

FAQ's

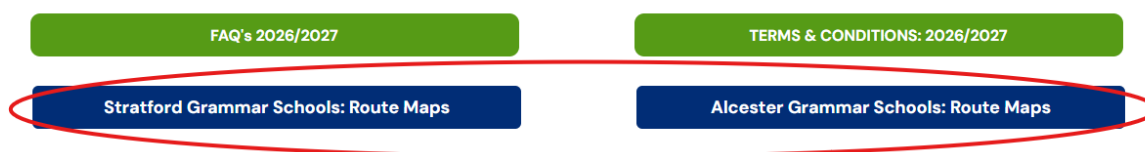
ShuttleID have a very comprehensive 'Help' section on their website. I have linked the appropriate sections within the FAQ's, however the full list of topics can be found [here](#).


How do I know which service to use?

All the services can be found on our website [here](#). There is an interactive map for the Stratford routes and the Alcester routes in the middle of the page.

2026/2027 RIDLEYS SERVICES

In order to make an informed decision before you make your purchase, please see our [Route Maps](#), [Service Schedules](#), [Terms and Condition](#) and [FAQ's](#) below.



When you are on the map, if you click this button  in the top left hand of the screen, it will show all the routes in full, with the stop name. It will also allow you to select certain routes if you wish to see them in more detail.

The timetable can be viewed by clicking the service number under the service schedule.

Will you add a stop that is nearer to me?

No additional stops will be added to the routes.

How do I purchase a pass?

Under the Stratford and Alcester headings, there is a 'Buy now' button for each service. Click here and it will forward you to the ShuttleID website to purchase.

After you've been directed to the ShuttleID website, you will have 2 options for purchase; Direct Debit or Full payment.

To pay by Direct Debit, there is a helpful video [here](#). This will run you through the whole process.

To pay in full, simply set up an account and progress through the required fields.

When setting up the account, who's name do I put as the account holder?

Please use the **Parent/Guardians name and email address** as the account holder. When you purchase your pass, it will ask you to add your child's details. Please **do not use** your child's school email address to set up an account. The email filter the school uses blocks all notification to everyone the notification is sent to, not just the one address. Please also do not use the 'hide my email' option if setting up on iPhone as that also seems to block emails.

How do I log in to the app on my child's phone?

You do not need to login to an account on the child's phone. The pass can be found in your parent account and sent to the child via email or text message. This child can then save the pass on their phone as a photo, screenshot or file. The help topic can be found [here](#).

When will I receive my pass?

Whichever payment option you choose, your pass will be in your account straight away. The help topic can be found here [here](#).

How do I track the service?

Please see help section [here](#). We have enabled the tracking feature on our services.

Who do I contact?

All help documents can be found [here](#). We are your primary point of contact for the majority of your queries. Please email us at enquiries@ridleyscoaches.co.uk with any queries.

I am receiving too many emails.

Please see help topic regarding turning off notifications [here](#).

I only need a bus pass for the first term, can I purchase a termly pass?

Unfortunately, we only sell annual passes.

Can I have a refund if I change my mind?

We do not issue refunds. If you are in any doubt that you will require a pass, please **do not** purchase. If you are unsure if you will need a pass in September, for example if you may be moving house or school, please **do not** purchase a pass unless you accept you will not receive a refund if you do not require the pass. If in any doubt, please wait until nearer the start of the academic year to purchase your pass.

Further information on payment plans

- The cut off date to apply for the Direct Debit is the 20th of each month. The monthly payment will be taken on the 1st of each month.
- We are not able to amend the date of the plan; all payment plans will be taken on the 1st of the month.
- If a payment fails, you will be notified by email and so will we. Please contact us and we will manually try to take the payment again.
- If a payment fails on 2 separate monthly payments, the plan will be automatically cancelled, your ticket will be voided and no refund will be given.