

# CONCESSIONARY BUS PASS

## Terms and conditions

- A local authority may refuse to issue a bus pass if they have reason to believe that the applicant is not who they claim to be or that the bus pass would be used by someone other than the person to whom it has been issued. Please note that it is a criminal offence for you or anyone else to misuse the bus pass. If convicted under the Fraud Act 2006, anyone found guilty of a fraudulent application may be subject to imprisonment or unlimited fine.
- You must show a valid pass each time you travel. In most areas you should show your pass to the driver, but in some places you may need to scan your pass on a machine as you get on the bus. If asked, please tell the driver your destination. Some bus companies issue concessionary tickets/receipts for your journey. If one is issued, please take it and keep it throughout the journey. For more information about bus routes/times, please phone Traveline on 08712 002233 (calls cost 12p per minute plus any charges your network provider makes).
- You cannot travel before 9:30 (9:00 where specifically allowed, including Medway) on weekdays, unless it is a public holiday, or your pass states otherwise. In Medway you can travel up to the time of last bus on weekdays.
- Medway Council, and the other councils that run the Concessionary Travel Scheme, cannot guarantee the availability of any bus service.
- The bus driver, ticket inspector, or council representative can ask you about your circumstances, and the journey you are making, to make sure you should have a bus pass, and to monitor the use of the passes.
- You must follow the operator's rules when you travel using your pass. These are explained in their Conditions of Carriage and Passenger Regulations.
- You must not let anyone else use your pass.
- Your pass cannot be used on long-distance or excursion coach journeys, on rail, tube and train services, or on some Park & Ride and leisure bus services.
- Your pass is not valid if it is damaged or defaced.
- Your pass remains the property of Medway Council.
- You must surrender the pass to a council representative, if asked to do so.
- Medway Council, and other councils that run the Concessionary Travel Scheme throughout England, are not responsible for any losses or damages you suffer when you travel using your pass.
- If you lose your pass, please let Medway Council know immediately. Up to two replacement passes a year may be issued, if you lose your pass. There is a charge of £10.00 (subject to change) for each replacement pass, unless it has been lost in connection with a crime that you have reported to the police. Cash payments can only be accepted at Gillingham, Chatham, Rochester or Strood Contact Points. Payments by credit/debit can be made by phoning Medway Council. Payment by cheque can be made by post, cheques must be made payable to Medway Council and sent to Concessionary Bus Pass Administration Team, 4th Floor, Gun Wharf, Dock Road, Chatham, Kent ME4 4TR
- If you move away from Medway, please return your pass to Medway Council and apply for a pass in your new area. This will mean that you benefit from any other concessions offered in your new area.
- Please note that any information provided on this form is held for data matching purposes and may be used in the prevention and detection of fraud.