Disabled person's bus pass information

The information in this guide is for anyone who wants to apply for and use a Disabled Person’s Bus Pass.

This is an Easy Read guide for people with learning disabilities.

If you want this document in a different format such as large print or braille, please email:

csc.concessionarytravel@hertfordshire.gov.uk

Or phone

0300 123 4050
Who the bus pass is for

If you have a learning disability, you can apply to the council for a disabled person's bus pass.

All disabled people can ask for a disabled person’s bus pass.

What the bus pass is for

When you get your bus pass you can use it to travel for free on most local buses in Hertfordshire.

You can use your bus pass any time of the day and seven days a week.
Half price tickets on trains

If you travel by train between stations in Bedfordshire and Hertfordshire, you can **use your bus pass to get train tickets at half the price**.

If you show your bus pass you can **buy a half price ticket** at a ticket office or from a ticket machine by buying a ‘child’ ticket.

You need to have your bus pass ready to show a ticket inspector if you are asked.

You can use the half price tickets on Monday to Friday, only if you start your journey after 10.00 in the morning.

On Saturdays, Sundays and on bank holidays, you can use the half price tickets at any time of day.
Your journey must be between any of these stations

How to get your bus pass

You need to fill in an application form. The form asks questions about you and your disability.

You must have had a learning disability since you were a child.

You will need to send a letter to show you live in Hertfordshire. For example:

- A phone, electric or council tax bill
- A letter from your doctor
- A letter from the department of work and pensions
And

You will need to send evidence to show you have a learning disability. For example

✓ You can send us a letter from your doctor that says you have a learning disability or find it hard to manage on your own without help.

Or

✓ You can send us a letter from your Health and Community Services team at the council to say they know you.

Or

✓ If you are applying for a bus pass for a child, send us a letter from the head teacher at the child’s school.

If you do not have this information but you do want to apply for a bus pass

phone 0300 123 4050
When you get your bus pass

If we say yes to your application, we will send your bus pass to you within two weeks.

How to get a bus pass for someone who travels with you

If you need someone to help you travel you can ask for a pass for them too.

This is called a **companion bus pass**.

You will need to send us a **letter from your doctor** to say you cannot travel without someone to help you.

The date on the letter should be within the last three months.
If you need help to apply for a bus pass or have any questions

phone **0300 123 4050**
or email
csc.concessionarytravel@hertfordshire.gov.uk

**Using your bus pass**

Place your pass over the reader on the bus and wait for the green light to show. **Some buses will give you a ticket.**

If you are not sure what to do or you want to get a ticket **ask the bus driver.**

**Getting a new bus pass**

We will contact you when it is time for you to renew your pass. If you move away from Hertfordshire, you will need to ask your new local council for a new pass.

If you lose your pass, you will have to pay **£10 for a new one.**
If your bus pass is stolen you will not have to pay.

If your pass is stolen you should report it to the Police, ask them for a Crime Reference Number, and write this down.

To contact the Police
Phone 101
This is not an emergency call.

Other things you may need to know

Your bus pass cannot be used on some buses, National Express coaches, Dial-a-Ride buses or on community mini buses.

If you are not sure ask the driver. The driver will help you.