

FURTHER INFORMATION

SENIOR RAILCARD

If you're 60 or over, you can save a third on most standard and first-class rail fares throughout Britain when you buy a Senior Railcard. It makes travelling by train more economical and accessible. For further information please visit www.direct.gov.uk.

TRAVELLING WITH CHILDREN

If you are travelling with children you will be required to pay the relevant fare for them.

USEFUL LINKS

Below you can find links to some websites which offer more information on concessionary travel.

www.direct.gov.uk

Further Information on the Free Travel Bus Pass across England.

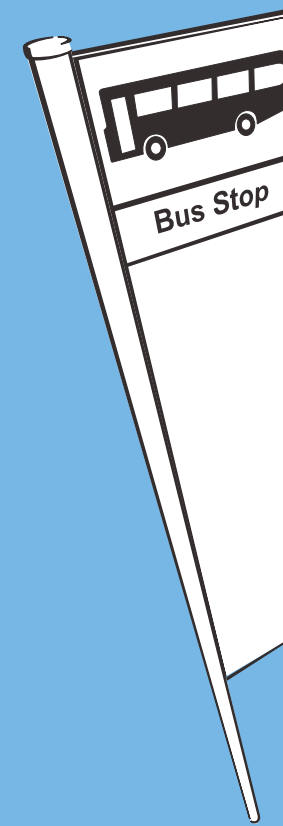
www.suffolkonboard.com

Information on public transport within Suffolk including downloadable bus timetables and information on concessionary travel.

www.concessionarytravel.com

If you're interested in keeping up to date with news about concessionary travel why not sign up for a free Monthly e-Newsletter on the Concessionary Travel Club web site (address shown above).

FREE TRAVEL BUS PASS GET ON BOARD!



**YOUR
QUESTIONS
ANSWERED!**



suffolkonboard.com
suffolk passenger transport

Contacting Suffolk County Council

Passenger Transport
Endeavour House
8 Russell Road
Ipswich
Suffolk, IP1 2BX

General enquiries
0845 606 6171

Or visit our website:
www.suffolkonboard.com

Whilst every effort has been made to ensure the accuracy of this publication, Suffolk County Council cannot be held responsible for any errors or changes in the information given. Please check with the relevant operator before travelling.

334-ESE-060111



traveline
public transport info
0871 200 22 33
www.traveline.info
Call from landlines cost 15p per minute

IPSWICH PARK & RIDE

From 1 April 2011 the Ipswich Park & Ride services will not form part of the English National Concessionary Travel Scheme and therefore free travel will no longer be available on these services for Free Travel Bus Pass holders.

FREQUENTLY ASKED QUESTIONS

Q - I am a Free Travel Bus Pass Holder, am I entitled to Free Travel on Ipswich Park & Ride?

A - No, From 1 April 2011 Free Travel Pass Holders are able to buy a discounted return group ticket for use after 9.30am Monday-Friday and anytime on weekends and bank holidays.

Q - Does every member travelling in my group need a Travel Pass in order to obtain the discounted fare?

A - Yes all members are required to show their pass in order to get the discounted fare.

Q - What if I wish to return apart from my group?

A - If you wish to return at a different time from your group you will be required to purchase a further discounted group ticket.

Q - Am I able to travel on Ipswich Park & Ride before 9.30am on a Weekday?

A - Yes, however you will not be entitled to the discounted fare and will have to pay the standard fare for the journey.

YOUR QUESTIONS ANSWERED

If you're aged over 60, or eligible disabled and live in England, your bus pass will allow you to enjoy free off-peak* travel on local buses anywhere in England.

If you have not had a bus pass before and believe you are entitled to one please contact the information line on 0845 600 0659 or pick up an application form from libraries and main Suffolk County Council offices. You will need to provide proof of eligibility and provide a passport photo with the completed application.

In this leaflet you will find more information about the Free Travel Bus Pass. If there is anything else you need to know, please do not hesitate to contact the information line on 0845 600 0659.

Who can have a new bus pass?

Current bus pass holders in England and people who are:

- Of state pensionable age, or
- Eligible disabled or blind/partially sighted

For further details about application and eligibility please contact the information line on 0845 600 0659.

When exactly is off-peak travel?

*Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays.

Is it only applicable to buses?

The bus pass is only for local bus services.

What is the definition of a 'local' bus?

The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance buses and coach services where part of their route is registered as a local bus service. If in doubt, pass holders can check with the service operator if their pass will entitle them to free travel for the route.

How do I get a Free Travel Bus Pass?

Please contact the information line on 0845 600 0659 or pick up an application form from libraries and Suffolk County Council offices.

You will need to provide proof of eligibility and provide a passport photo with your completed application.

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

No, the bus pass can only be used within England.

What happens if my circumstances change?

If your circumstances change, please contact our information line on 0845 600 0659 and they will provide guidance on what to do next.

If I visit an area that offers additional services, will I be entitled to them?

Probably not. As a general rule, local councils will only provide additional services for their own residents. Some authorities, however, may provide them – check with the relevant councils in the area to which you intend to travel.

I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

No. Because those benefits are paid for by the London authorities, only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams.

You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

What will my pass look like?

The pass will be printed on white plastic and include your photograph. Passes for those aged 60 and over have a blue strip down the right-hand side and those for eligible disabled people passes have an orange strip.

I have lost my pass, can I get a new one?

If you lose your pass, please contact our information line on 0845 600 0659 and they will provide guidance on what to do next.

Travel Voucher Scheme

If you live in Suffolk and are unable to travel by conventional public transport, through location or severe mobility impairment, you may be eligible to receive travel vouchers to assist with the cost of taxis or community transport services.

For full details, and to discuss your potential eligibility, please contact the information line below.

CONTACT OUR FREE TRAVEL BUS PASS INFORMATION LINE ON: 0845 600 0659