

Q. What do I do if I lose my bus pass.

A. If you lose your national bus pass you should contact Hart District Council on 01252 774211. A duplicate can be ordered, but a charge of £10.00 will apply. You do not have to supply a new photograph.

Q. Will Hart District Council continue to offer an alternative to the statutory bus concession.

A. Yes, Hart District Council will continue to offer tokens as an alternative to the statutory National bus pass. The tokens are issued on the basis that they are accepted as an alternative to the national bus pass and not as an addition. The tokens are available to certain vulnerable groups, please contact us on 01252 774211 for details.

Q. If I move to a different area do I have to surrender my bus pass to Hart District Council.

A. Yes, if you move out of the Hart area you must return your pass and apply to your new local authority.

Conditions of Issue and Use:

You must inform Hart District Council immediately if your name, address or eligibility changes.

If you are eligible to receive the National bus pass free of charge and apply for the National pass you will not be entitled to receive any other concession from Hart District Council.

You are subject to the normal conditions of Carriage and passenger regulations of the operators of those services on which you travel when using your national bus pass.

Your National bus pass is rendered void if it is altered or defaced in any way.

You must show your pass to the driver when boarding the bus.

You are the only person allowed to use the National bus pass – it is not transferable.

Hart District Council is not responsible for any amendments or alterations to bus services or timetables

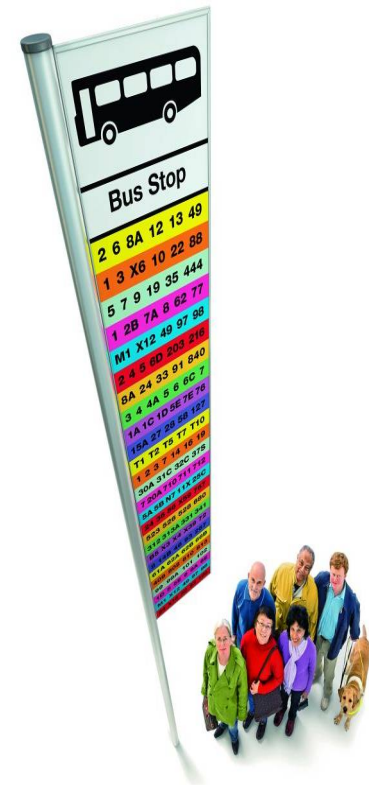
Some useful contacts:

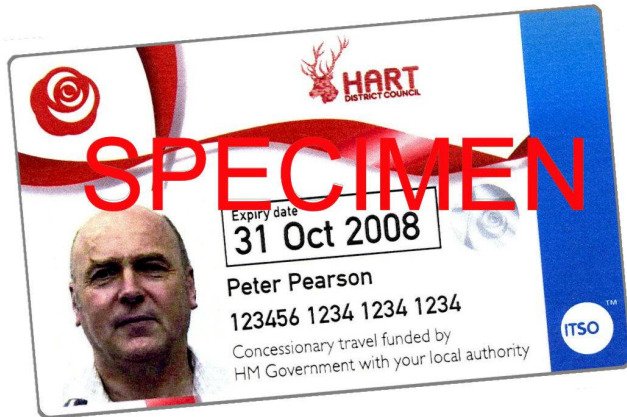
Countywide 01252 628377 or www.countywidetravel.co.uk
Stagecoach 0845121 0190 or www.stagecoachbus.com/south
Traveline 0871 200 2233 or www.traveline.org.uk

Concessionary Travel Dept
Hart District Council
Harlington Way
Fleet
GU51 4AE
Tel: 01252 774211



England's 2008 bus concession explained
Find out more inside.





The new National Bus Concession. Your questions answered.



From 1st April 2008 if you're 60 or over, or eligible disabled, your bus pass is changing. The new pass will allow you to enjoy free off-peak travel on local buses anywhere in England.

Over the next few pages you'll find more information about the changes to the National Bus Concession. If there is anything else you need to know, don't hesitate to contact Hart District Council on 01252 774211 or visit our website www.hart.gov.uk.

Q. How is the new national bus concession different to the current one?

A. From 1st April 2008, the new national concession will enable eligible users to travel free off-peak on local buses anywhere in England. This will be the only service that is guaranteed.

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.

Q. Am I entitled to travel at anytime in the Hart District area.

A. Hart District Council will enhance the National scheme and allow Hart residents to use their pass at anytime in the Hart area.

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

A. The definition of a 'local' bus will be self-evident in most cases. National express coach travel is not included. If in doubt, please check with the service operator or Hart District Council.

Q. Will I be able to enjoy free travel everywhere within the UK?

A No, the concession will only apply to journeys within England.

Q. If I visit an 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. Some authorities, however, may provide them – check with the relevant authority in the area to which you intend to travel.

Q. Will I be entitled to use my pass in London.

A. Yes, but you can only use your pass on local off-peak buses. You will not be entitled to use your pass for travel on the tube.

Q. I am disabled and have a 'Companion Pass'. Will my companion be able to travel free outside the Hart area.

A. Companion passes are an enhancement to the national travel scheme and it is unlikely that companions will be allowed to travel free on journeys outside the Hart area. Check with the relevant authority in the area to which you intend to travel.

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