

## Mobile Ticketing Application for The Woodlands Express

- Users must create a mobile ticketing account to purchase mobile tickets.
- Tickets expire 180 days from purchase date.
- Mobile tickets cannot be changed, exchanged, cancelled, or refunded.
- In the event a ticket or mobile phone is lost or stolen, The Woodlands Township will not provide a duplicate or replacement ticket.
- Mobile tickets cannot be printed and used for travel.
- Tickets expire 120 minutes (2 hours) after activation.
- Users may purchase up to 90 round-trip tickets (180 one-way) at once.
- Accounts can only be transferred between devices three (3) times in a six-month period.
- Tickets must be activated for each trip taken. Round-trip tickets are provided as two separate one-way tickets.
- The Township is not responsible for User's mobile phone operation and connectivity.
- The Mobile Ticketing platform is fully certified and compliant with Payment Card Industry standards (PCI-DSS). All payment communications are fully encrypted via SSL, and any sensitive data stored is highly encrypted and systems are constantly monitored for security vulnerabilities. The security of Users' mobile phone or ticket is the responsibility of the User.
- The Township can suspend access to purchasing tickets through the mobile ticketing application and can do so for any reason.
- The mobile ticketing app is free, but data charges may be charged by your cell phone network provider. The Township is not responsible for any such costs.
- The Township will not take responsibility for any connectivity issues.
- In no event will the Township be liable for any direct, indirect, special, punitive, exemplary or consequential losses or damages of whatsoever kind arising out of your use or access to the mobile ticketing application, including loss of profit or the like whether or not in the contemplation of the parties, whether based on breach of contract, tort (including negligence), product liability or otherwise. The Township shall not be liable for any damage or alteration to your equipment, including but not limited to computer equipment, handheld device or mobile telephones as a result of the installation or use of the mobile ticketing application or any mobile ticket.

- Tickets issued by The District, Brazos Transit District, BTD, The “D”, Montgomery County Park and Ride or other related agencies are not accepted by the Township for service on The Woodlands Express.
- Township-printed paper tickets are accepted; however, they will not be sold after July 31, 2025.
- All Township-printed paper tickets will expire on December 31, 2026, and will not be accepted by the Township for Woodlands Express service.
- Only mobile tickets, Radio Frequency ID (RFID) cards (issued upon development), and single-use fare cards that are compatible with the onboard ticket validation system will be accepted after December 31, 2026.
- All Township-printed paper tickets sold by the Township not used by December 31, 2026, can be credited to the mobile ticket virtual wallet, converted into stored value account credit, or converted into single-use fare cards.
- Any remaining such paper tickets will be accepted by the Township for conversion up to December 31, 2027. After that date, no Township-printed paper tickets will be accepted for conversion.