


## Additional services provided by Wiltshire Council

### Q Can I travel free in Wiltshire before 9.30am?

**A** Yes, travel in Wiltshire is free at all times except for a few busy routes where the bus pass will not be accepted before 9am. A list of these bus routes is available on our website: [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk) or by contacting us. However in Swindon and other bordering areas the bus pass only gives free off peak travel.

### Q Are companion passes covered by the national scheme?

**A** Yes. The companion bus pass allows the named pass holder exactly the same concession nationally as the normal bus pass. Additionally it allows a companion to travel free with the named pass holder within Wiltshire and the adjoining authorities with whom we have a reciprocal agreement, currently these are Swindon, Bath & North East Somerset, South Gloucestershire, Bristol, North Somerset, Test Valley, East Dorset and North Dorset

Companion passes carry the symbol  to enable the bus drivers to recognise them.

### Q What happens if I lose my bus pass?

**A** If you lose your bus pass you will need to contact us for a replacement pass, which will take 5 working days.

There is a charge of £5 for a replacement bus pass when the original has been lost or destroyed. If your bus pass is stolen and you have a crime reference number this charge will be waived.

### If your address or circumstances change please contact us via the details below:

**Concessionary Fares**  
Passenger Transport Unit  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire BA14 8JN

**Tel:** 01225 713004

**Email:** [concessionarybuspasses@wiltshire.gov.uk](mailto:concessionarybuspasses@wiltshire.gov.uk)

**Website:** [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

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# Wiltshire's bus pass explained

Find out more inside





## Your new bus pass

### Your questions answered

Your bus pass is part of the English National Concessionary Travel Scheme and provides you with free off peak travel on local bus services anywhere in England, between the hours of 9.30am and 11pm Monday to Friday and all day at weekends and bank holidays.

Additionally, it also allows free travel at any time on buses in Wiltshire, except for a few early morning buses that are especially busy – a list of these is available on the Wiltshire Council website:

[www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)

or contact us by phone.

**Q** Where can I use my bus pass?

**A** Anywhere in England but not Scotland or Wales.

**Q** When exactly is off-peak travel?

**A** Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays.

For more information about eligibility, visit:

[www.direct.gov.uk/buspass](http://www.direct.gov.uk/buspass)

**Q** What is the definition of a 'local' bus?

**A** This will be self evident in most cases. Longer distance buses, coach services, park and ride buses and sightseeing buses might not accept the bus pass. If in doubt, check with the service operator.

**Q** If I visit another area that offers additional services, will I be entitled to them?

**A** Probably not. As a general rule, local authorities will only provide additional services for their own residents.

**Q** I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

**A** No. Those benefits are paid for by the London authorities, only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams.

You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

