

Frequently Asked Questions – Mobility Credits

Here you can find answers to queries and questions about Mobility Credits.

1. Where do I enter my Mobility Credit voucher code?

Open your Breeze app. Under the '**Account**' tab at the bottom, head to '**Promotions**' - this is where the Breeze Voucher can be added using the green '**add**' button. You may be prompted to add a Payment Method, and complete your user profile including gender and date of birth, if you haven't already done so.

2. My Mobility Credit has not been sent to me – what do I do?

Please check your emails, including your spam and junk folder, for an email from hello@mobility.breezeuk.app. This will be sent to the email address for your Breeze account.

3. Can I share my code with another person?

No, your Mobility Credit Breeze Voucher code is personal to your account, and we have systems in place to check that the correct codes are only accessed by the correct people.

4. When does my Mobility Credit expire?

23:59hrs (11:59pm) on the last day of the month.

5. When will I receive my next set of Credit?

Your Mobility Credit personal Breeze Voucher is sent to Participants by email just before the first day of the month at 23:59 and, will be active from 00:01 on the first day of the month.

6. I am not going to use all my Mobility Credit – can I carry it over to the next month?

Your personal Breeze Voucher code starts at 00:01 on the first day of the month and ends on 23:59 on the last day of the month. Whilst the voucher credit can only be spent during the specific month, you can buy products that are outside of this timeframe (for example, buying a weekly ticket on the last day of the month will still be valid).

7. What tickets can I buy with Mobility Credit?

Mobility Credit can be used on any products and services which are available for purchase in the Breeze app.

8. My ticket costs more than my Mobility Credit – what do I do?

Simply select your Mobility Credit as the payment method for the purchase, and then any remaining money owed will be taken from your other chosen payment method in the app. For example, if the ticket costs £4.90 and you only have £4 of Mobility Credit left, the app will use the final £4 of your credit, and then take the remaining £0.90 from your other payment method (e.g., your debit card)

9. I need to speak to someone about the trial, or I want to withdraw. Who do I contact?

If your issue is related to app functionality, voucher codes, tickets, payments or anything else then please go to "**Account**" > "**Support**" and select the appropriate option.

If your question is related to your participation in the trial then please email hello@mobility.breezeuk.app

10. Tickets are not sold for the usual service I use. Why can't I buy their ticket for my travel?

We're regularly adding new services, tickets and mobility providers into the app. If your usual service is not available then please keep checking the app. Also ensure that your notifications are switched on so that you receive the latest updates in real-time.

You can also use this as an opportunity to try out new forms of transport that you maybe haven't thought about booking before.

11. What are the terms and conditions of the trial?

You can access the documents here:

- Terms and Conditions: <https://breezeuk.app/mobility-credits-terms-and-conditions/>
- Privacy Notice: <https://breezeuk.app/mobility-credits-privacy-notice/>

When you first applied for the scheme you will have had the opportunity to review, and will have accepted, these terms and conditions.

12. Submit another question

If you have another question that is not answered here then please email hello@mobility.breezeuk.app where one of the team will happily help.