

# Concessionary Travel – Free Bus Pass (Smartcards) 2017



## **Eligibility**

1. People who are of pensionable age, or who have an eligible disability may qualify for a Smartcard (bus pass) which will entitle them to free bus travel from 09:30 to 23:00 on local buses anywhere in England. For further information or to check when you will become eligible (those over 60 and approaching pensionable age) please call 01582 547254 or 01582 547256 or email [concessionary.fares@luton.gov.uk](mailto:concessionary.fares@luton.gov.uk) or visit our website [www.luton.gov.uk](http://www.luton.gov.uk)
2. Initial applications, replacements and renewals of Smartcards requested on the grounds of age, or for those who qualify automatically because they receive Higher Rate Mobility Component of Disability Living Allowance (HRMCDLA) or Personal Independence Payment (PIP), where the applicant has been awarded at least eight points against either the PIP “Moving around” and/or “communicating verbally” or a Blue Badge, or War Pensioners Mobility (WPC) Supplement, should be made, in person, at:

**Customer Services Centre  
Upper George Street Entrance  
Luton Borough Council, Town Hall,  
Luton. LU1 2BQ  
Tel: 01582 547388**

*Opening Hours Monday, Tuesday, Thursday and Friday: 08:30 to 17:30  
Wednesday: 10:00 to 17:30*

Please note;

*Expiring smartcards cannot be renewed more than 28 days before their expiry date. If you are renewing your Smartcard or applying on the grounds of age, please bring your expiring pass (if applicable), proof of age (state retirement pension book, valid driving licence, passport or birth certificate) and proof of address (Council tax letter, utility bill or bank/building society statement, no more than three months old.) If you are applying on the grounds of a qualifying benefit, please also bring proof that you receive the appropriate benefit.*

3. All other applications for Smartcards, replacements and renewals on the grounds of disabilities not covered automatically by the benefits mentioned above are processed by post at the following address:

**Passenger Transport Unit (PTU)  
Central Depot  
Kingsway, Luton  
LU4 8AU  
Tel: 01582 547254 or 01582 547256**

*Please note, all applications will be dealt by Post as there is no public access at the PTU, Central Depot*

4. Please check the expiry date printed on your Smartcard and be advised that we **do not** issue reminders for renewals. Smartcards are not valid beyond their expiry date. Remember to allow fifteen working days for applications, replacements and renewals that are to be processed by post and please don't forget to enclose copies of all documentation.
5. The replacement of any lost, damaged or defaced passes will incur a charge of **£13.00 (this price is reviewed annually)**. Cash payments can be made at the Customer Services at the Town Hall. If you are applying to the PTU, Central Depot, by post please provide either a Postal Order or a Cheque made payable to **Luton Borough Council**. Please do not send cash by post.
6. If, because of your disabilities, it is impossible for you to travel alone and you cannot travel, by bus, without a companion please contact the Passenger Transport Unit, at the address and telephone number above, for further advice.
7. **From 1<sup>st</sup> April 2014, Luton Concessionary Smartcard holders will only be able to obtain free off peak travel from 09:30 to 23:00. Monday to Friday and all day weekends and Public holidays.**
8. For further information regarding the Concessionary Travel Scheme including where and when you can use your Smartcard, please visit [www.luton.gov.uk](http://www.luton.gov.uk) or telephone 01582 547254 or 01582 547256.