
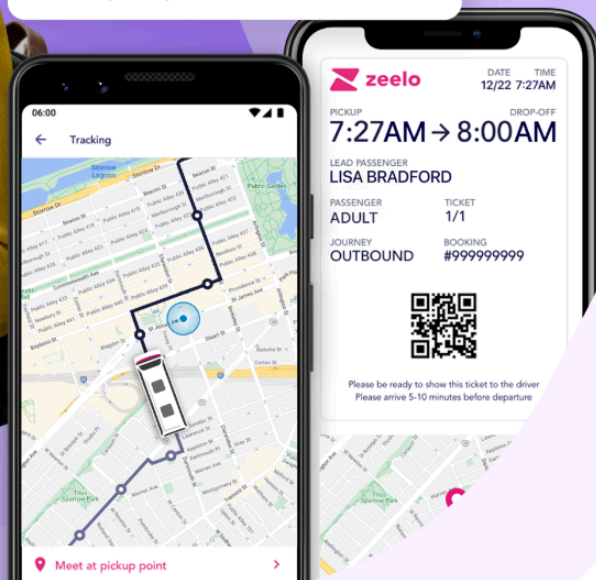




Smart shuttle platform
for organizations



 ZEELO 3min ago
Your Zeelo is on its way!
Meet at pickup location at 7:27AM



University of Kent Campus Shuttle

Zeelo Booking Guide



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Zeelo – Who we are

Zeelo is the smart bus platform for schools, colleges, universities and corporate organisations. We are experts in providing safe, flexible, fully-managed transport services to schools across the UK.

Our services are built on safeguarding and technology including; online booking on our website or app, 24/7 live customer support, live vehicle tracking, and service status notifications.

Having a Zeelo service helps to reduce parking and pollution around your university - in 2020, we saved our clients nearly 6,000 tonnes in CO2 emissions and are fully carbon neutral as an organisation, meaning we offset all our emissions by planting trees.

Got a question? Our friendly customer support team are available 24/7 on [our website](#) live chat or by the details below.

 contact@zeelo.co

How to book your travel

For simple step-by-step instructions of how to book, see a handy booking video [here!](#)

Visit Zeelo website or download our app

Visit zeelo.co or download our Zeelo app and search for your University of Kent Campus Shuttle

How the passes work

All passes allow travel between the two campuses. Irrespective of your origin and destination stop, you are not required to change the 'pick-up' or 'drop-off'. You will be able to travel in either direction on the standard pass.

Passes allow unlimited travel for the given timeframe i.e. 'Summer Term Pass' allows unlimited travel in the Summer term. You can see this on the pass description on the booking page, example below.

Summer Term Travel Pass	£0.00
Unlimited travel on term dates between 6th May and 13th June	

How to purchase your pass (App)

1. Download the Zeelo app and search for University of Kent Campus Shuttle
2. Select "University of Kent Campus Shuttle" Page
3. Read the booking details and click the purple "Book now" button
4. Select Canterbury Campus pick-up and Medway Campus drop-off, Adult passenger type, then "continue to payment"
5. When reminded to sign-in using your University of Kent email, click "continue"
6. Choose to sign-in with email and enter your University of Kent email address
7. You will be redirected to the single sign-on page to enter your usual University of Kent login details. Follow steps to complete two-factor authentication.
8. You will be redirected to your Zeelo account with details of your pass.

How to purchase your pass (Website)

1. Visit zeelo.co and search for University of Kent Campus Shuttle
2. The pass details (pick-up and drop-off) will not need changing
3. Click "Get this pass" to sign-up to the Zeelo platform
4. You will be reminded to sign-in using your University of Kent email, click "continue"
5. Choose to sign-in with email and enter your University of Kent email address
6. You will be redirected to the single sign-on page to enter your usual University of Kent login details
7. You will be redirected to your Zeelo account with details of your pass.

N.B. If you have already registered with Zeelo using a personal email address and mobile number, please contact Zeelo's Customer Care who will need to delete your account. You cannot use the same phone number across multiple accounts.

How to opt-in to the journeys you need (App)

Now you have your pass, you need to pick which dates/time you want to travel. Please note, bookings are available on a first come, first served basis.

1. To access your pass, visit '[Rides](#)' on the app. You can easily do this by clicking the Zeelo logo in the bottom left hand corner
2. Here you will see numerous available dates to book onto. To do so, simply click "Book"
3. You will be able to book travel to Medway or to Canterbury. Click "select a time" to pick your journey time.
4. Click "Continue" to book!
5. You can now repeat this booking for other days, to speed up the process!
6. If you no longer wish to travel on your booked date, you can easily cancel your booking by following the same process, instead click "cancel" or "edit".

How to opt-in to the journeys you need (Website)

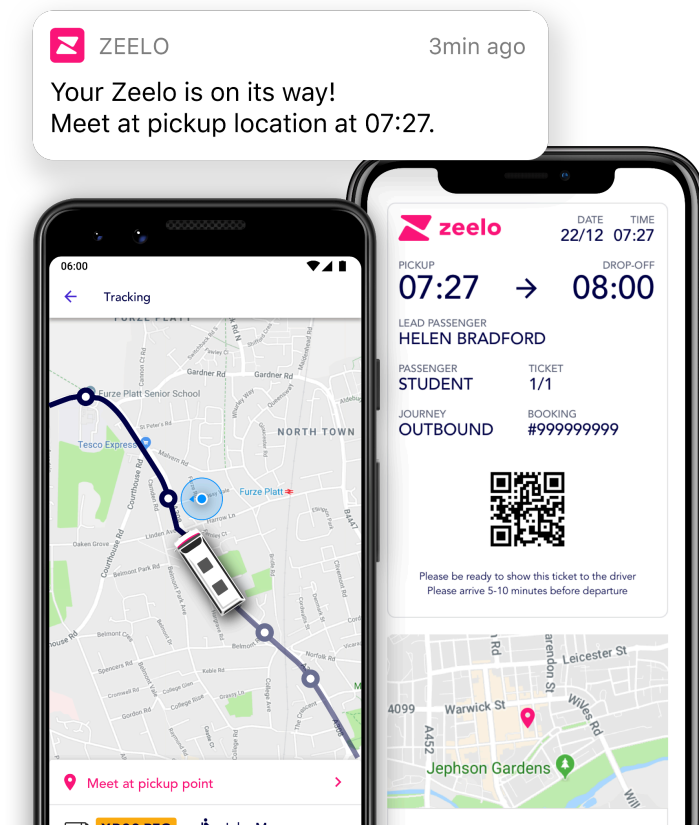
Now you have your pass, you need to pick which dates/time you want to travel. Please note, bookings are available on a first come, first served basis.

1. Visit '[My rides](#)' on the app or website.
2. Select your Campus Shuttle Pass
3. Choose your date, departure time and direction of travel
4. If you no longer wish to travel on your booked date, you can easily cancel your booking by following the same process

Hop on board

That's it! You'll receive an email with your tickets (in PDF format) or you can find them anytime in your account online or in the app. You'll also get an email on the day with a link to track your Crosskeys coach.

Please see the below detailed FAQ section for more information.



Booking FAQs

How do I book my seat on the service?

Visit zeelo.co or download our Zeelo app to start, then follow the steps on page 3 -4 above.

Whose details should be on the Zeelo booking?

Please create your Zeelo account in your name with your University of Kent email address and your phone number.

I no longer wish to travel at my booked time. How do I cancel?

It is very important that you cancel your booking if you do not intend on travelling, to free up space for other passengers wanting to use the service. Read more on how to cancel your booking [here](#).

To do this:

1. Log into your account and visit '[My Rides](#)' via the app or website
2. Select your travel pass
3. From there you will be able to edit or cancel any upcoming journey

I want to travel to/from Piers Quay or Historic Dockyard stops. How do I do this?

No problem! All passes are valid for any of the serviced stops (Keynes stop, Piers Quay, Historic Dockyard or Pembroke) between Canterbury and Medway campuses.

If you are using the Piers Quay or Historic Dockyard stops, ensure to check the pick-up/drop-off times on the timetable. This will differ slightly from the time shown in your app as this pass is from Canterbury or Medway.

Do I need to present my ticket?

Yes, you should receive a PDF ticket in your email inbox, this is also accessible from your account online or in the app. This QR code is unique to you and fixed for the

duration of your pass. So you won't need a new code every time you travel. Please have your QR code ticket ready before boarding the bus.

What if I don't have access to a mobile phone?

If your mobile has run out of battery, the driver will have a passenger manifest on the app to mark you as boarded. As long as you have booked, your name will show on this list.

If you regularly don't have access to a mobile phone, you can print the PDF version of your QR code to scan.

It is very important for all boarding passes to be scanned as passengers board a service. This tells us how many people are on each journey, and we use this data to monitor and optimise our services, and for safeguarding purposes.

For how long is my Zeelo travel pass valid?

We intend on releasing passes per term. Therefore, your pass will be valid for the duration of that term. It is the University's discretion to reduce the service provision in line with Bank Holidays or inclement weather.

What kind of vehicle should we look out for?

- The Campus Shuttle is operated by Crosskeys Coaches, please look out for signage in the front windscreen.
- The mobile registered to the account will receive an app notification or email c.45 min prior to departure with the vehicle description, vehicle registration number, and a live link to track the vehicle.

How can I add someone else to the account for tracking/informational updates?

- You can allow extra parents/guardians, friends, and family to follow your account so they are also updated on the progress of rides you take with Zeelo

- Please check out our help article about our 'Follow My Ride' feature [here](#)

How do I track the bus?

- Importantly, there will be changes to how you track the vehicle. You will be able to track the trip you are booked on. If you are not booked, you will not be able to track the vehicle.
- You will receive email and push notifications with journey updates, to receive a tracking link. You will also be able to track within 'my rides' in your account.
- All live service updates will be notified to those users booked onto the journey, not through the University Campus Shuttle X page.

How do I book onto the service as someone with restricted mobility?

If you have a disability that restricts you from using the steps to access the vehicle and/or sit within a shuttle seat please contact our Customer Care team who will assist you with arranging transport. A minimum of 12 hours notice is required before you are travelling.

I will no longer be using the Campus Shuttle, how do I delete my Zeelo account?

In line with GDPR guidelines, you can request to have your Zeelo account information deleted by getting in touch with our Customer Care team at any time. See details below.

Who can I speak to for any urgent/non-urgent assistance?

If you need any assistance while a service is 'live', for example, you have failed to alight the bus at the correct stop, Zeelo are proud to be available to help you.

For all real time support, please head to our [website live chat](#) which will appear in the bottom right hand corner of the webpage and someone will be on hand to help you within a few minutes.

For any non-urgent enquiries, please email Zeelo at contact@zeelo.co and one of the team will get back to you!

Got a question?

Our team are available to help on our website live chat or on the details below

contact@zeelo.co

www.zeelo.co

0330 808 3306