



Customer and Business Support Team  
Gun Wharf  
Dock Road  
Chatham  
Kent  
ME4 4TR

Concessionary Bus Pass Team: 01634 333333  
Email: [buspasses@medway.gov.uk](mailto:buspasses@medway.gov.uk)

Dear Customer

### **APPLICATION FOR OLDER PERSON'S CONCESSIONARY BUS PASS**

Thank you for contacting us regarding the application of your bus pass.

**Please note - The application process can take up to six weeks.**

Please complete the application form as fully as possible.

**If your application form is incomplete or not signed, it will be returned to you and this will cause a delay in processing your application.**

Please **only send photocopies** of your supporting evidence, as we cannot guarantee the return of any original documents

Please return the completed application form to the Customer and Business Support Team, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR

Yours sincerely

Customer and Business Support Team

**This document is available in larger print if require**

# 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 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 0871 200 2233 (calls cost 12p per minute plus any charges your network provider makes).
- You cannot travel before 9:30am (9:00am where specifically allowed, including Medway) on weekdays, unless it is a public holiday, or your pass states otherwise.
- 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 **£15.00** (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 Community Hubs. Payments by credit/debit can be made by phoning Medway Council.
- 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.

### Checklist of documents you need to enclose (NO ORIGINALS)

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Proof of your address if you have moved since your last bus pass was issued.                 |
| <input type="checkbox"/> | Proof of your identity if you have changed your name since your last bus pass was issued.    |
| <input type="checkbox"/> | A passport size photo if you have significantly changed since your last bus pass was issued. |

# Older Person's Concessionary Bus Pass Application Form

**The completed form should be returned to:**  
Customer and Business Support Team, Gun Wharf, Dock Road, Chatham,  
Kent ME4 4TR

**Please read the terms and conditions and complete all relevant sections of the form.**

## Section 1 – Information about the applicant

<b>Title</b> (Mr, Mrs, Miss, Ms, other):		<b>First names</b> (in full):	
<b>Surname:</b>		<b>Previous surname</b> (if applicable):	
<b>Date of birth:</b> (DD/MM/YYYY) <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<b>Gender:</b> M <input type="checkbox"/> F <input type="checkbox"/>	
<b>Current Address</b>		<b>Postcode</b>	
<b>Home Tel:</b>	<b>Mobile Tel:</b>	<b>Email:</b>	
<b>Previous address (if moved in the last three years):</b>			
<b>New</b> <input type="checkbox"/> <b>Renewal</b> <input type="checkbox"/> (if your current pass was <b>not</b> issued by Medway Council please apply as a new application)			
<b>Bus pass number:</b> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
<b>Expiry date:</b> (DD/MM/YYYY) <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			
<b>Proof of address</b> - You must reside in the Medway Council local authority area, please tick one of the following options (renewal applicants please only supply of moved since the last bus pass was issued)			
<input type="checkbox"/> I have provided a copy of my Council Tax bill or utility bill dated within the last 12 months.			
<input type="checkbox"/> I give consent to the local authority checking my personal details on the Council Tax database so that I do not need to provide proof of address.			
<input type="checkbox"/> I am applying on behalf of an applicant who does not pay Council Tax and is under the age of 18. I give my consent to the local authority to check school records to confirm their address.			
<b>Proof of your identity</b> – please supply a <b>photocopy</b> of <b>one</b> of the following as proof of your identity (renewal applicants please only supply if name has changed since last bus pass was issued).			
<input type="checkbox"/> Birth certificate/ adoption certificate		<input type="checkbox"/> Marriage / divorce certificate	
<input type="checkbox"/> Civil Partnership/ dissolution certificate		<input type="checkbox"/> Passport	
<input type="checkbox"/> Drivers licence			
Photographs: New applicants please attach a recent passport-style photograph. The photograph needs to fit the size of the box provided and show the applicant's full face so that the holder can be easily identified. No one else should be in the photograph.			<div style="border: 1px dashed gray; padding: 10px;">                     Please affix passport photo here                      Renewal applications: please only supply if significantly changed since last bus pass was issued                 </div>
Renewal applicants- please tick to use current photo or supply new photo if you have significantly changed since your last bus pass was issued. <b>Use current photo</b> <input type="checkbox"/>			

## Section 6 – Declarations and signature

All documents relating to this application will be dealt with in line with the Data Protection Act 1998 and may be shared within the local authority, with other local authorities, to detect and prevent fraud. Any information that you have supplied to support this application is deemed, under the Data Protection Act, to be “sensitive personal data” and will only be disclosed to third parties as necessary for the operation and administration of the Concessionary Bus Pass scheme, and to other Government Departments or agencies, to validate proof of entitlement or as otherwise required by law. I confirm that, as far as I know, the details I have provided are complete and accurate. I realise that you may take action against me if I have provided false information in this application form. I understand that I must promptly inform my local authority of any changes that may affect my to a concessionary bus pass. I understand that, if my application is successful, I must only use the bus pass in accordance with the terms and conditions of the scheme. I consent to the local authority checking any information already held by the local authority’s Social Services department. I confirm that the photographs I have submitted with my application are a true likeness.

**Your signature:**

**Print name here:**

**Date:**   /   /

**I am the applicant**

**I am signing on behalf of the applicant**

Please state your relationship to the applicant:

Please state the reason the applicant was unable to provide their own signature: