

FURTHER INFORMATION

SENIOR RAILCARD

If you're 60 or over, you can save a third on most standard and first-class rail fares throughout Britain when you buy a Senior Railcard. It makes travelling by train more economical and accessible. For further information please visit www.direct.gov.uk.

TRAVELLING WITH CHILDREN

If you are travelling with children you will be required to pay the relevant fare for them.

USEFUL LINKS

Below you can find links to some websites which offer more information on concessionary travel.

www.direct.gov.uk

Further Information on the Free Travel Bus Pass across England.

www.suffolkonboard.com

Information on public transport within Suffolk including downloadable bus timetables and information on concessionary travel.

www.concessionarytravel.com

If you're interested in keeping up to date with news about concessionary travel why not sign up for a free Monthly e-Newsletter on the Concessionary Travel Club web site (address shown above).

FREE TRAVEL BUS PASS GET ON BOARD!



suffolkonboard.com
suffolk passenger transport

Contacting Suffolk County Council

Passenger Transport
Endeavour House
8 Russell Road
Ipswich
Suffolk, IP1 2BX

General enquiries
0845 606 6171

Or visit our website:
www.suffolkonboard.com

Whilst every effort has been made to ensure the accuracy of this publication, Suffolk County Council cannot be held responsible for any errors or changes in the information given. Please check with the relevant operator before travelling.

334-ESE-060111



IPSWICH PARK & RIDE

Ipswich Park & Ride services do not form part of the English National Concessionary Travel Scheme and therefore free travel will not be available on these services for Free Travel Bus Pass holders.

FREQUENTLY ASKED QUESTIONS

Q - I am a Free Travel Bus Pass Holder, am I entitled to Free Travel on Ipswich Park & Ride?

A - No, Free Travel Pass Holders are able to buy a discounted return group ticket for use after 9.30am Monday-Friday and anytime on weekends and bank holidays.

Q - Does every member travelling in my group need a Travel Pass in order to obtain the discounted fare?

A - Yes all members are required to show their pass in order to get the discounted fare.

Q - What if I wish to return apart from my group?

A - If you wish to return at a different time from your group you will be required to purchase a further discounted group ticket.

Q - Am I able to travel on Ipswich Park & Ride before 9.30am on a Weekday?

A - Yes, however you will not be entitled to the discounted fare and will have to pay the standard fare for the journey.

YOUR QUESTIONS ANSWERED

Eligible older and disabled people are entitled to free off-peak travel* on local buses anywhere in England.

Suffolk County Council provides the national statutory scheme, which is free bus travel during the following periods;

- between the hours of 9.30am and 11.00pm Monday to Friday;
- all day Saturday and Sunday;
- all day on Bank Holidays.

There are two further enhancements: local bus service enhancements together with a travel voucher scheme for those who are eligible by remoteness or disability. Customer who have travel vouchers waive their right to a free bus pass.

In this leaflet you will find more information about the Free Travel Bus Pass. If there is anything else you need to know, please do not hesitate to contact the information line on 0845 600 0659.

Who can have an Age Related bus pass?

If you live in Suffolk, you will be entitled to a bus pass when you reach 'eligible age'. If you were born after 5 April 1950, the age you become eligible is tied to changes in the State Pension age for women. This affects both men and women. To check your eligibility visit www.suffolkonboard.com or contact the information line on 0845 600 0659.

Who can have a Disabled Persons free travel bus pass?

You're eligible for a disabled person's pass if you live in Suffolk and meet the criteria below. This means you:

- are blind or partially sighted
- are profoundly or severely deaf

- are without speech
- have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
- don't have arms or have long-term loss of the use of both arms
- have a learning disability

You're also eligible if your application for a driving licence would be refused under section 92 of the Road Traffic Act 1988 (physical fitness). However, you won't be eligible if you were refused because of persistent misuse of drugs or alcohol. Further information on eligibility can be found at www.suffolkonboard.com or by contacting the information line on 0845 600 0659.

How do I get a Free Travel Bus Pass?

Please contact the information line on 0845 600 0659 or pick up an application form from libraries and Suffolk County Council offices.

You will need to provide proof of eligibility and provide a passport photo with your completed application.

Completed applications should be returned with a passport-sized photograph to:

SCC Free Travel Bus Pass
PO Box 212
Waterlooville
PO7 6ZN

Please Note: We are only able to process Suffolk County Council application forms. Forms previously produced by Borough or District Council's will not be accepted and will be returned.

When exactly is off-peak travel?

*Off peak hours are 9.30am until 11pm Monday to Friday and all day on weekends and Bank Holidays.

You will only be entitled to free travel if a ticket is purchased between these hours regardless of the scheduled departure time. Free travel is based solely on the time that the ticket is issued.

Is it only applicable to buses?

The bus pass is only for local bus services.

What is the definition of a 'local' bus?

The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance bus and coach services where part of their route is registered as a local bus service. If in doubt, pass holders can check with the service operator if their pass will entitle them to free travel for the route.

Will I be able to enjoy free travel everywhere within the UK?

No, the bus pass can only be used within England.

If I visit an area that offers additional services, will I be entitled to them?

Probably not. As a general rule, local Councils will only provide additional services for their own residents. Some authorities, however, may provide them – check with the relevant Council in the area to which you intend to travel.

I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

No. Because those benefits are paid for by the London authorities, only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams. You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

What happens if my circumstances change?

If your circumstances change, please contact our information line on 0845 600 0659 and they will provide guidance on what to do next.

What will my pass look like?

The pass will be printed on white plastic and include your photograph. "Age Related" passes have a blue strip down the right-hand side and "Disabled Persons" passes have an orange strip.

I have lost my pass, can I get a new one?

If you lose your pass, please contact our information line on 0845 600 0659 and they will provide guidance on what to do next. Please note that a replacement fee may be applicable.

Can I get a companion pass?

Suffolk County Council are unable to provide companion passes. However if you currently hold a Suffolk companion pass you will be able to continue to use this on local services for the validity of the pass.

Travel Voucher Scheme

If you live in Suffolk and are unable to travel by conventional public transport, through location or severe mobility impairment, you may be eligible to receive travel vouchers to assist with the cost of taxis or community transport services.

For full details, and to discuss your potential eligibility, please contact the information line on 0845 600 0659.

CONTACT OUR FREE TRAVEL BUS PASS INFORMATION LINE ON: 0845 600 0659