

Uni-link FAQ:

1. Q: How do I recognise Uni-link buses?

A: All Uni-link buses are blue and look like in the pictures attached below. They have the clear blue and white Uni-link logo, as well as the University of Southampton logo on them. Most of them are also double-decker buses.



2. Q: What is a double-decker bus?

A: A double-decker bus is a bus that has two stories, also called decks. The London double-decker buses are red, while the Southampton Uni-link double-deckers are blue.

3. Q: Are these buses for students only?

A: No, anyone can use them. Moreover, students and university staff may get a special discount when buying weekly, monthly or annual passes.

4. Q: What do I need in order to be able to use the Uni-link bus routes?

A: You need to buy a paper ticket on board or to own a **bus pass (called the key)** that you can order and top up online, or purchase at the Uni-link Office (located on the Highfield Campus, above the Students Union Shop). If you live in a University hall of Residence, you should have received a free annual Uni-link bus pass (**the key**) as part of your Welcome pack. You will be given your Welcome pack when you check-in at your halls. In order to use your bus pass you need to go online and register your key there first: <https://key.unilinkbus.co.uk/smart-card/>.



5. Q: What is the key?

A: The key is your bus card. It is a smartcard which can be used on Uni-link and Bluestar bus services in Southampton, and other companies that welcome the key, as long as a valid ticket has been loaded on to it. Please visit the Uni-link website (www.unilinkbus.co.uk) for more details on available routes.

6. Q: Where can I get a bus pass – the key?

A: There are two ways of obtaining a bus pass. You can either order your key online – please access this link for more information <https://key.unilinkbus.co.uk/smart-card/> - or go to a Uni-link shop and register for one there. Once you obtain your key, you will be able to buy tickets

or bus passes (weekly, monthly or annually) from the website mentioned above or in the ticket offices around Southampton. You can also top up existing products on the bus.

7. Q: On what buses can I use my key/bus pass?

A: You can use your key on a wide variety of buses – it all depends on the type of tickets/journeys you acquire. All Uni-link bus passes will also work on Bluestar buses in Southampton.

8. Q: I am a pre-sessional English Course student living in halls. Do I get a bus pass?

A: Yes, you do. However, it is not a key card. You will receive a **printed card** which needs to be shown alongside your University Student ID card when getting on a bus. You will receive a key card during the September intake if you continue your studies with the University.

9. Q: Can I validate my key card multiple times in a row?

A: Only if you have purchased multi-trip tickets (as opposed to a period pass, which is applicable to a single passenger). If you have multi-trips on your key card and a friend of yours want to take the bus together and your friend does not have the key and does not want to purchase a ticket of his/her own, you can validate your key card two times in a row provided that you have previously topped it up with the right amount of tickets/journeys needed.

10. Q: Can I top up my bus card (the key) online?

A: Yes! You can top up your key online by logging in into your account on the following website: <https://key.unilinkbus.co.uk/smart-card/>. The e-mail address and password should be the ones you used when first setting up your account. Please allow 24 hours for a product to be uploaded to your card.

11. Q: If I don't have the key, where can I buy tickets from?

A: You can buy tickets when you get on the bus. Just ask the driver for the type of ticket you would like to purchase and have some cash ready in order to pay for it!

12. Q: What bus ticket should I get?

A: There are different types of tickets available for you to buy depending on your needs and journey.

-If you are just going **one way**, you should buy a **single ticket** worth **£2**.

-If you are planning on taking the bus **more than once** during the same day, then you should buy a **dayrider** for **£3.50**. This gives you unlimited travel on any Uni-link or Bluestar bus in the Southampton Freedom zone for the whole day.

-If you are a regular customer of the bus lines in Southampton, you may want to check the weekly, monthly and annual passes Uni-link is offering.

13. Q: What is the Southampton Freedom Zone?

A: The Southampton Freedom Zone includes the central area of Southampton, the area around the University and goes up to Southampton Airport. For more information, please see the map below. (I attached the map to the e-mail)

14. Q: How can I pay for tickets bought on board?

A: If you want to buy your ticket on board, please remember to have some cash ready to pay for it. Bus drivers do not accept cards or cheques. We advise you to use smaller notes (£5 or £10) or coins so as to minimise the time of your purchase. Any delays can affect the bus's schedule.

15. Q: How do I know which bus to get on?

A: All buses have a combination of letters and numbers on their front black screen, side black screens and on the back. The combination follows this pattern: **U** for Uni-link, a number (**1, 2, 6 or 9**) indicating the bus line, and a final letter indicating the direction the bus is going to. For example, the bus **U1** circulates from Southampton Airport to the City Centre. Consequently, if a **U1**'s last stop is the Airport, the code that appears on its outer screens is **U1A (A for the Airport)**. If the **U1**'s last stop is the City Centre, the code will be **U1C (C for the City Centre)**.

16. Q: How do I get on the bus?

A: If the bus you want to take is not already at a bus stop, make sure you pay attention when it approaches as you will need to wave your hand to the driver so as to make him aware that he needs to stop and get you on board.

17. Q: How do I know when the bus has reached the station I want to get off?

A: Some Bluestar buses may have some display screens inside, which indicate the next stop you will be arriving at. If this is not the case and you are not sure where to get off, remember to ask the driver to let you know when you have reached your destination.

18. Q: How do I get off the bus?

A: In order for the driver to stop at the station where you want to get off, you need to press one of the **red STOP** buttons that you can easily spot on the bus. Make sure you do this after the bus has left the station previous to the one you are getting off at, and a few seconds before it has reached your stop. Please wait for the bus to stop before getting out of your seat.



19. Q: Where should I sit on the bus?

A: You can sit wherever you want on the bus, be it on the lower deck or on the top floor. However, please try to avoid sitting in the priority/reserved seats.

20. Q: What are the reserved seats?

A: The reserved seats are seats which are mainly for people who are disabled, pregnant or less able to stand. In the case of double-decker buses, these seats are located on the ground floor so as to facilitate these people's access to them.

21. Q: What do I do if someone needs to sit down?

A: You may find that in the UK people have certain expectations from young people when someone needs to sit down for various reasons: disability, pregnancy, the elderly or difficulty to stand, for example. The most appropriate thing to do in these cases is to offer your seat to the person who needs it. However, this also depends on your own health condition and needs.

22. Q: What do I say when I get off the bus?

A: You will notice that most people in the UK say ‘Thank you!’ when getting off the bus. This is a nice way of showing your appreciation for the bus driver’s work!

23. Q: Where do I find more information about the bus routes and times?

A: You can find more information about the bus routes and times by going on the Uni-link website: <http://www.unilinkbus.co.uk/>. If you need more information about the Key card, please visit <https://key.unilinkbus.co.uk/smart-card/faq/>. Alternatively, you can ask questions about the Uni-link buses to staff from any Uni-link office.

24. Q: Where can I find a Uni-link office?

A: There is a Uni-link travel office on Highfield Campus. It is situated in Building 57, right above the SUSU shop. Their work hours are 09:30 – 16:00 during term time and 09:30 – 14:00 during university vacation time, Monday till Friday.