

# Your new bus pass

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, in Wiltshire (but not in Swindon) you can travel free on buses after 11pm where these operate.

There are a limited number of morning buses where you can travel free before 9.30am because there are so few alternative buses – a list of these is available on our website [wiltshire.gov.uk](http://wiltshire.gov.uk) or tel **0300 456 0100**

## Please note, your pass will not be valid if:

- you had informed us that the pass had been damaged, lost or stolen.
- it had previously been used fraudulently.
- you are no longer entitled to concessionary travel.
- we had written to you about the pass and the letter had been returned by Royal Mail.
- we had written asking for up-to-date proof of eligibility or asking for the pass to be returned.

A charge of £12 is required to issue a new bus pass if you change your name and/or you wish to update your photograph. However this is free, if you inform us at least two months before the expiry date of your current bus pass.

Visit [wiltshire.gov.uk](http://wiltshire.gov.uk) for the most up-to-date information about the Wiltshire concessionary bus pass.

## If your address or circumstances change please contact us

Concessionary Bus Pass  
Passenger Transport,  
Wiltshire Council, County Hall,  
Bythesea Road, Trowbridge, Wiltshire  
BA14 8JN

Tel **0300 456 0100**, email  
[concessionarybuspasses@wiltshire.gov.uk](mailto:concessionarybuspasses@wiltshire.gov.uk)  
or visit [wiltshire.gov.uk](http://wiltshire.gov.uk)

# Wiltshire's bus pass explained



**Wiltshire Council**


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# Your questions answered

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

**A** Yes. The companion bus pass allows the pass holder only, but not the companion, free travel anywhere in England at off peak times.

Additionally this pass allows a companion to travel free with the named pass holder within Wiltshire and the areas of Swindon, Bath and North East Somerset, Bristol, Dorset (not Bournemouth or Poole), Hampshire, and South Gloucestershire.

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

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

**A** If your bus pass is stolen, lost or damaged, you will need to contact us for a new bus pass, which will take about ten working days.

There is a non-refundable charge of £12 for a new bus pass to be issued.

## Q Where can I use my bus pass?

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

## 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 Can I travel free in Wiltshire outside off-peak hours?

**A** Travel in most parts of Wiltshire is free from 9.30am on weekdays but there are a limited number of services where the bus pass will be accepted before 9.30am because there are so few alternative buses. A list of these is available on our website or by contacting us.

Additionally, in Wiltshire (but not in Swindon) you can travel free on buses after 11pm where these operate.

## Q What should I do if the bus driver says my bus pass is no longer valid because it is cancelled, blocked or hot-listed?

**A** Contact us on **0300 456 0100** or email **[concessionarybuspasses@wiltshire.gov.uk](mailto:concessionarybuspasses@wiltshire.gov.uk)** to receive individual advice.

When someone has been issued with more than one bus pass, only the most recently issued bus pass is valid for free travel, even though they may both have the same expiry date.

## 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 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. However, the bus pass will not be read on the carding readers on buses in London. Just show the pass to the driver.