

Date: ISSUE 2016
Our Ref: HT/PT/ENCTS/T&C
Your Ref:

Concessionary Bus Pass Terms and Conditions

1. The below terms and conditions are associated for the use of your bus pass and are published by Essex County Council, who are the issuer of the bus pass.
2. Essex County Council may update these periodically from time to time, are in addition to and do not affect any statutory rights as set out in the Transport Act 1985, 2000, the Concessionary Travel Act 2007 or any subsequent acts.
3. The below are separate to the Scheme Definition for Operators and Arrangements for Reimbursement, which are updated annually.
4. National Standard Pass (Older persons, Disabled Persons)
 - 4.1. An Essex County Council issued concessionary bus pass can only be used by the cardholder named on the front of the pass. The pass is not transferable.
 - 4.2. The pass is valid for travel on bus services for journeys permitted within the scheme (normally all registered local bus services except National Express coach services and Rail Replacement Services). These services may be subject to change at any time.
 - 4.3. The pass must be shown to the driver or presented to a smart-card reader at the time of travel to obtain the concession, and any authorised official on demand. Failure to do so will result in the appropriate full adult (standard) fare being charged. The right is reserved to seek confirmation of the holder's identity.
 - 4.4. The pass remains the property of the issuing authority. The pass should be surrendered should the holder become ineligible, has moved to a different authority or no longer requires it.
 - 4.5. It is the responsibility of the pass holder to look after the pass. Damage to the pass can render it unable to work as a 'contactless smart card'.
 - 4.6. If lost, stolen or damaged, please report it to Essex County Council on 0345 200 0388 immediately. A non-refundable charge will apply for a replacement. The charge will be waived for stolen passes where a police crime report number is provided.
 - 4.7. Passengers using this pass will be carried as per the conditions of carriage of the bus company on which they are travelling. The pass confers no rights upon the holder other than those of a fare paying passenger.
 - 4.8. Fraudulent use of this pass may result in its withdrawal and may lead to prosecution.
 - 4.9. The Essex concessionary bus pass is valid for travel within Essex between 09:00 to Midnight, Monday to Friday and all day weekends and Bank

Holidays. However please note that other areas may operate different rules and certain restrictions may apply to some services.

- 4.10. Generally, the nationally offered time of operation is defined as between 9.30am - 11.00pm Monday to Friday, and at any time at weekends and bank holidays. We would advise checking with the relevant authority or bus operator prior to travel.
 - 4.11. Concessionary bus pass holders must notify Essex County Council immediately if their circumstances change, or if they cease to qualify for any other reason.
 - 4.12. A bus pass holder may only have one bus pass from one English authority. It is not permitted to have one for an authority where that person is not ordinarily resident.
5. Additional information: Companion Bus Pass (Disabled Persons)
- 5.1. A bus pass displaying the “C+” logo means that the holder may be accompanied by someone to support them on their journey. The ‘companion’ does not have to pay a bus fare if they accompanying the companion pass holder.
 - 5.2. A companion cannot travel for free without the pass holder.
 - 5.3. Companions can only travel free of charge when boarding a bus within the Essex County Council boundary.
 - 5.4. The companion of a pass holder with an English National Concessionary bus pass will have to pay the full fare should they board a bus outside of the Essex County Council boundary.
 - 5.5. A “C+” Holder does not have to travel with a companion where they can safely make the journey alone.
 - 5.6. A pass holder is not permitted to have two bus passes (one companion, one not). When an existing bus pass is superseded, it is cancelled within the database and should be destroyed.
 - 5.7. It is the responsibility of a Companion Pass holder to inform Essex County Council if their circumstances change.
6. Additional information: Essex ‘All Day’ and ‘All Day Companion’ Passes (pre-1986 visually impaired)
- 6.1. The pass must be marked “all day local” on the front.
 - 6.2. The pass can only be used 24 hours a day on journeys starting or finishing within Essex County Council borders. At all other times in other areas the pass functions as though it were a National Standard pass.
 - 6.3. All Day passes are only available to pass holders who held an Eastern National Bus Pass for Visually Impaired bus users before 1986.
 - 6.4. Where a customer is having issues with their local bus route not accepting the pass, they should contact the Essex County Council Bus Pass Help Line on 0345 200 0388

Where a customer has an 'All Day Companion' pass, the terms in article 5 additionally apply.