

Frequently Asked Questions: National Concessionary Bus Travel Scheme

Making Bath & North East Somerset an even better place to live, work and visit

Who is entitled to a Diamond Travelcard?

Older persons and those who have certain disabilities may qualify. Please read on for more details.

At what age will I become entitled to a Diamond Travelcard?

The qualifying age will gradually rise from 60 to reach 65 by 2020 – please refer to the table below to check when you will become eligible.

DATE OF BIRTH	DATE OF ELIGIBILITY
on/before 5th April 1950	60th birthday
6 April 1950 - 5 May 1950	6 May 2010
6 May 1950 - 5 June 1950	6 July 2010
6 June 1950 - 5 July 1950	6 Sept 2010
6 Jul 1950 - 5 Aug 1950	6 Nov 2010
6 Aug 1950 - 5 Sept 1950	6 Jan 2011
6 Sept 1950 - 5 Oct 1950	6 Mar 2011
6 Oct 1950 - 5 Nov 1950	6 May 2011
6 Nov 1950 - 5 Dec 1950	6 July 2011
6 Dec 1950 - 5 Jan 1951	6 Sept 2011
6 Jan 1951 - 5 Feb 1951	6 Nov 2011
6 Feb 1951 - 5 Mar 1951	6 Jan 2012
6 Mar 1951 - 5 Apr 1951	6 Mar 2012
6 Apr 1951 - 5 May 1951	6 May 2012

DATE OF BIRTH	DATE OF ELIGIBILITY
6 May 1951 - 5 June 1951	6 July 2012
6 June 1951 - 5 July 1951	6 Sept 2012
6 July 1951 - 5 Aug 1951	6 Nov 2012
6 Aug 1951 - 5 Sept 1951	6 Jan 2013
6 Sept 1951 - 5 Oct 1951	6 Mar 2013
6 Oct 1951 - 5 Nov 1951	6 May 2013
6 Nov 1951 - 5 Dec 1951	6 July 2013
6 Dec 1951 - 5 Jan 1952	6 Sept 2013
6 Jan 1952 - 5 Feb 1952	6 Nov 2013
6 Feb 1952 - 5 Mar 1952	6 Jan 2014
6 Mar 1952 - 5 Apr 1952	6 Mar 2014
6 Apr 1952 - 5 May 1952	6 May 2014
6 May 1952 - 5 June 1952	6 July 2014

What can I use to prove my age?

- Birth certificate
- Passport
- Medical card
- Driving license
- Letter from DWP showing pension entitlement

What can I use to show residency within Bath & NE Somerset?

- Driving license
- Council Tax bill

Which disabilities qualify for a Diamond Travelcard?

Persons who have the following disabilities may be eligible:

- Blind or partially sighted
- Deaf
- Without speech
- Unable to walk
- No arms or lack of use of arms
- Learning disability
- Unfit to drive (but not because of alcohol or drugs)

What can I use to show that I have a qualifying disability?

You may show evidence of one of these to claim your Diamond Travelcard:

If you are in receipt of the Higher Rate Mobility Component of Disability Living Allowance, War Pensioner's Mobility Supplement, or are a Blue Badge holder.

In the absence of any of the above, other documentary evidence of your disability or verification from a healthcare professional (such as a doctor, nurse or occupational therapist) will be required.

Please contact Council Connect on 01225 39 40 41 for further information.

I have just become eligible for a Diamond Travelcard. How long do I have to wait for my new bus pass?

We operate a while-you-wait service at Council Connect Offices in Bath, Keynsham and Midsomer Norton for residents entitled to Diamond Travelcards.

Eligible residents can visit the Guildhall in Bath, Riverside in Keynsham or the Hollies in Midsomer Norton to collect their card.

There is no need to complete an application form. All you need is evidence of eligibility and proof of residence in Bath and North East Somerset.

A Council Connect team member will check the information you provide and take your photograph at no cost. Your card will be printed while you wait.

Where and when can I use my new Diamond Travelcard?

Your new pass will be valid for use after 9am Mondays to Fridays, and all day on Saturdays, Sundays and Bank Holidays on all local bus services in Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire and also for travel to places outside that area.

In addition, your pass will be valid for free travel on local bus services anywhere in England between 9.30am and 11pm on Mondays to Fridays and all day Saturdays, Sundays and Bank Holidays.

How do I use my bus pass?

To get free travel with your Diamond Travelcard, you must show it to the driver every time you get on a bus. Some bus companies will require you to state your destination and issue a ticket

to you. If so, please keep the ticket until you get off the bus – you may need to show it to an inspector. If you forget to take your pass with you, you must pay the normal fare.

Can I use my bus pass on Park & Ride services?

Yes - your pass will be valid on Park & Ride services in Bath and Bristol at all times except before 9am Mondays to Fridays. Also, it will be available on Park & Ride services in many other towns and cities, except before 9.30am Mondays to Fridays.

Can I use my bus pass on Bath tour bus services?

You will be able to use your bus pass to obtain a free Shuttle ticket that will allow you use the service to make local journeys between stops along the route. The Shuttle ticket is only valid for seats on the lower deck of the bus and headphones for the tour commentary will not be provided. The bus pass is not valid for the purchase of Sightseeing tickets. For further information about Bath City Sightseeing tickets, please contact the operator on (01225) 330 444.

If I go to London, can I use my new Diamond Travelcard there?

Yes – on bus services between 9.30am and 11pm Mondays to Fridays and all day Saturdays, Sundays & Bank Holidays. It will not be valid on the London Underground, trams or trains.

What about buses in Scotland and Wales?

No - your new pass will not be valid in Scotland or Wales, except for travel on bus services X10, X11 and X14 between Bristol or South Gloucestershire and Chepstow, Newport or places in between.

Can I use my new Diamond Travelcard on dial-a-ride services?

If you belong to a Community Transport group (such as Keynsham & District Dial-a-Ride, Midsomer Norton Ring & Ride or Bath Dial-a-Ride), your Diamond Travelcard entitles you to discounted fares on local dial-a-ride services. For full details, please contact the group.

What can't I use the new pass on?

Your new Diamond Travelcard is **not** valid on:

- Bath City Tour or Skyline Tour (except short local journeys)
- Bristol Open-Top Tour
- Long-distance coach services
- Rail and ferry services
- Tram, Underground and Metro services
- Local bus services in Scotland, Northern Ireland, Isle of Man, Channel Islands and Wales (except for travel on the direct bus service between Bristol or South Gloucestershire and Chepstow, Newport or places in between)
- Taxis

How do I find information about times and routes of buses in other areas?

For timetable information on local bus services throughout England, please visit www.traveline.info or telephone Traveline on 0871 200 2233 (calls cost 10p per minute plus network charges).

I need someone to travel with me on the bus, can they travel for free?

If you need assistance to travel on buses and this is confirmed by a healthcare professional, your pass can be endorsed to enable a Companion to travel free on local buses with you during the scheme hours. However, Companion entitlement is valid **only** in Bath & North East Somerset, Bristol, North Somerset, South Gloucestershire and Wiltshire. If you travel elsewhere in England, your Companion may have to pay the normal fare.

What happens if I lose or damage my pass?

There is a non-refundable charge for replacing a lost or damaged pass. You should pay this at a Council Connect office (The Guildhall in Bath, The Hollies in Midsomer Norton or Riverside in Keynsham) before a replacement is issued. We recommend that you check thoroughly before reporting a pass as being lost (including with bus operators' lost property offices).

A replacement pass can be issued to you while you wait. Generally, you will not need to have another photograph taken because we already have a photograph of you stored electronically in our database. However, the standards for acceptable photographs have been revised recently, so we may take the opportunity to update yours at this time. If the lost pass turns up subsequently, do not attempt to use it. The pass will be "hotlisted" and you will be refused travel. Please return any found passes to a Council Connect office.

If your pass has been stolen, the theft must be reported to the Police. They will give you a Crime Reference Number which we will need in order to issue a replacement. Generally, there is no charge for replacing a stolen pass. If the stolen pass is returned to you subsequently, do not attempt to use it. The pass will be "hotlisted" and you will be refused travel. Please return any such passes to a Council Connect office.

How do I change the photograph on my bus pass?

To change the photograph on your bus pass, you can visit a Council Connect office to have a new photograph taken; a new pass will be produced with the updated photograph on it. If the photograph is being changed because the old photograph is no longer a good likeness then this service is free of charge, otherwise it will cost £5 for the new pass.

How long will my bus pass be valid for?

An expiry date will be printed on your Diamond Travelcard.

How do I re-apply for my bus pass when it expires?

If your entitlement to a Diamond Travelcard is on the grounds of age and you still live in the Bath & NE Somerset area, we will be able to renew your bus pass automatically. If you have changed address in the last 3 years you can help us issue your renewed pass by ensuring that your address held on the Council Tax records is up-to-date. Your new pass will be sent to you a few weeks before the old pass expires.

If your entitlement to a Diamond Travelcard is on the grounds of disability and you still live in the Bath & NE Somerset area, we will need to have confirmation that you are still eligible. You will receive a letter from us before your pass expires, asking you to visit your nearest Council Connect Office to present documents proving that you still have a qualifying disability. You will then be issued with your renewed pass.

When you receive your renewed pass you can start using it immediately; your old pass should be destroyed or returned to a Council Connect office.

What else do I need to know?

- Please remember that you are the only person allowed to use your bus pass. If you allow someone else to use it, your pass could be withdrawn.
- Travelling by bus using your bus pass is subject to the normal regulations and conditions of the bus operators. Your bus pass does not give you any rights other than those enjoyed by any other passenger, nor does it entitle you to be carried in preference to other passengers.
- If you move, please notify us of your new address as soon as possible. If you move out of Bath & North East Somerset, you will need to apply to your new Council for a replacement bus pass.
- If you no longer require a pass for whatever reason, please return it to the Council as soon as possible.