

Frequently Asked Questions

Who is entitled to a Diamond Travelcard?

Older persons and those who have certain disabilities may qualify if their sole or principal residence is in Bath & North East Somerset. Please read on for more details.

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

The qualifying age for concessionary bus travel is linked to the state pension age for women. Current legislation makes provision for that age to rise to 66 years of age from 2020 but further legislation to allow for a rise to 68 years is likely. Please refer to the table below.

Date of birth	Date eligible for a concessionary pass
Eligible now	6 September 2015
6 January 1953 – 5 February 1953	6 November 2015
6 February 1953 – 5 March 1953	6 January 2016
6 March 1953 – 5 April 1953	6 March 2016
6 April 1953 – 5 May 1953	6 July 2016
6 May 1953 – 5 June 1953	6 November 2016
6 June 1953 – 5 July 1953	6 March 2017
6 July 1953 – 5 August 1953	6 July 2017
6 August 1953 – 5 September 1953	6 November 2017
6 September 1953 – 5 October 1953	6 March 2018
6 October 1953 – 5 November 1953	6 July 2018
6 November 1953 – 5 December 1953	6 November 2018
6 December 1953 – 5 January 1954	6 March 2019
6 January 1954 – 5 February 1954	6 May 2019
6 February 1954 – 5 March 1954	6 July 2019
6 March 1954 – 5 April 1954	6 September 2019
6 April 1954 – 5 May 1954	6 November 2019
6 May 1954 – 5 June 1954	6 January 2020
6 June 1954 – 5 July 1954	6 March 2020
6 July 1954 – 5 August 1954	6 May 2020
6 August 1954 – 5 September 1954	6 July 2020
6 September 1954 – 5 October 1954	6 September 2020
On or after 6 October 1954	66th birthday

What can I use to prove my age?

- Birth certificate / adoption certificate
- Marriage / divorce certificate
- Passport
- Civil partnership / dissolution certificate
- Valid photocard driving licence

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

- A council tax bill
- A utility bill
- Copy of a tenancy agreement
- A bank statement
- Evidence of entitlement to vote in B&NES

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 that 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 order to claim your Diamond Travelcard. You may also show that you are receiving the Personal Independence Payment having been awarded at least 8 points against either the "moving around" or the "communicating verbally" activities.

[Further information if you ARE currently in receipt of automatically qualifying benefits](#)

In the absence of any of the above, other documentary evidence of your disability or verification from a healthcare specialist will be required.

[Further information if you are NOT currently in receipt of automatically qualifying benefits](#)

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 One Stop Shops in Bath, Keynsham and Midsomer Norton for residents entitled to Diamond Travelcards.

Eligible residents can visit The One Stop Shop in Bath, Keynsham or 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 One Stop Shop 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 Diamond Travelcard?

Your new pass will be valid for use after 9am Mondays to Fridays, and all day on Saturdays, Sundays and Public 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 Public 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.

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

Yes - at any time on buses displaying the symbol below.



On other bus services, you should check with the driver. Most will allow you to use your pass between 9.30am and 11pm Mondays to Fridays and all day Saturdays, Sundays & Public Holidays. Place your card on the Oyster card reader. It is not valid on the London Underground, trams or trains.

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

If you belong to a Dial a Ride group (such as Keynsham & District, Midsomer Norton & Radstock Ring & Ride or Bath), your Diamond Travelcard entitles you to discounted fares. For full details, please contact the group.

What can't I use the pass on?

Your 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

New - Airport Flyer services

From 1st July 2016, Diamond Travelcards and other English national concessionary passes will no longer be accepted for free off-peak travel on bus service A1 (Bristol – Bristol Airport) or on the section of bus service A4 between the Airport Tavern and Bristol Airport. The fares charged on these services for travel to and from Bristol Airport are higher than general bus fares and fall outside the scope of the national concessionary travel scheme.

Bath Bus Company, which operates bus service A4, will make child fares available to concessionary pass holders over the section of route between the Airport Tavern and Bristol Airport. Concessionary pass holders will be able to continue using their passes for free travel (except between 0400 and 0900 Mondays to Fridays) on the rest of the A4 route between the Airport Tavern and Bath.

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.travelinesw.com or telephone Traveline on 0871 200 2233 (calls cost 12p 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 a replacing a lost or damaged pass. You should pay this at a Council One Stop Shop 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 One Stop Shop.

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 One Stop Shop.

How do I change the photograph on my bus pass?

To change the photograph on your bus pass, you can visit a Council One Stop Shop 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 there will be a charge 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 you do not receive your new pass seven days before the expiry of the old pass, please visit a Council One Stop Shop. The One Stop Shop will be able to check your details and issue you with a new pass while you wait.**

If your entitlement is 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 One Stop Shop 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 One Stop Shop.

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.