

## 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.gov.uk](http://www.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.gov.uk](http://www.gov.uk)**  
Further Information on the Free Travel Bus Pass across England.
- **[www.suffolkonboard.com](http://www.suffolkonboard.com)**  
Information on public transport within Suffolk including:
  - Journey planning
  - Bus timetables
  - Bus service changes
  - Community transport solutions

### Follow us on Twitter

 **@suffolkonboard**

## Contacting Suffolk County Council

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

### General Enquiries

**Customer Services**  
0345 600 0659

[concessionarytravel@suffolk.gov.uk](mailto:concessionarytravel@suffolk.gov.uk)

Visit our website:  
[www.suffolkonboard.com](http://www.suffolkonboard.com)



# FREE TRAVEL BUS PASS

Guidance on eligibility and use of free travel bus passes.



## 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 Park & Ride questions

- **I am a Free Travel Bus Pass holder, am I entitled to free travel on Ipswich Park & Ride?**  
No, However Free Travel Bus Pass holders are able to buy a discounted single return ticket for £1.50, this can be used at anytime.
- **Do you offer a concessionary smartcard for Free Travel Bus Pass holders?**  
No. We are unable to provide concessionary smartcards on the service and discounted tickets must be purchased individually.

### Further Park & Ride information

- **[www.suffolkonboard.com](http://www.suffolkonboard.com)**  
For more details on what Ipswich Park & Ride offers, including:
  - Timetables
  - Fares
  - Route maps
  - How to find the Park & Ride sites

## 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. Customers 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 0345 600 0659.

### Who is entitled?

#### Who can have a 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](http://www.suffolkonboard.com) or contact the information line on 0345 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 disabled 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](http://www.suffolkonboard.com) or by contacting the information line on 0345 600 0659.

### How do I apply?

#### Online

[www.suffolkonboard.com/concessionary-travel](http://www.suffolkonboard.com/concessionary-travel)

#### By phone or post

Please contact the information line on 0345 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. Please do not send original proof documents. Send photocopies only. Suffolk County Council cannot accept any responsibility for items that are mislaid in the post. No documentation will be returned.

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 can I travel?

#### 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.

### Where can I travel?

#### 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.

**Contact our free travel bus pass information line on:  
0345 600 0659**

### What else do I need to know?

#### What happens if my circumstances change?

If your circumstances change, please contact our information line on 0345 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 0345 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?

No, Suffolk County Council are unable to provide companion passes.

#### 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.

Travel voucher holders waive the right to a free travel bus pass.

For full details, and to discuss your potential eligibility, please contact the information line on 0345 600 0659.