

About Us

TravelMaster is the ultimate ticketing solution for all public transportation needs in South Yorkshire.

Our multi-operator tickets allow travel on any bus, any tram, any train, anywhere in South Yorkshire - making your travel experience seamless and stress-free.

As an independent company, we pride ourselves on working closely with the South Yorkshire Combined Authority (SYMCA) and a range of local transport operators to ensure we bring you the best value on multi-operator tickets. By collaborating with these partners, we are able to offer simple and cost-effective travel options, making it easier for you to get around South Yorkshire.

All our tickets are conveniently available through a range of user-friendly ticket redemption options which means travellers can avoid the hassle of buying multiple tickets and enjoy seamless travel.

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Ticket Options

TravelMaster offers a range of ticket options designed to provide flexible, affordable travel across Sheffield and South Yorkshire

CityBus & CityWide

 For travel throughout Sheffield, providing convenient access to key locations within the city by bus or bus + tram.

SYBus, SYConnect, & SYConnect+

Covering travel across South
 Yorkshire, these tickets offer
 wider coverage for commuters
 and travellers within the region
 by bus, bus + tram, bus + tram
 + train.

TravelMaster offers a variety of discounted tickets designed to make transportation more affordable for young adults and students.

These options are specifically crafted to support the mobility needs of younger passengers, providing convenient, costeffective travel across Sheffield and South Yorkshire.

18-22 Discount Card & Zoom Beyond Card

 Available for passengers aged 18-22, offering exclusive discounts on travel throughout the region.

GetAbout & GetAbout+

 Tailored for young people aged 5-18, these tickets provide unlimited travel on buses, trams, and trains across South Yorkshire. To access these, young travellers can use the Zoom Under 16 Travel Pass or the Zoom 16-18 Travel Pass.

Ticket Pricing & Packages

TravelMaster offers a wide range of ticket options, from single-day to annual, ensuring there's a ticket to fit every travel need.

The longer the journey, the more you save, with exclusive packages available for business partnerships.

Standard Discount Breakdown

The percentages in brackets indicate the discount offered when compared to purchasing individual day or weekly tickets for the entire time period.

Ticket Type	Day	7 Day	28 Day	Annual	
CityBus	£5.90	£21.50	£80.80	£931.10	
CityWide	£6.70	£23.10	£86.90	£1,002.30	
SYBus	£6.60	£22.90	£86.40	£995.00	
SYConnect	£9.20	£31.10	£116.80	£1,333.40	
SYConnect+	£11.40	£40.40	£151.90	£1,702.90	
GetAbout	£3.30	£11.20	£44.70	n/a	
GetAbout+	£5.10	£18.40	£74.20	n/a	
Cost in equivalent day products					
CityBus	1	4	14	158	
CityWide	1	3	13	150	
SYBus	1	3	13	151	
SYConnect	1	3	13	145	
SYConnect+	1	4	13	149	
Cost in equivalent week products					
CityBus		1	4	43	
CityWide		1	4	43	
SYBus		1	4	43	
SYConnect		1	4	43	
SYConnect+		1	4	42	

Package Discount Levels and Eligibility

TravelMaster offers a tiered discount structure based on the number of users and the volume of days purchased. This system allows businesses, charities, and events to maximise savings while supporting passenger travel needs.

Bulk Discounts

TravelMaster provides savings based on the number of days purchased:

- 3% Discount for 1,000–3,000 days (equivalent to 3–8 annual tickets, or a combination of day, week, or 28-day tickets).
- 4% Discount for 3,001–7,000 days (equivalent to 9–19 annual tickets, or a combination of day, week, or 28-day tickets).
- 5% Discount for 7,000+ days (equivalent to 20 or more annual tickets, or a combination of day, week, or 28-day tickets).

These bulk discounts can be directly passed on to passengers or used to support employees through cost-sharing options like salary sacrifice or company payment plans. Please note that if an employee leaves mid-term, TravelMaster's refund policy will apply.

Additionally, for commuters aged 18–22 with an 18-22 Discount Card, further discounted rates are available on top of the bulk pricing.

Staff Discounts

The staff discount structure is based on the number of staff within an organisation who are utilising TravelMaster services. The current discount levels are as follows:

- 3% Discount: Available for organisations with 30 or more staff members using the service.
- 4% Discount: Available for organisations with 65 or more staff members using the service.
- 5% Discount: Available for organisations with 100 or more staff members using the service.

For organisations with fewer than 30 staff members but a high volume of public transport users, discount codes may still be provided based on further discussion and consideration of their specific needs.

This tiered discount system aims to reward larger organisations while still offering flexibility to smaller teams with significant transport usage.

Ticket Redemption
 Options & Benefits



TravelMaster App ITSO Tickets

Get ITSO tickets quickly via the TravelMaster App to use with smartcards.



Scratchcards

A scratchcard is a one-day paper ticket.



TravelMaster App mTickets

mTickets let you display tickets on a smartphone - no smartcards needed.



Special Ticket

Planning an event? Create a custom ticket for the day to help your visitors travel easily.

TravelMaster App

The TravelMaster App is your fast, convenient solution for purchasing and using TravelMaster's wide range of travel tickets. Available for download on any NFC-compatible Apple or Android device, it offers a smooth and efficient travel experience. New users can quickly register for an account and begin using the app immediately.

TravelMaster offers a convenient way to order tickets with our easy-to-use coupon codes. These codes allow you to select from our full range of tickets on the TravelMaster App. Simply provide the code to your traveller, who can redeem it easily through the TravelMaster App.

ITSO Tickets

ITSO tickets must be loaded onto a smartcard to be valid for travel.

Smartcards provide travellers with a secure and flexible method of travelling across buses, trams, and trains with our longer-duration tickets.

Smartcards can be purchased individually for £1 or in bulk for business orders.

Age-related tickets, such as GetAbout or 18-22 discounts, require a valid age-specific smartcard for use.

mTickets

mTickets are digital 1-Day tickets that travellers can redeem, store, and display directly from their smartphone.

No smartcard is needed, but travellers must have their smartphone with them for the ticket to be valid.

These tickets are available for bus and tram travel only and do not include age-related tickets.

Scratchcards

A scratchcard is a paper-based ticket that provides valid travel for one day. To use it, the traveller simply scratches off the day, month, and year of travel, making it easy to customise for each journey.

The scratchcard offers a simple, convenient solution for on-the-go travellers who need flexibility and ease when commuting. It's an ideal option for those who prefer a quick, no-fuss way to access travel without the need for the TravelMaster App or smartcards.

Scratchcards do not include age-related tickets.

Special Ticket

Planning an event? Simplify travel for your attendees by creating a custom special ticket for the day. This unique ticket option is available exclusively through the TravelMaster App, allowing your visitors to easily access transportation tailored to the event's needs. Whether for conferences, festivals, or corporate gatherings, custom tickets ensure smooth and hasslefree travel for all participants.

Each request is reviewed on a case-by-case basis to ensure the ticket aligns with TravelMaster's principles, creation costs and your specific event requirements, providing flexibility and convenience for both organisers and attendees.



GETTING STARTED

Starting your partnership with TravelMaster is simple. We offer tailored packages for businesses, organisations, and event planners, ensuring your employees, clients, or attendees have access to convenient, affordable travel options. Whether you're interested in bulk ticket purchases for schools and colleges, staff discounts, or exploring other partnership opportunities, we're here to guide you through every step.

To get started, simply reach out to our dedicated B2B team. We will work with you to understand your needs and help you choose the best ticketing solutions for your specific requirements. Our team is dedicated to providing support ensuring you can easily provide the best travel options for your users.

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