

## **Conditions of issue and use of Gloucestershire Concessionary Bus Passes**

- Your concessionary bus pass is valid on participating bus operators' services from 9.30am to 11pm on weekdays and at any time at weekends and bank holidays for all journeys within England. You may also use your pass for travel between any bus stop in Gloucestershire and Monmouth or Chepstow
- Your concessionary bus pass may be used before 09:30 on weekdays only on certain Gloucestershire routes and services, details of which are available on Gloucestershire County Council's website or by calling 01452 426265. Gloucestershire County Council reserves the right to change such routes and services at any time at our absolute discretion
- You must show your concessionary bus pass to the bus driver on every qualifying journey you undertake. Failure to do so will result in you having to pay the full adult fare for that journey
- The bus driver or an inspector has the right to inspect your pass and question your entitlement to travel free under the concessionary travel scheme
- The bus operator's normal conditions of carriage and passenger regulations will apply when you use your concessionary bus pass on their buses
- Your concessionary bus pass cannot be used to purchase season, express coach, excursion or other tickets
- Your concessionary bus pass is for your personal use only. It is not transferable and must not be used by any other person
- If you have a 'disabled with companion' card which is marked with a 'C' in the top right hand corner your concessionary bus pass allows a companion to travel with you for free. Your companion may not use the card other than when they are accompanying you as the card holder. This additional concession is available only in respect of journeys undertaken within Gloucestershire. It is possible that similar concessionary travel schemes are in operation across other counties, though it will be necessary for you to seek confirmation of this from the relevant Travel Concession Authorities
- Your concessionary bus pass will be rendered void if it is altered, defaced, mutilated or out-of-date
- In the event that you lose or damage your concessionary bus pass the decision as to whether you will be provided with a replacement pass will be at the sole discretion of Gloucestershire County Council. You will be required to pay an administration charge for any replacement concessionary bus pass that is provided to you
- Your concessionary bus pass remains the property of Gloucestershire County Council and must be surrendered to the Council or any of its representatives if requested
- You acknowledge and agree that Gloucestershire County Council is not responsible for bus services that are provided by bus operators participating in Gloucestershire's concessionary travel scheme, and that your use of such services is subject to the terms and conditions of the relevant bus operator. For the avoidance of doubt, you acknowledge and agree neither Gloucestershire County Council nor any other local authority in Gloucestershire that is

participating in the said concessionary travel scheme accepts responsibility or liability for any personal injury or other loss or damage arising directly or indirectly from your use of a bus operator's services

- If, due to a change on your circumstances, your main place of residence is no longer in Gloucestershire, or if for some other reason you no longer use or are no longer eligible to use your concessionary bus pass, please return your pass to the Integrated Transport Unit, Gloucestershire County Council, Shire Hall, Gloucester GL1 2TH so that it may be cancelled. Details of eligibility can be found at [www.gloucestershire.gov.uk/travelpass](http://www.gloucestershire.gov.uk/travelpass).
- If you move residential address and remain resident in Gloucestershire, you are required to inform Gloucestershire County Council of your new address by writing to the Integrated Transport Unit, Gloucestershire County Council, Shire Hall, Gloucester GL1 2TH in order that we may update our records and contact you about any pass renewals or changes in the conditions of use for your pass that may occur
- If you are granted a Gloucestershire concessionary bus pass under the provisions of the Concessionary Bus Travel Act 2007 you will not be entitled to receive any alternative concession such as travel tokens from your Local District Authority other than at their discretion
- If you have applied for a disabled concessionary bus pass, Gloucestershire County Council may require you to attend a disability assessment to assess your eligibility. Refusal to attend such an assessment will result in any existing disabled concessionary bus pass you may hold being annulled
- By applying for a concessionary bus pass you acknowledge and agree that it will be necessary for Gloucestershire County Council to make such enquiries as it considers reasonably necessary to check the information you have given in your application form. Should a concessionary bus pass be issued on the basis of information that is subsequently found to have been submitted fraudulently, the County Council reserves the right to prosecute
- Misuse of your concessionary bus pass may result in prosecution and/or withdrawal of your pass. Gloucestershire County Council follows best practice in managing personal information in accordance with the Data Protection Act 2018. By applying for a concessionary bus pass you are granting your consent for Gloucestershire County Council to use or share any information given by you with other authorised bodies for the purposes of administering the scheme; issuing your concessionary bus pass; and auditing or fraud prevention

## **On the bus**

- You must show your concessionary bus pass to the bus driver when boarding the bus. No other evidence of your entitlement to concessionary travel will be acceptable. The relevant full fare will be payable if your pass is not shown
- When boarding a bus you are required to inform the bus driver of your intended destination
- Some bus operators issue tickets or receipts for concessionary journeys. If one is issued to you, please take it and keep it throughout your journey
- Some buses will be crowded, particularly at times of day when workers and children need to travel. If you can, please arrange your journey times to avoid these buses