

## TRAVEL AND BURSARY FAQs

I don't know whether to apply for the Huish Travel Contribution or the Discretionary Bursary.

If your household income is less than £60k net (take the tax and NI off), then please apply for the discretionary bursary. You can apply [here](#).

If your household income is over £60k net:

Travel by First Bus? No application necessary, just purchase one of our heavily subsidised Taunton or Somerset bus tickets from the Huish online shop.

If you travel by Hatch Green/Stagecoach or SCC, then please complete an application for the Huish Travel Contribution [here](#).

I've heard you offer a Huish termly ticket for travel with **First Bus** – how do I get this?

### If you have been approved for the bursary:

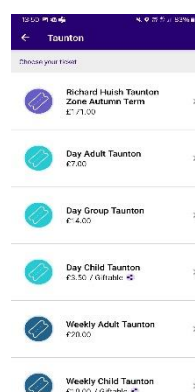
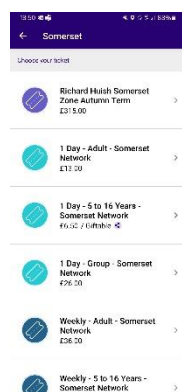
Visit the Huish shop and login with your college Microsoft account – this is really important so that the shop recognises you have the bursary.

Add the correct termly ticket to your basket: either a Somerset one (for those who live outside of Taunton – check this map) or a Taunton one (for those who live in Taunton – check this map).

When you go to checkout, you should receive a message saying your bursary has been used to pay for your travel ticket.

Once you've completed checkout, you will receive an email with a discount code on it – please be patient, this can take some time to arrive.

Download the First Bus app and register/login using your **college email address** (this is very important as without it you will not be able to purchase the Huish ticket). Then navigate to **Tickets**, then click on **Buy**. **Navigate to the correct location and select your ticket – see screenshots below. The original prices are displayed but do not worry about this as your discount code will reduce the price to zero.**



Select the ticket then click continue, then checkout. You may receive a message asking you to verify your email via your college email account, you have 30 days to do this.

Then add your code to the voucher/promo code section, this will £0 the value of the code, then select purchase. The ticket should then appear in your Tickets section of the app.

**If you are awaiting approval of the bursary:** please just use daily tickets until it is approved. These can be claimed back once approved and you can then 'purchase' the termly ticket.

**If you are not eligible for the bursary:**

Visit the Huish online shop here and purchase the correct termly ticket – either a Somerset one (for those who live outside of Taunton – check this map) or a Taunton one (for those who live in Taunton – check this map).

The price of the termly tickets are as follows:

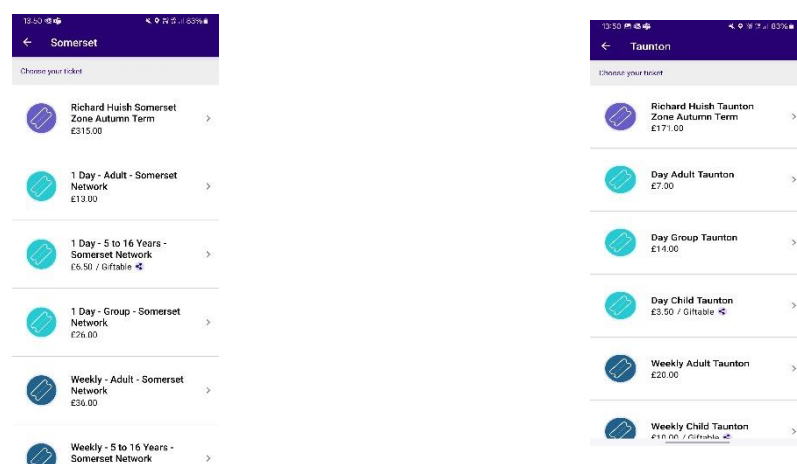
Somerset Termly ticket £315 reduced to £160 for Huish students only

Taunton Termly ticket £171 reduced to £90 for Huish students only

Add the correct termly ticket to your basket: either a Somerset one (for those who live outside of Taunton – check this map) or a Taunton one (for those who live in Taunton – check this map).


Once you've completed checkout, you will receive an email with a discount code on it – please be patient, this can take some time to arrive.

Download the First Bus app and register/login using your **college email address** (this is very important as without it you will not be able to purchase the Huish ticket). Then navigate to **Tickets**, then click on **Buy**. Navigate to the correct location and select your ticket – see screenshots below. The original prices are displayed but do not worry about this as your discount code will reduce the price to zero.



Select the ticket then click continue, then checkout. You may receive a message asking you to verify your email via your college email account, you have 30 days to do this.


Then add your code to the voucher/promo code section, this will £0 the value of the code, then select purchase. The ticket should then appear in your Tickets section of the app.

I've logged into the college shop using my college Microsoft account but when I go to checkout, its asking me to pay even though I have the bursary? You may need to link your account. Click on the  icon in the shop and then on 'Linked Students' – then link your account using your college reference number. Then try checking out again. If this still doesn't work, please pop in and see us in the Bursary office and we can sort this out for you.

How do I log into PayMyStudent – you can find the link [here](#), on the Hub (under Quick Links) or on the main Huish website (right at the bottom) or under Student Life/Bursaries and Finance

I can't remember my login details – just use your college Microsoft account to log in (new students will be given these when they start the term)

How do I purchase something from the online shop using my bursary? Log into the college shop using your college Microsoft account, add the items to your basket and when you go to checkout, it should say that your bursary has been used to make the payment.

I've logged into the college shop using my college Microsoft account but when I go to checkout, its asking me to pay? Have you linked your account?  Click on the icon in the shop and then on 'Linked Students' – then link your account using your college reference number. Then try checking out again. If this still doesn't work, please pop in and see us in the Bursary office and we can sort this out for you.

I travel by Hatch Green/Stagecoach/SCC - How do I upload my travel tickets? You will need to apply for the Huish Travel Contribution by following the [link](#). Log into PayMyStudent, scroll down the first page until you see a red upload box – click on this, click to start and it will take you to your photo gallery to select the screenshots of the tickets you have taken. Remember to hit '**sign and finish**' at the end.

Can I submit my bank statements as proof of purchase of bus tickets? Unfortunately no, we are unable to accept bank statements as proof of travel. Please upload either the ticket or emailed receipt to obtain a payment.

I submitted my tickets late – will I still receive a payment? You will receive a payment but not until the next payment run which will usually be the following month.

[I submitted my tickets on time but haven't been paid – why?](#) This could be for a number of reasons:

- 1 Are you sure you submitted your tickets on time? The deadline for travel tickets for the bursary is the 15<sup>th</sup> of each month and for the transport contribution it is the 20<sup>th</sup> of each month. Some months these dates will need to vary due to college holidays but we will always email you to let you know when this happens so it is important to regularly check your college email or the payment date list which is on the Student Funding notice board outside the general office.
- 2 Were the photos of your tickets clear? Is the date and cost visible on each ticket? If we can't see the tickets clearly we won't make a payment until we can see what and when you have paid.
- 3 Have you uploaded at least £20 in value? we won't make a payment until receipts to the value of £20 have been uploaded.
- 4 Still not sure? Pop in and see us at the enquiry times.

[I've logged into PayMyStudent but I can't make any changes to the form](#) – you have probably already been approved – check your emails! Once your form has been approved, it is locked and cannot be edited.

[I don't know whether I have been approved for the bursary or the Huish Travel Contribution.](#)  
Please check your emails as we will always email your college email account.

[I'm supposed to have free meals but my card doesn't work.](#) Please come and see us in the general office at the enquiry times and we can get this sorted for you.

[PAYMENT DATES FOR THOSE SUBMITTING TICKETS/RECEIPTS FOR APPROVED COLLEGE RELATED EXPENSES OR TRAVEL TICKETS – SEE SCHEDULE BELOW](#)

## ACADEMIC YEAR 2025 - 2026

	Bursary Payment Dates				HTC Payment Dates		
	Upload by	In accounts			Upload by	In accounts	
September	15.9.25	24.9.25			20.9.25	8.10.25	
October	15.10.25	29.10.25			20.10.25	5.11.25	
November	15.11.25	26.11.25			20.11.25	3.12.25	
December	15.12.25	31.12.25			17.12.25	14.1.26	
January	15.1.26	28.1.26			25.1.26	4.2.26	
February	9.2.26	25.2.26			20.2.26	4.3.26	
March	15.3.26	25.3.26			20.3.26	8.4.26	
April	15.4.26	29.4.26			20.4.26	6.5.26	
May	9.5.26	20.5.26			20.5.26	3.6.26	
June	15.6.26	24.6.26			2.7.26	15.7.26	
July	2.7.26	15.7.26					

### BURSARY ENQUIRY TIMES FOR STUDENTS

Bursary Enquiry time: 10.00am-10.30am and 12.30pm-1.30pm daily except Wednesdays.

Located in the general office behind reception.