

| Customers who are entitled to a concession | Nature of concessions available: ✓ means concessions apply, no charge X means concession does not apply | | | | | | |
|---|---|--------------------------------|------------------|--------------------------------|--------------------------------------|-----------------------------|---------------------|
| | Reservations | Late returns / overdue charges | Adult Audio Book | Junior Audio Book | Proof needed | Borrower Type | Expiry period (yrs) |
| Visually impaired people | ✓ | ✓ | ✓ | ✓ | Discussion | VIP or Child (age) Exempt | 1 |
| Hearing impaired people | ✓ | ✓ | ✓ | ✓ | Discussion | Adult or Child (age) Exempt | 1 |
| Housebound people | ✓ | ✓ | ✓ | ✓ | Discussion | Housebound | 1 |
| People with a Learning Disability | ✓ | ✓ | ✓ | ✓ | Discussion | Adult or Child (age) Exempt | 1 |
| Students on literacy or foundation English courses | ✓ | ✓ | ✓ | ✓ | Discussion | Adult or Child (age) Exempt | 1 |
| People who have Dyslexia or whose ability to read impaired | ✓ | ✓ | ✓ | ✓ | Discussion | Adult or Child (age) Exempt | 1 |
| Children (up to age 18) | ✓ | X | X | Late return charges will apply | N/A | Child (age) | 3 |
| Children in Care | ✓ | ✓ | X | ✓ | N/A | Child (age) Exempt | 3 |
| People who are of no fixed abode or in receipt of a means tested benefit. Universal Credit, or any of the benefits it replaces: Child Tax Credit; Working Tax Credit; Housing Benefit; Income Support; Income-based Job Seekers Allowance and Income-related Employment Support Allowance | ✓ | X | X | X | Benefits agency letter or discussion | Adult | 3 |
| People in receipt of pensions credit | ✓ | X | X | X | Benefits agency letter | Adult | 3 |