

## What is the ENCTS?

It is a government scheme that provides free off-peak local bus travel to eligible older and disabled people anywhere in England.

## Am I eligible for a bus pass?

You are eligible if you are a man or woman who has reached the state pension age for women:

- If you were **born before 6 April 1950**, you're eligible for an older person's bus pass from your 60th birthday.
- If you were **born after 5 April 1950**, the age you become eligible for a bus pass is linked to changes in the State Pension age for women. This applies to both men and women.

You're eligible for a disabled person's pass if you live in England with qualifying disabilities. And you are of fare paying age.

## How do I apply for a bus pass?

Visit an East Sussex Library or your local district and borough council offices (except Lewes District Council).

Contact us to request an application form by email, phone or post.

From 1 April 2014 all applications will be processed by our new Concessionary fares contact centre.

## Contact us

Local Bus Enquiries  
East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes BN7 1UE

Phone: 0345 60 80 194

Fax: 01273 481261

Website: [eastsussex.gov.uk/contactus](http://eastsussex.gov.uk/contactus)

From 1 April 2014

### Concessionary fares contact centre

Phone: 02392 248 544

Email: [concessionarytravel@eastsussex.gov.uk](mailto:concessionarytravel@eastsussex.gov.uk)

## More information

### National bus information - Traveline

Phone: 0871 200 22 33

Website: [www.traveline.info](http://www.traveline.info)

### State pension calculator

Website: [www.gov.uk/calculate-state-pension](http://www.gov.uk/calculate-state-pension)

## Getting more copies of this leaflet

You can get all our leaflets in large print, easy read format, in Braille, on audio tape or CD, or in other languages. Please phone Local Bus Enquiries on 0345 60 80 194. They are also available in PDF form, which you can download from our website at [eastsussex.gov.uk](http://eastsussex.gov.uk)

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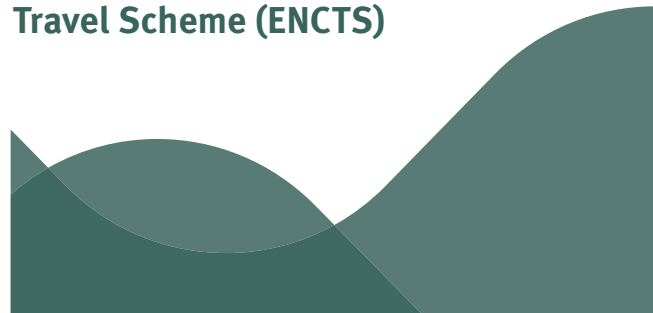


# Concessionary bus pass

## What you need to know



## English National Concessionary Travel Scheme (ENCTS)



## Where and when can I use my bus pass?

You can use your bus pass on local bus services anywhere in England, including the Isle of Wight, from 9.30am to 11pm, Monday to Friday and all day at weekends or bank holidays. This applies in East Sussex from 1 April 2014.

## Which bus services can't I use my bus pass on?

Services you can't use your pass on include:

- those where most seats can be reserved, like coaches;
- those which run for less than six weeks, like shuttle buses to special events;
- routes for tourists, like open-top bus tours;
- those which are running instead of a train, known as 'rail replacement' services;
- bus services in Northern Ireland, Scotland or Wales including most Park & Ride services;
- rail and tram services nationwide and London Underground; and
- Dial-a-Ride services in East Sussex (including Lewes area with effect from 1 April 2014).

## How do I use my bus pass?

Hold your bus pass over the Smartcard reader with the photo face up. If there is no reader, just show your bus pass to the driver.

## What if my details change?

If you move to another address in East Sussex please contact us. If you don't tell us you have moved, we may send your next pass to your old address and you will have to pay a £10 replacement fee.

If you move out of East Sussex, you should cut your pass up and return it to us. You'll need to apply to your new local authority for a bus pass.

If you have changed your name, please contact us. There is a fee of £10 for a change of name, unless we are correcting our error or spelling mistake.

## What if my pass is lost, stolen or damaged?

If your bus pass is lost, stolen or damaged please contact us for a replacement.

A charge of £10 will be made for the new bus pass.

Replacement charges for stolen passes will be waived if you provide a crime number.

## When should I renew my bus pass?

If you hold an older persons bus pass you do not have to do anything to renew your pass. Passes are valid for up to five years. You will automatically receive a new one in the post unless we contact you before expiry.

Disabled persons bus passes are issued for anything from one year to five years, depending on whether your disability is temporary or permanent.

- If your disability is temporary you will need to reapply or show further proof before we can renew it.
- If your disability is permanent you will automatically receive a new pass in the post unless we contact you before expiry.

## What is a companion pass?

Disabled bus pass holders who need help to travel on buses can choose to have a companion pass, allowing another person to travel with the holder, free of charge.

Companion pass holders may also travel free of charge in East Sussex, West Sussex and Kent without their companion.