on to simplygo.com/tickets for more information.



buzzfare

With **Buzzfare**, the more you travel, the more you save on unlimited travel within your area.



get around

Our unique **Get Around** ticket offers big savings on unlimited travel for under 18s and full time students.



saver

The **Saver** ticket allows you to travel in your local town or city for a single fare. The **DaySaver** gives you unlimited travel throughout the day in your local area.



cheap day return

Choose the **Cheap Day Return** for return travel on a longer journey outside of your town or city.

Buying tickets with us couldn't be simpler!

the key Smartcard



the key makes travelling cheaper and easier for everyone. Get exclusive deals on **the key** Smartcard

simplygo.com/thekey

the M-ticket app



M-ticket - your bus ticket on your mobile.

Simply buy, show and go.

simplygo.com/m-ticket