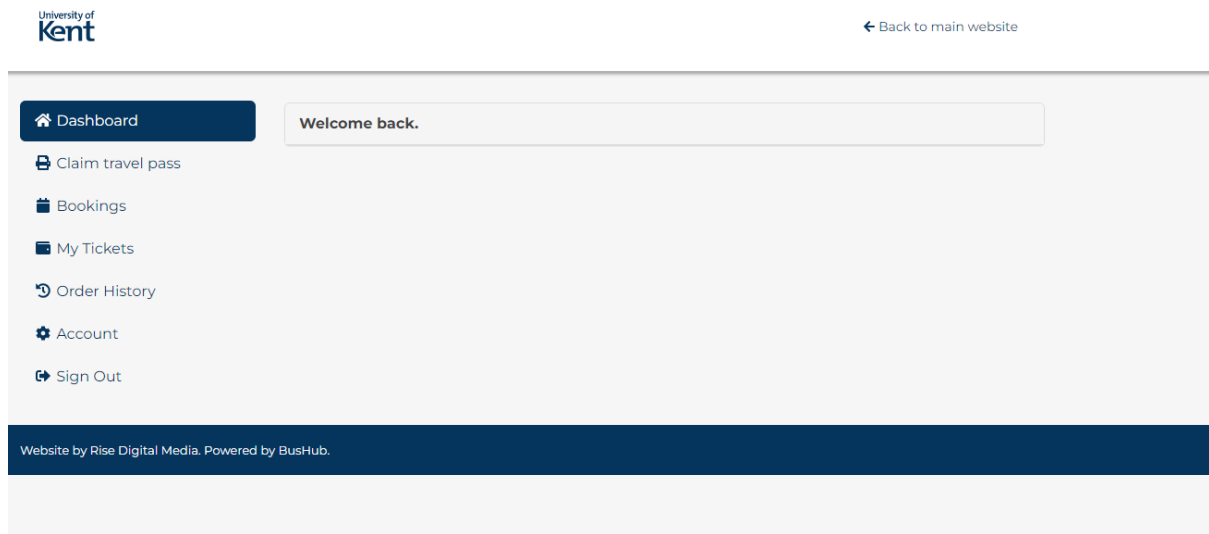


University of Kent Booking Guide

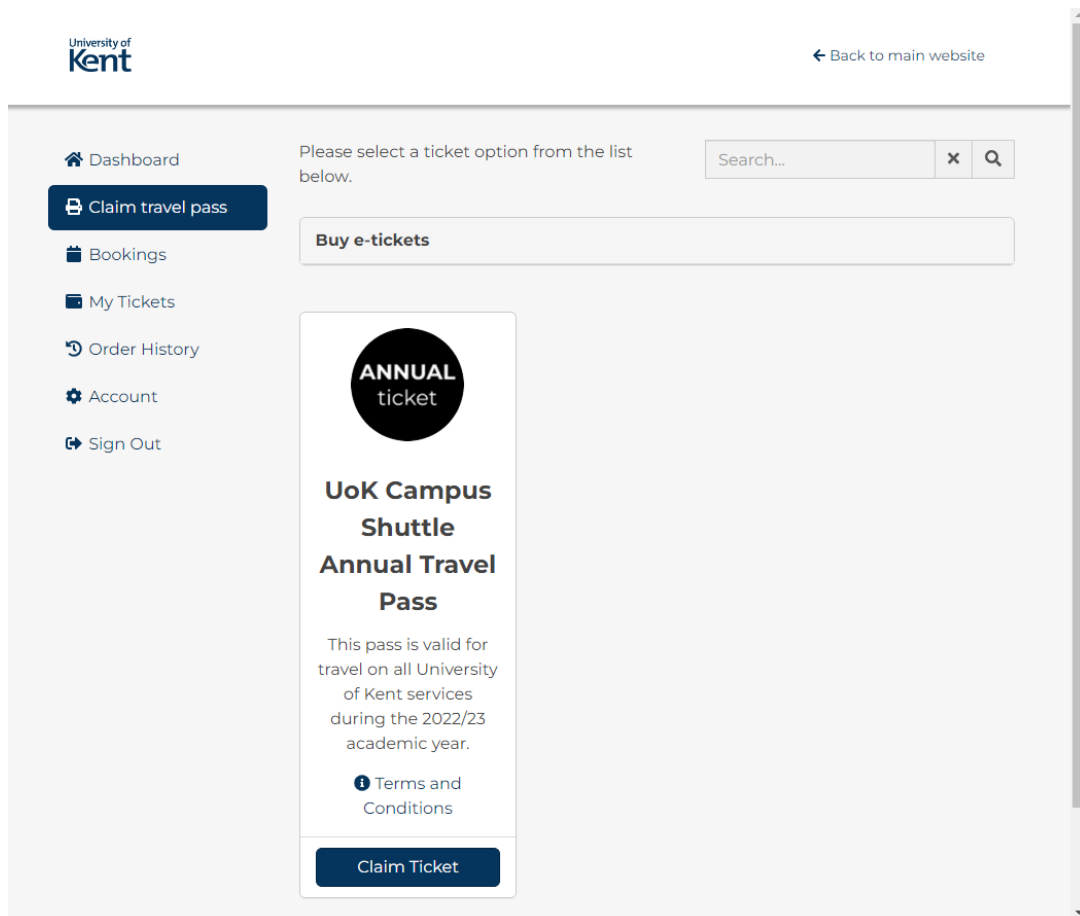
How to claim your travel pass?

1) This is the booking System Dashboard you will see once logged in:



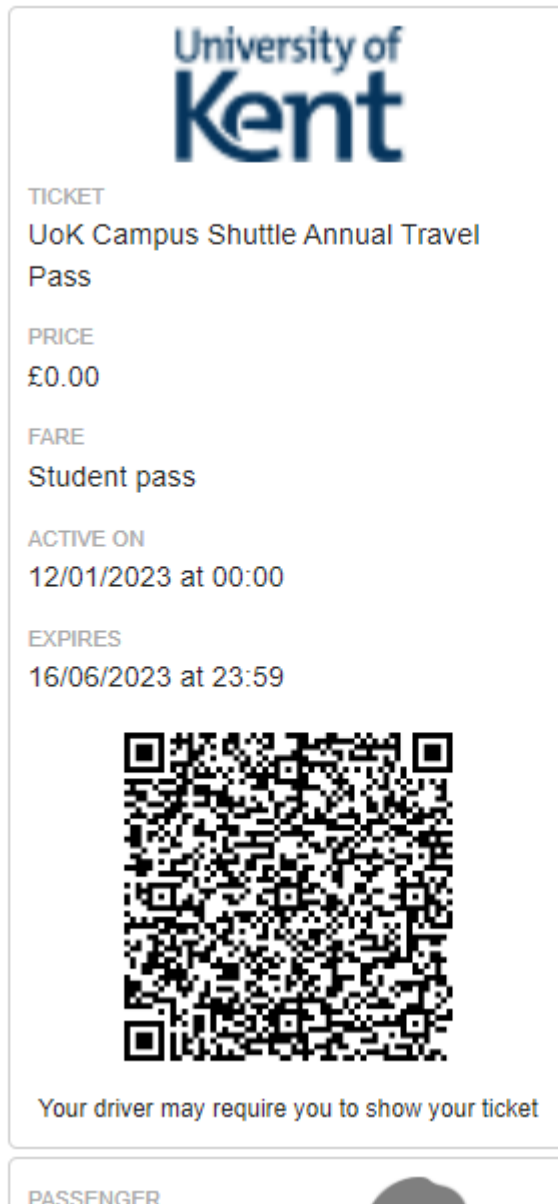
2) The first time you log in, you will need to claim an annual travel pass. This will be emailed to your university email address. You will require this each time you board the service.

This is what you will find on the Claim travel pass page. :



University of Kent Booking Guide

Once claimed you will receive your annual Pass sent via Email as below. This is what you will require each time you board and is unique to yourself.



Once you have the travel pass, you now need to book your seat. You can book from 2 weeks prior to the travel date up until the hour before the service you would like to travel on. EG - if you are travelling on 11:08 from Pier Quays to Canterbury you will have until 11:00 to book your seat.

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How to book a seat?

On the booking website you go to the "Bookings" page you will see the below. Please select either the Uni Kent Shuttle (which is the regular Campus service) OR the Uni Kent Overnight (the 20:30 and either 23:59 or 03:00 return service)

Dashboard
Buy e-tickets
Bookings
My Tickets
Order History
Account
Bus Tracker
Sign Out

Date of travel
19/09/2023 CHANGE
Single Return

Uni Kent Overnight
Medway → Canterbury
Mon - Sun 18th Sept - 24th Sept
SELECT

Uni Kent Shuttle
Medway → Canterbury
7 days a week
SELECT

It will then give you the below where you select the date of travel, whether it is a single or a return booking and the origin and destination.

Dashboard
Claim travel pass
Bookings
My Tickets
Order History
Account
Sign Out

Uni Kent Shuttle change service
Date of travel
12/01/2023 CHANGE
Single Return

Origin → Destination
This is required

Website by Rise Digital Media. Powered by BusHub.

University of Kent Booking Guide

You will then see all the services available on that day along with how many seats are still available

The screenshot shows the 'Uni Kent Shuttle' booking page. On the left is a navigation menu with options: Dashboard, Claim travel pass, Bookings (highlighted), My Tickets, Order History, Account, and Sign Out. The main content area has the University of Kent logo and a 'Back to main website' link. The title 'Uni Kent Shuttle' is followed by a 'change service' link. Below this is the 'Date of travel' section with a date input '16/01/2023' and a 'CHANGE' button, and radio buttons for 'Single' (selected) and 'Return'. The 'Origin' is set to 'Keynes College' and the 'Destination' is 'University of Kent (Pembroke)'. A message says 'Please select a departure time'. Three options are listed:

Departure Time	Origin	Stops	Destination	Seats Available	Action
00:00	Keynes College	2 stops	University of Kent (Pembroke)	53 seats available	Choose
07:35	Keynes College	2 stops	University of Kent (Pembroke)	34 seats available	Choose
09:00	Keynes College	2 stops	University of Kent (Pembroke)	53 seats available	Choose

Once you have chosen the service you would like to travel on you will see the screen below - Select to use your travel pass and then next which will book your seat.

The screenshot shows the 'Select a ticket' page. The navigation menu is the same as in the previous screenshot. The main content area has the title 'Select a ticket'. Below it is a section for 'Your outbound journey' showing the 'Uni Kent Shuttle' on 'Jan 16, 2023' with a route from 'Keynes College' (00:00) to 'University of Kent (Pembroke)' (00:48) via 2 stops. Below this is the 'Your tickets' section, which shows a 'UoK Campus Shuttle Annual Travel Pass - Student pass' with 'Ticket ID: 98TZ3WXZ7WACSA0' and a 'USE TICKET' button. The 'Buy a ticket' section shows the 'UoK Campus Shuttle Annual Travel Pass' with a description: 'This pass is valid for travel on all University of Kent services during the 2022/23 academic year.' The price is 'Student pass £0.00' and the quantity is '- 0 +'. There is a 'Terms and Conditions' link. At the bottom right, there is a seat availability indicator '0/1' with a person icon.

University of Kent Booking Guide

- Dashboard
- Claim travel pass
- Bookings**
- My Tickets
- Order History
- Account
- Sign Out

Select a ticket

Your outbound journey

Uni Kent Shuttle
Jan 16, 2023

00:00 Keynes College
2 stops
00:48 University of Kent (Pembroke)

Your tickets

UoK Campus Shuttle Annual Travel Pass - Student pass REMOVE
Ticket ID: 98TZ3WXZ7WACSA0

Buy a ticket

UoK Campus Shuttle Annual Travel Pass
This pass is valid for travel on all University of Kent services during the 2022/23 academic year.

Student pass £0.00 - 0 +

[Terms and Conditions](#)

1/1

NEXT

CONTINUED ON NEXT PAGE

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If you ever lose your travel pass email you are able to access it here in the my tickets section of the website.



[← Back to main website](#)

The screenshot shows the 'My Tickets' section of the website. On the left is a navigation menu with options: Dashboard, Claim travel pass, Bookings, My Tickets (highlighted), Order History, Account, and Sign Out. The main content area displays a ticket card for a 'UoK Campus Shuttle Annual Travel Pass Student pass'. The card includes a 'Ticket ID: 98TZ3WXZ7WACSA0', purchase and activation dates (12/01/2023), and times (15:48 and 00:00). A 'Status: Active' button is present. Below the card is a date range selector showing 'Thu AM Jan 12, 2023 00:00' to 'Fri PM Jun 16, 2023 23:59' with a 'View ticket' button. At the bottom right, it says 'Showing 1 - 1 of 1'.

Once you have made a booking you will receive an email as below and also be able to refer to them on the Bookings tab.



[← Back to main website](#)

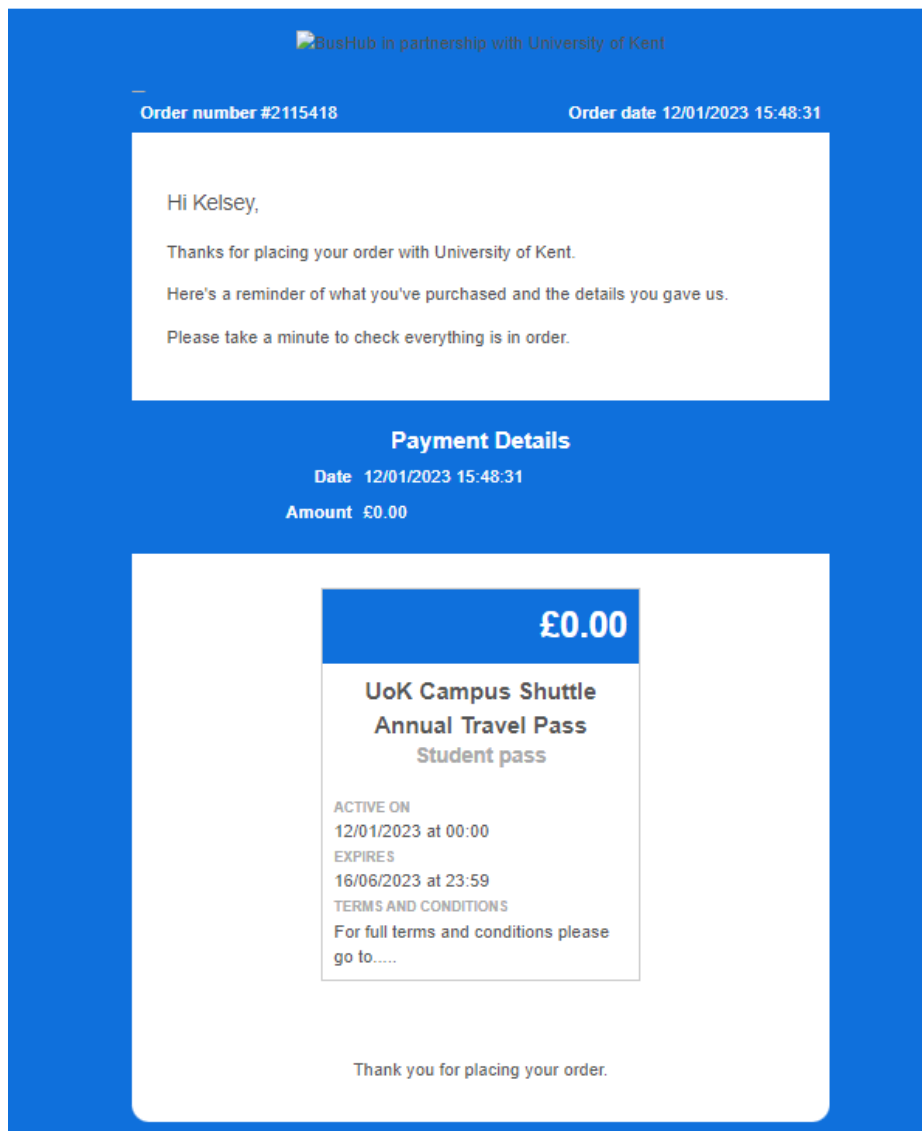
The screenshot shows the 'Bookings' section of the website. The left navigation menu includes: Dashboard, Claim travel pass, Bookings (highlighted), My Tickets, Order History, Account, and Sign Out. The main content area has a 'Bookings' header, followed by explanatory text: 'To make a booking you will need to have claimed a ticket on your account. Priority boarding will only be given if you have pre-booked your seat in advance. Additional seating capacity cannot be guaranteed without a seat reservation.' Below this is a '+ MAKE A BOOKING' button. A table lists the booking details:

Service	Date	Time	Pickup	Dropoff	
Uni Kent Shuttle	16/01/2023	00:00	Keynes College	University of Kent (Pembroke)	Confirmed

At the bottom right, it says 'Showing 1 - 1 of 1' and a 'Show per page' dropdown menu.

University of Kent Booking Guide

This is the email confirmation you will receive once you book your seat. You are then all set to travel on the service.



REMEMBER:

- No Ticket, No travel
- Please arrive at the stop at least 5 minutes prior to the departure time.
- On your smartphone you can download the tracking app just search "University of Kent Travel" on the app store. This will provide you with the timetable, tracking and also notifications (if you allow them) of service alerts or delays. Twitter will still be updated.