

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 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	Adult	3
People in receipt of pensions credit	✓	X	X	X	Benefits agency letter	Adult	3