



exact money only if **you're paying by cash**

drivers are no longer touching cash

place your fare in the **tube/bag**
to minimise the risk of spreading infection



from Monday 27 April

Apr 24, 2020 14:33 BST

Exact money only for cash fares on Go North East buses from Monday 27 April

From Monday 27 April, Go North East will be making some changes to its onboard payment options, with exact money required for anyone paying by cash.

Go North East is encouraging anyone making an essential journey to pay for their ticket with a contactless bankcard, Apple Pay, Google Pay or Samsung Pay.

Customers also have the ability to buy their ticket in advance on the [Go North East app](#) with a range of day, weekly and monthly options available.

For the safety of the company's drivers, anyone travelling from Monday onwards during the coronavirus crisis who needs to pay with cash will be required to use exact money as no change will be given.

Drivers will have a tube/bag for the cash to be placed in so they do not need to physically touch it, helping minimise the risk of spreading infection.

Martijn Gilbert, managing director at Go North East, said: "This is the latest change we've made to improve safety for both our workforce and our customers.

"We're doing everything we can to make sure key workers and essential journeys can still be made in the safest way possible. We know that not everyone has the option to pay by a contactless bankcard and that's why we're still going to be accepting cash, but using an 'exact fare' system so our drivers don't have to physically handle it or give change."

To find out more about Go North East and to view emergency timetables for key workers and essential journeys, visit www.gonortheast.co.uk/coronavirus.

[Go North East website](#)