

NATIONAL CONCESSIONARY TRAVEL SCHEME BUS PASS

Terms and Conditions



1. All applicants must be resident within Plymouth City Council's administrative boundary, that is the council tax billing authority for the address. If an applicant does not pay council tax and is unsure which Council area they live in they can check with their landlord or with their local council.
2. Concessionary passes will only be issued to an eligible person whose sole or principal residence is in Plymouth City Council's administrative boundary.
3. Plymouth City Council reserves the right to withdraw any pass from use at its discretion.
4. Passes remain the property of Plymouth City Council in their entirety and are not transferrable. A pass may only be used by the named holder and may not be used by anyone else.
5. Use of the pass is subject to the terms and conditions of the scheme and to the conditions of carriage of the individual operator on whose vehicle the journey is made.
6. Passes are valid until the expiry date printed on the pass or until a time as agreed by Plymouth City Council.
7. Time expired passes will be replaced free of charge. For pass holders who are of pensionable age this will be done automatically. In most cases disabled persons will have to apply for their pass renewal in person at 1st Stop located at 71 New George Street, or at any library (except pop-up libraries), bringing updated proof of eligibility. Anyone with a disability pass will receive a letter explaining what they need to do to renew their pass.
8. All applicants must notify Plymouth City Council of any changes in personal circumstances. This includes contact details and eligibility.
9. Passes will not be issued to carers and/or travelling companions unless they are already eligible for a pass in their own right.
10. Use of the pass gives no priority over other passengers.
11. Where smartcard readers are active, pass holders will be required to place their pass on the reader to record the journey.
12. Where smartcard readers are not active a valid pass must be shown to the driver and the destination clearly stated at the start of every journey in order to prove entitlement as laid down by Plymouth City Council's Concessionary Fare Scheme, otherwise the full commercial bus fare is payable.
13. Cards that are no longer valid for travel may be retained by the driver.
14. If the pass holder moves to reside outside of Plymouth City Council's administrative boundary the pass may not be valid and must be returned to Plymouth City Council.
15. When requested, the pass must be shown to any bus inspector or authorised officer of Plymouth City Council upon production of relevant identification.
16. Expired, mutilated or defaced passes will not be accepted and will be withdrawn by the bus driver or authorised officer of Plymouth City Council.
17. Damaged passes must be replaced by contacting Plymouth City Council. A charge of £10 will be made. Damaged passes may not be accepted for travel by the bus driver and may also be retained by either the driver or any authorised officer of Plymouth City Council. Examples of damage include passes that are split, cracked, scratched, faded, dented, defaced and where a hole has been made.

18. Lost and stolen passes must be reported to the Council in order for a replacement pass to be issued. A replacement fee of £10 will also be charged.
19. Plymouth City Council reserve the right to restrict the number of replacement passes that may be issued to any one individual.
20. Any deliberate misuse of the pass may be considered a fraudulent offence and will result in the pass being confiscated by the bus operator or an authorised officer of Plymouth City Council. You must not allow someone else to use your pass under any circumstances, if you do then both you and/or the person using the pass could be committing a criminal offence.
21. Where there is evidence of deliberate fraudulent misuse of the pass, Plymouth City Council will investigate the misuse and if appropriate may decide to prosecute any offender through the Magistrates' Courts.
22. Plymouth City Council may not issue a replacement pass to anyone where it has been proved that they have previously used a pass in a fraudulent manner.
23. Plymouth City Council reserves the right to amend and change the general terms and conditions of pass usage and/or its concessionary fares booklet or scheme from time to time.

Data Protection Act 1998

The information you will provide with your application for a concessionary bus pass and your photograph will be recorded by Plymouth City Council and will be used by the council to provide this service, to assist in the provision of other council services to you, and to meet its statutory obligations.

If you agree, your contact details will be passed to bus companies operating within the council area so that they can supply you with details of their services.

If you require more information about the use of personal data by the council please contact the Public Transport Team, Ballard House, West Hoe Road, Plymouth, PL1 3BJ.