

Age Verification

Currently all customers aged 18 and under can buy and use our Boost tickets (our name for child tickets). Boost tickets are priced up to a third off from adult tickets, giving a significant discount and making buses more affordable for younger customers.

School children will need to be verified from 1 June to buy discounted Boost tickets on our app

From 1 June 2023, any customer using Boost tickets (aged 18 & under) on our mobile apps will need to verify their account before being able to activate and use Boost tickets. This will be done by either verifying their age or, for College and University students, educational status. This will apply to all Boost tickets holders, from ages 5 to 18 (or eligible students).

This is to help ensure that only those people who are eligible for Boost discounts can use these tickets.

The verification process will apply to all Boost tickets plus the Reading All-Bus Young Person's tickets too.

Please note, the system to be able to verify will not be live until the 1 June.

There will be no change to how you or your child buys tickets on bus from the driver or smartcards from our website.

How does it work?

We will use a customer's submitted ID to check that they are eligible for Boost. If they don't already have an account, they will need to create one on our app. If they are 18 or under, they only have to complete the verification process once – if they are a student, they will have to reverify each academic year.

Once verified, they will be able to buy and use Boost tickets without the need to carry their ID.

There will be two ways to be verified – pre-verify by submitting your information before buying a ticket (only applicable after 1 June), or buy a ticket and then verify yourself to activate it. Both ways of verification can take up to 48 hours although normally you should be verified within a few hours.

How to verify yourself

If you have an account, you can buy and then try to activate a ticket (after 1 June) or select the pre-verification link. (if you don't have an account on our app, you will need to create one to buy tickets)

1. Start the verification process
2. Upload a selfie, or a head and shoulders shot from your photo library. This must be a clear face picture without anything obscuring the face (phone filters, shades, hair over the face etc – if the picture is not clear enough, you may have your application rejected and need to start again)

3. An email will be sent to your email address explaining the accepted forms of ID and how to upload.
4. Choose which ID you will be using from a dropdown list
5. Upload a photo of your chosen ID which can be a driving licence, passport, birth certificate, PASS accredited card or valid student/university identification card. Your chosen ID should match the one you chose from the dropdown list.
6. Sit back and wait – verification can take 24-48 hours but is usually more like a couple of hours.

Parents can do this process for their children but each child will need to be verified on their own account. You cannot verify a child on an adult account.

The types of ID we accept for this process are:

- Passport
- Birth Certificate
- Driving licence (if applicable)
- PASS accredited cards such as Citizencard
- College or University ID (for a year's verification)

If you do not have any of the above ID for your child, please email our customer services team.

We use your photo to verify your ID and show it on your ticket so the driver can verify it is you. You won't be able to change your photo after it's been verified.

Parents and guardians and gifting tickets

If you are an adult who is buying a Boost ticket for a child so you can "gift" it, you will still be able to do this in the same way as current. However, the young person whose account you have gifted it to will need to verify their account before they can activate the ticket.

You will not be able to use your account to activate Boost tickets for your child.

Existing Boost tickets

If you have any Boost tickets bought before 1 June, these will still be able to be used without verification, however, we urge you to ensure that your child is verified as soon as possible after 1 June as every Boost or Young Person ticket in our apps will require a verified account to allow them to be used.

The full information is on our website now.