



Guidance notes for an Older Person's Bus Pass

In Northumberland

Northumberland Older Person's pass holders can travel everyday from 9am if your journey starts within Northumberland. There is no evening restriction. As of 1st September 2013 older persons pass holders can travel before 9am for hospital appointments with proof of early appointment upon getting on a bus within Northumberland.

Outside Northumberland

The National Concessionary bus pass allows you FREE off-peak travel on local buses in England between 9.30am and 11pm on weekdays and all day weekends and bank holidays.

Northumberland County Council have agreed additional benefits for free travel in Scotland on the following local bus services **where your journey either starts or finishes in England:**

- 18/19, 260 - Berwick to Duns
- 60 - Berwick to Galashiels via Duns
- 67 - Berwick to Galashiels via Kelso
- 34, 235, 236, 253 – Berwick to Eyemouth
- 131 - Newcastle to Jedburgh

On the following local bus services, free travel is only available for journeys **wholly in England:**

- 710 - Newcastle to Coldstream/Kelso
- 32 - Berwick to Swinton
- 87 - Berwick to Kelso

The pass is NOT valid on trains or on most long distance services.

Acceptable proof

If you are applying because of your age you will need to supply proof of your date of birth (e.g. birth certificate or current passport, driver's licence) and photocopies of originals are adequate.

We will also need you to supply proof that you live in Northumberland (Council tax bill or a recent utility bill etc)

Replacement Passes

If you think you may have lost your pass on a bus, first contact the relevant bus company where you may have left the pass. If it cannot be found, please notify the council on 0345 600 6400 or call into one of our Information Centres so that the pass can be cancelled and a replacement ordered.

You need to complete an application form and there is a charge of £15 for the replacement of a lost pass. However, if the original pass was stolen and the crime was reported to the police, the replacement pass will be issued free of charge. You will need to quote the crime number that you were given by the police.

If your pass is damaged or expired please call 0345 600 6400 or call into an Information Centre to organise a replacement.

Other information

Residents of Northumberland who hold a valid concessionary bus pass can also purchase a Nexus Gold Card which gives free off-peak travel on the Metro. The Gold Card can be bought from Nexus Travelshops. You will need to show your concessionary travel pass when you apply. Nexus have Travelshops at the Central Station, Haymarket and Monument and at other locations.