

English National Concessionary Bus Pass Information and application form for an Older Persons Bus Pass

Please use this form to apply for an **Older Persons Bus Pass** – new applicants only.

- DO NOT use this form if you require a Disabled Persons Free Travel Bus Pass.
- DO NOT use this form for a lost/stolen Bus Pass. Please contact the Bus Pass Information Line on **0300 330 1201** to order. You will normally need to pay £10 to replace a lost or spoilt pass unless the loss was as the result of theft and a Police Crime Number is supplied. This replacement fee is subject to periodic review.
- DO NOT use this form to renew an expiring Bus Pass. If you still live at the address to which the pass was initially issued, or you have notified us of any address change since your pass was received, your pass will be automatically renewed and sent to you. If you have moved address within Dorset and have not informed us of the move, contact the Dorset Bus Pass Information Line on **0300 330 1201**.

Am I eligible for a Bus Pass?

To be eligible for an older person's Bus Pass you must be of eligible age and live within the administrative area of Dorset Council.

You will need to check your eligibility date, as the age you become eligible is tied to changes in the State Pension age. To check your eligibility you may use the Government's eligibility checker on-line at www.gov.uk/calculate-state-pension or alternatively call the Dorset Bus Pass Information Line on **0300 330 1201**.

When can I use my Bus Pass?

Once you have received your older persons bus pass, you will be able to travel free using **off-peak travel** on local bus services (excluding tube, rail, tram, coach, express or excluded Park and Ride services, Dial-a-Ride community transport and local ferry services) throughout England. The pass is valid for use at the following times, however in certain areas there may be local concessions which give extended times for free travel. Further detail can be obtained at www.dorsetcouncil.gov.uk or by calling The Dorset Bus Pass Information Line: **0300 330 1201**.

Location	Weekdays (excluding public holidays)	Weekends and Public Holidays
Any local authority in England	9.30 a.m. to 11.00 p.m.	Anytime

More details are available on our website: www.dorsetcouncil.gov.uk

Pass Use

Free travel is only permitted on local bus services in England within the hours shown (previous page) on production of a valid bus pass. At all other times a fare must be paid in accordance with the fares charged by individual operators and cannot be reclaimed from the operator, the local district, borough, city or county council. Applicants are only permitted one pass per person and this should be provided by the authority responsible for where they live. If you lose your bus pass, it is damaged beyond use or you wish to update your photograph, the cost to replace it is £10. Please contact the Dorset Bus Pass Information Line on **0300 330 1201**.

How long does a Pass last for?

Your pass is valid for up to 5 years. The expiry date is printed on the front of your pass. Expired passes are replaced free of charge and will be issued automatically.

How can I obtain a Bus Pass?

To receive the Older Persons Bus Pass, which permits free off-peak travel across England, please carefully read the guidance notes and complete the attached application form. This should be posted with your **copied** validation documents to: **Dorset ENCTS Bus Pass, PO Box 212, Waterlooville, PO7 6ZN.**

Your application **MUST** include:

- the completed **original** application form
- one **copy** of a proof of age document from Table 1 (do not send original documents)
- one **copy** of a proof of address document from Table 2 (do not send original documents)
- one passport style/sized colour photograph of your head and shoulders with a single coloured background placed on the application form as indicated and with your name printed on the reverse. Head wear, unless specified for religious purposes, is not to be worn.

Table 1

Proof of Age Documents
Birth certificate
VALID Driving licence
Proof of Pension entitlement
Medical Card

Table 2

Proof of Address Documents
VALID Driving licence
Recent utility bill
Most recent Council Tax bill
Proof of Pension entitlement

DO NOT SEND ORIGINAL DOCUMENTS. Any proof of address must be no more than three months old (with the date clearly visible) and the address must be printed, not hand written.

The Application Form you supply must be the original. This, plus photo, will be retained for our files.

Please **do not** send original proof documents as we will not be responsible for any loss. Send **copies** only, ensuring that the date of birth and address are printed and not hand written and can be clearly read. Dorset County Council cannot accept any responsibility for items that are mislaid in the post. **No documentation will be returned.**

You should allow at least 10 working days for your application to be considered and if approved, the pass to be issued. Please contact the Dorset Bus Pass Information Line on **0300 330 1201** if you have not received your pass in this time.

Please do not hesitate to contact the Dorset Bus Pass Information Line if you have any queries regarding your bus pass, or need help with your application.

Application form for an Older Persons Bus Pass

Office use only

Age	
Address	
Photo	
Data	
Sign/Date	

Please ensure you supply:-

- One COPY of a proof of age document (Table 1)
- One COPY of a proof of address document (Table 2)
- One passport style/sized colour photograph (Print name on reverse)

Title

Surname

Forename

DoB (dd/mm/yyyy) / / Age Gender (M/F) NI No.

Address

Postcode

Telephone

Email

PLEASE READ THIS DECLARATION CAREFULLY BEFORE SIGNING YOUR FORM :- I certify that the above information is correct, that I am eligible by age and that I am a permanent resident within the Dorset Council area and that I will abide by the conditions of use which I understand may be revised from time to time. **I confirm I have read the data protection and fair processing notices on the reverse of this form.**

Signed _____ Date _____

Top of photo

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Clearly print your name on the reverse of your photo.

To attach photo: Peel off white patch from reverse of form. Place photo FACE FIRST onto clear panel, so that the photo is visible from the front of the form.

Ensure that the photo is not placed upside down.

Bottom of photo

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**Send to: Dorset ENCTS Bus Pass,
PO Box 212,
Waterlooville,
PO7 6ZN**

Data Protection Act 1998

I hereby give my consent for personal information provided as part of this application to be held on computer or other relevant filing systems and to be shared with other accredited organisations or agencies in accordance with the Data Protection Act 1998 for the purposes of producing my pass and administering the concessionary travel scheme. Further information and guidance is available on request.

The data provided on and with this form, including any photographic image, will be processed by Euclid Limited on behalf of Dorset Council for the purpose of producing your National Concessionary Bus Pass. The information will be held securely and will not be shared with any third party unless you have consented to this. The information will be used anonymously for statistical purposes.

Fair Processing notice: The Council has a duty to protect the public funds it administers. To prevent and assist in the detection of fraud, the information you provide on any forms may be shared with other public bodies responsible for auditing or administering public funds, including checks on credit reference agencies and taking part in the National Audit Office's National Fraud Initiative.

Need further help? You can:

Call – 0300 330 1201

Email – dorsetenquiries@euclid.ltd.uk

Web – www.dorsetcouncil.gov.uk

**Peel off and
affix photo
FACE DOWN
to clear
window**