

**What forms of payment can be used to purchase tickets and All Day Passes on the Hopthru app?**

The Hopthru app will accept Visa, MasterCard, American Express, Discover, JCB, and Diners Club credit and debit cards.

**Can I get a receipt for my purchase on the Hopthru app?**

Yes, a receipt will be emailed to the email address you have registered with Hopthru immediately after a purchase.

**Can All Day Passes and One Ride Tickets be bought in advance?**

Yes, you can buy All Day Passes and One Ride Tickets in advance. Purchase as many as you like and then use them when you want.

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**Where on the Hopthru app can I find my purchased All Day Passes or One Ride Tickets?**

Purchased All Day Passes and One Ride Tickets will show up in the Tickets screen. When you are ready to get on the bus and activate the ticket an alert will pop up asking if you are sure you want to activate the ticket.

**How many All Day Passes and One Ride Tickets can I purchase?**

At this time, you can only purchase one All Day Pass and One Ride Ticket at a time. However, there is no limit to the number of transactions you can make, allowing you to store multiple All Day Passes and One Ride Tickets on your device for activation.

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**Can I save my favorite locations in the Hopthru app?**

At this time, you cannot save favorite locations in the app.

**How do I get a refund?**

Refunds will be handled on a case by case basis. Please visit <https://www.hopthru.com/support> for assistance.

**Do I get charged a transaction fee when I purchase a ticket or All Day Pass?**

No, you pay the same price using the app as if you paid with cash on the bus.

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