

Travel aid application form

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Can we help you with your travel costs?

To get a Travel Aid pass you must live in Luton, not be in work and actively seeking employment and in receipt of:

- Employment Support Allowance
- a registered job seeker in receipt of job seekers allowance
- a single parent in receipt of income support
- Universal Credit

How much does it cost?

A Travel Aid pass costs £1.20 and is valid for 28 days. It lets you travel on most buses in the Luton area at half the normal adult single fare (rounded to the nearest 5p)

Just show your pass to the driver when you buy your ticket.

When and where can I use it?

Your Travel Aid pass is valid after 9am Monday to Friday and all day Saturdays and Sunday.

You can use it on most local bus services in the Luton area. You can also use it on buses that go outside the town so long as your journey starts or finishes in Luton, Dunstable or Houghton Regis.

How can I get a Travel Aid pass?

You can do it in three easy steps, although if this is your first time you will also need a passport sized photo.

Step 1. Complete the application form

Fill in your personal details. Then enter the date you want the pass to start. Remember this must be no later than seven days after the day you take the form to be stamped. (see step 2)

Step 2. Take the completed form to Jobcentre plus for stamping

If you get jobseekers allowance, or if you're a single parent getting income support, they will stamp your form. But if you don't fit the categories we're sorry but you won't qualify for Travel Aid. Remember too you must be a Luton resident.

Step 3. Post the stamped application form to Luton Council, Customer Services, Town Hall, Luton:

Here you will need to pay for each 28 day period. You will need to enclose a payment of £1.20 either cheque or postal order. If you have not had a Travel Aid pass before, you will need to enclose a passport sized photo.

How do I renew my pass?

All you have to do is fill another form and repeat steps one to three. You don't have to wait until your current Travel Aid pass runs out, you can do this up to seven days before the expiry date.

Terms and conditions

1. Jobcentre Plus and Luton Council will decide if you are eligible for Travel Aid.
2. Travel Aid passes are valid on most bus services in Luton, Dunstable and Houghton Regis but they are **not** accepted by:
 - Centrebus
 - Green Line
 - National Express
 - Virgin Rail Link

Participating companies may restrict Travel Aid beyond a certain distance. If in doubt, contact the company before you travel.

3. Your journey must start finish in Luton, Dunstable or Houghton Regis.
4. A valid photo card and a Travel Aid pass bearing the photo card number must be presented together to get the half fare concession.
5. Travel Aid passes can only be used by the named card holder. They are not transferable.
6. The Travel Aid pass and photo card remain the property of Luton Council and must be shown when buying a ticket and at any other time on demand. The bus driver (or any other company official) has the right to question the holder's entitlement in suspicious or doubtful circumstances and may retain the pass and photo card for verification by the council.
7. Luton Council reserves the right to insist on a new photo card being taken if it thinks the card holder's appearance has changed significantly.
8. Travel Aid holders are subject to the standard conditions of the bus operators and all regulations concerning the carriage of passengers.
9. No refunds will be considered.
10. None of the participating bus companies, nor Jobcentre Plus, and Luton Council will tolerate physical or verbal abuse of their staff. Every effort will be made to prosecute people who commit acts of assault, aggression or racial abuse. People behaving in this way will lose their entitlement to Travel Aid.

Travel Aid pass application form

Fill in the form below to get your Travel Aid pass

Please note: this application form will not be stamped unless the details are completed in advance

Name:

Address:

Photo card number:

Date on which you want your Travel Aid pass to start:

(This must be no more than seven days after that date on the official stamp.)

Official use only:

Official Jobcentre Luton Stamp:

Date:

Travel Aid pass number:

Initials of authorising officer:

Category of applicant:

Registered job seeker

Single parent