

Terms and conditions

Conditions of issue and use of Suffolk County Council Concessionary Bus Passes

- Your concessionary bus pass is valid on participating bus operators' services from 9.30am to 11pm on weekdays and at any time at weekends and bank holidays for all journeys within England.
- You must show your concessionary bus pass to the bus driver on every qualifying journey you undertake. Failure to do so will result in you having to pay the full adult fare for that journey.
- The bus driver or inspector has the right to question your entitlement to travel free under the concessionary travel scheme;
- The bus operators' normal conditions of carriage and passenger regulations will apply when you use your concessionary bus pass on their buses;
- Your concessionary bus pass cannot be used to buy tickets for use on Railway services;
- Your concessionary bus pass is for your personal use only. It is not transferable and must not be used by any other person;
- Your concessionary bus pass will be rendered void if it is altered, defaced, mutilated or out-of-date;
- In the event that you lose or damage your concessionary bus pass the decision as to whether you will be provided with a replacement pass will be at the sole discretion of Suffolk County Council. You may be required to pay a replacement charge for any concessionary bus pass that is provided to you;
- Your concessionary bus pass, including any photograph attached thereto, remains the property of Suffolk County Council and must be surrendered to the Council or any of its representatives on demand;
- You acknowledge and agree that Suffolk County Council is not responsible for bus services that are provided by bus operators participating in Suffolk's concessionary travel scheme, and that your use of such services is subject to the terms and conditions of the relevant bus operator. For the avoidance of doubt, you acknowledge and agree neither Suffolk County Council accepts responsibility or liability for any personal injury or other loss or damage arising directly or indirectly from your use of a bus operator's services;
- If, due to a change in your circumstances, your main place of residence is no longer in Suffolk, or if for some other reason you no longer use or are no longer eligible to use your concessionary bus pass, please return your pass to the SCC Free Travel Bus Pass, PO Box 212, Waterlooville, PO7 6ZN so that it may be cancelled.
- Details of eligibility can be found at:
http://www.suffolkonboard.com/concessionary_travel If you move residential address and remain resident in Suffolk, you are required to inform Suffolk County Council of your new address by writing to SCC Free Travel Bus Pass, PO Box 212, Waterlooville, PO7 6ZN in order that we may update our records and contact you about any pass renewals or changes in the conditions of use for your pass that may occur.
- If you are granted a Suffolk concessionary bus pass under the provisions of the Concessionary Bus Travel Act 2007 you will not be entitled to receive any alternative concession such as travel vouchers from Suffolk County Council
- By applying for a concessionary bus pass you acknowledge and agree that it will be necessary for Suffolk County Council to make such enquiries as it considers reasonably necessary to check the information you have given in your application form. Should a concessionary bus pass be issued on the basis of information that is subsequently found to have been submitted fraudulently, the County Council reserves the right to prosecute.
- Suffolk County Council is unable to cover any costs incurred getting any letters/proof required from the medical profession or other specified medical person to support your application or renewal.
- Misuse of your concessionary bus pass may result in prosecution and/or withdrawal of your pass.

- Suffolk County Council follows best practice in managing personal information in accordance with the Data Protection Act 1998. By applying for a concessionary bus pass you are granting your consent for Suffolk County Council to use or share any information given by you with other authorised bodies for the purposes of administering the scheme; issuing your concessionary bus pass; and auditing or fraud prevention.

On the bus

- You must show your concessionary bus pass to the bus driver when boarding the bus. No other evidence of your entitlement to concessionary travel will be acceptable. The relevant full fare will be payable if your pass is not shown;
- When boarding a bus you are required to inform the bus driver of your intended destination.
- Some bus operators issue tickets or receipts for concessionary journeys. If one is issued to you, please take it and keep it throughout your journey;

Suffolk County Council reserves the right to make amendments to these terms and conditions at any time and will consult users where required.