



Contactless FAQ



Which services can I pay with contactless?

You can pay with contactless on all of CT4N's commercial services. This includes 18, 22, 23, 33 and Shopper routes. Other contracted services, such as Medilink, Locallink and Worklink may follow in the future.

How can I pay with contactless on CT4N buses?

Just tell the driver which ticket you wish to purchase, then hold your card on the reader. Listen for the 'beep' that indicates the card has been read and your ticket will be printed.

What tickets can I purchase with contactless?

You can buy any of the tickets that are sold onboard: Adult and under 19 singles, returns and weekly tickets, group tickets and Robin Hood day tickets.

Can I buy more than one ticket with contactless?

Yes, you can purchase any number of tickets up to the £30 contactless transaction limit.

Do I have to touch my card off on the reader when I get off the bus?

No, our system is for contactless payment for ticketing products. Touch on and off for fare capping will follow in the future.

Are the tickets different prices when I pay with contactless?

There are no changes to our ticket prices or products available when contactless is used for payment.

What type of cards can be used?

We accept all major credit and debit cards including Visa, Mastercard, Apple Pay and Google Pay. American Express is NOT accepted.

Do I get a payment receipt when I use my card?

The card payment details are shown on your ticket, so there is no need for a separate receipt.

How long does it take for the payment to leave my bank account?

Depending on the card issuer, your payment will take 2-3 days to leave your account.

If I purchase the wrong ticket can I get a refund?

Our drivers are not able to issue refunds on the bus, please contact CT4N customer services on 0115 986 3355 or email enquiries@ct4nottingham.co.uk

What if I have a query about a contactless payment?

Please contact CT4N customer services on 0115 986 3355 or email enquiries@ct4nottingham.co.uk

Can I still buy tickets using cash?

Yes, we still accept cash payments and change is given.



contact us
ct4n.co.uk
enquiries@ct4n.co.uk



0115 986 3355
CT4NLive
@CT4NLive