

## I am disabled can someone travel with me?

If you cannot travel without help then your carer will be able to travel with you free of charge. This is a discretionary concession which the county council has decided to offer. Your companion is only able to travel at the same time as you within the county's boundary. If you require this concession you will need to provide evidence that you are unable to travel without assistance.

## What happens if my pass gets lost or stolen?

You will be charged £10 to replace your lost or stolen card unless you have a Police crime number in which case there would be no charge. You can get a replacement bus pass by visiting one of the six main libraries or you can pay over the telephone by credit/debit card by calling **01228 226720** or you can do it online at [cumbria.gov.uk](http://cumbria.gov.uk)



## What if my address changes?

Please contact the NoWcard helpline on **0845 058 1096**.

## Want more information?

If you need more information on concessionary travel visit [cumbria.gov.uk](http://cumbria.gov.uk) or call **01228 226720**. You can also visit [nowcard.org](http://nowcard.org) and look up the Frequently Asked Questions pages or call **0845 058 1096**.

For more information on bus travel in Cumbria visit [cumbria.gov.uk](http://cumbria.gov.uk) or phone Traveline on **0871 200 22 33**.

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 606060** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 **01228 606060**

Jeigu norétumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o 01228 606060

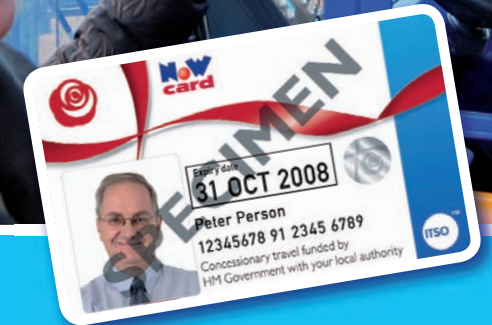
Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 606060 numaralı telefonu arayınız

# English National Concessionary Travel Scheme



For people of pensionable age

For people with disabilities



Information on applying for your  
**free bus pass**

Cumbria County Council is responsible for administering the English National Concessionary Travel Scheme (ENCTS). The scheme will provide free off peak travel on scheduled bus services for people of pensionable age and people with disabilities.

For the 94,000 Cumbrian residents who currently have a NoWcard - they will be entitled to free bus travel between 9.30am and 11.00pm, Monday to Friday and all day Saturday, Sunday and Bank Holidays throughout England on local bus services. If you already have a NoWcard then you do not need to re-apply until your card expires.

### How do I know if I am eligible?

Anyone of pensionable age as well as those people with a disability can apply for a bus pass. To check if you are entitled to a bus pass visit [nowcard.org](http://nowcard.org) or contact the NoWcard helpline on **0845 058 1096**.



### How can I get my pass?

Visit any one of the county council's six main libraries in Barrow, Carlisle, Kendal, Penrith, Whitehaven or Workington which are open seven days a week and on certain days from 9.30am-7pm so you can choose a time that suits you. You won't need to fill in a lengthy application form or take in a passport photo either as the library staff will do this for you. For details of library opening times visit [cumbria.gov.uk](http://cumbria.gov.uk) or telephone **01228 606060**.

### What do I need to bring with me?

If you're of pensionable age and applying for a bus pass for the first time then you'll need to bring with you a copy of one item in list A and one item in list B from the table below:

<b>A - Proof of age</b>	<b>B - Proof of address</b>
Birth certificate	Council tax bill
Proof of state pension	Utility bill
Passport	Rent book / statement
Driving licence	Bank statement

People with disabilities need to show a copy of one item in list A and one item in list B.

<b>A - Proof of disabilities</b>	<b>B - Proof of address</b>
Letter / certificate from Medical Specialist / Hospital	Council tax bill
Letter from Social Services (learning disability)	Utility bill
Disability confirmed visually	Rent book / statement
Letter from DVLA	Bank statement
Completed Declaration of Authority	
DLA Mobility Component at the higher rate	
War pension mobility supplement	
Blue badge	