



Scotland-Wide Free Bus Travel for Older and Disabled People

What if my National Entitlement Card is lost, damaged or stolen?

Please contact your Local Authority or existing Concessionary travel office who will arrange for a replacement to be issued. Should your new National Entitlement Card be lost or stolen, the new electronic system will allow Transport Scotland to put a stop on your card ensuring that it cannot be used by anyone else.

Are there any other conditions?

You are the only person allowed to use your National Entitlement Card. It is not transferable. Allowing someone else to use it is fraud and may lead to the card being cancelled, and your entitlement to use Scotland-Wide Free Bus Travel being withdrawn.

Travel using a National Entitlement Card is subject to the normal regulations and conditions of carriage of the bus operators concerned. Your card gives you the same rights as enjoyed by any fare paying passenger.

What is Scotland-Wide Free Bus Travel for Older and Disabled People?

Scotland-Wide Free Bus Travel starts on 1st April 2006 and allows you to travel **free** on both local registered services and long-distance bus services within Scotland.

Why do I need a new style of card?

To allow you to travel Scotland-Wide, your new National Entitlement Card provides a standard branding helping bus drivers to recognise them easily. Over time your card may also allow you to access other local services provided by your Local Authority such as Libraries and Leisure.

How do I use my new National Entitlement Card?

From 1st April 2006 use your new National Entitlement Card exactly as you used your old card. Show your new National Entitlement Card to the driver who will check its validity.

Over the next twelve months buses are being fitted with new electronic ticket machines. Once that is done, your card will act as an electronic card that will allow your journey to be accurately recorded by the bus driver. If a bus has a new ticket machine the driver will show you what to do with your card once you are on the bus.

Below is a sample of what the National Entitlement Card will look like for the purposes of free bus travel:



The large 'C' symbol indicates that you are entitled to Scotland-Wide Free Bus Travel. **Only** cards with the 'C' are valid for **Free Bus Travel**.

On the front will be:

- Your photograph
- A Local Authority logo which will relate to your local authority area
- Card expiry date

Some cards will have other symbols beside the large C. These symbols will be on the bottom right hand corner of the card and will look like this:



If your card has this symbol this indicates to you and to the bus driver that you are entitled to have a companion travel free with you on your journey. The companion can **only** travel when you are travelling and **cannot** travel for free without you. **This symbol gives you the option to have a companion with you but you are also allowed to travel independently if you wish.**



This symbol means that the card holder is blind or partially sighted and is also entitled to the National Blind Scheme Concessions.



The green 'L' symbol (or the orange 'S' as shown on the sample card) are there to indicate that you may be entitled to other concessions in your local area. To find out if other concessions are available to you, contact your Local Authority, details can be found on the reverse of your National Entitlement Card.

Where can I travel?

Your new National Entitlement Card gives you FREE TRAVEL throughout Scotland on virtually all local registered and long distance scheduled bus services available to the general public. There are no boundary restrictions or charges for travel within Scotland and regardless of the distance you will travel for **free**. There are only a small number of services on which your National Entitlement Card cannot be used, for example premium fare night buses and City Sightseeing Buses.

In addition, you can use your National Entitlement Card on services **to and from** Carlisle from Dumfries and Galloway and on services **to and from** Berwick-upon-Tweed from the Scottish Borders. Your National Entitlement Card does not give you free bus travel **within** Carlisle or Berwick-upon-Tweed.

When can I use my National Entitlement Card?

Your new National Entitlement Card is valid at all times every day of the week – there is no peak-time restriction. Remember that your card does not entitle you to travel free on special NIGHT service buses which charge premium fares.