

# Concessionary Travel – Free Bus Pass (Smartcards) May 2018



## Eligibility

- 1. Declaration:** This is to confirm that you are applying for a bus pass under the English National Concessionary Travel Scheme. By doing so you are also providing consent to enable the Council to obtain or provide, where necessary, personal details relating to this application and to confirm proof of eligibility. The onus is on you to prove your entitlement. You are also confirming that you are a permanent resident of Luton. Luton Borough Council is under a duty to protect the public funds it administers, and to this end may use the information you have provided in respect of your Concessionary Fares Bus Pass application, for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
2. 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 approaching pensionable age) please call 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)
3. 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**

*Opening Hours Monday, Tuesday, Thursday and Friday: 09:00 to 17:00  
Wednesday: 10:00 to 17:00*

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.*

4. Renewal and replacement of Smartcards issued on grounds of attaining Pensionable age can now be applied online by visiting our website [www.luton.gov.uk](http://www.luton.gov.uk).
5. 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 only at the following address:

**Public Transport Team  
Transport Strategy & Regulation  
Town Hall, Luton. LU1 2BQ  
Tel: 01582 547256**

6. 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 15 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.
7. 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 by post please provide either a Postal Order or a Cheque made payable to **Luton Borough Council**. Please do not send cash by post.
8. 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 Public Transport Team, at the address and telephone number above, for further advice.
9. 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 547256.