

**Q.** I am not intending to travel outside Norfolk. Do I still need this new card?

**A.** Yes. All concessionary bus passes are changing to the new smartcard format. Your old style pass will no longer be valid.

**Q.** If I visit an area that offers additional concessions, will I be entitled to them?

**A.** Probably not. As a general rule, local authorities will only provide additional concessions for their own residents. Some authorities, however, may provide them – check with the relevant authority in the area to which you intend to travel.

**Q.** I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

**A.** You will be able to enjoy the statutory national concession of free off-peak bus travel when visiting London. However, only London Freedom Pass holders will be able to enjoy additional free local travel on the tube, trains and trams because those benefits are paid for by the London Authorities.

**Q.** I have a friend/relative staying with me - can they have a temporary Norfolk Bus Pass?

**A.** No. To qualify you must be a permanent resident of Norfolk.

If your friend/relative has a new style bus pass issued by their own council they will be able to use this to get free travel on local buses in Norfolk after 1st April 2008

**Q.** Is the Pass valid on Trains?

**A.** No - The scheme does not allow any discount on rail fares, although you may be eligible for a Senior Citizens or Young Persons Rail Card, details of which should be obtained from your local authority.

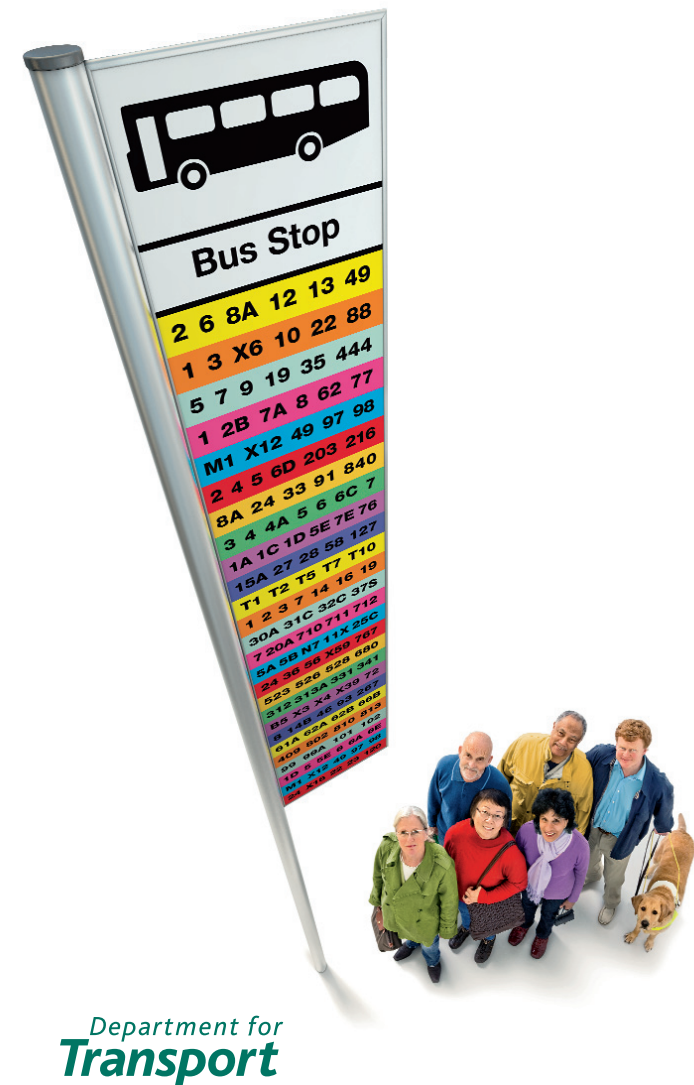
**Q.** Will my new pass be a smartcard?

**A.** Yes, although Norfolk is not yet equipped for full smart ticketing (which requires bus-based smartcard readers). For the time being just show your new card to the bus driver as you do now.

In the future your card may be used to provide additional concessions, such as library or leisure services.

## England's 2008 bus concession explained

Find out more inside.



## The new National Bus Concession. Your questions answered.



From 1st April 2008 if you're 60 or over, or eligible disabled and live in England, your bus pass is changing.

Over the next few pages you'll find more information about the changes to the National Bus Concession. If there's anything else you need to know, don't hesitate to contact your local council, the details of which can be found on the back of your pass.

### **Q. How is the new national bus concession different to the current one?**

**A.** From 1st April 2008, the new national bus concession will enable eligible users to get free off-peak travel on local buses anywhere in England.

### **Q. When exactly is off-peak travel?**

**A.** Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays. For more information about eligibility, visit [www.direct.gov.uk/buspass](http://www.direct.gov.uk/buspass).

### **Q. What local benefits do I receive in the Norfolk Area?**

**A.** If you are a resident of Norfolk your pass entitles you to free travel on any journey that starts in Norfolk between 8:30am and 11pm weekdays, and all day Saturday, Sunday and Bank Holidays, so you can start your free travel 1 hour earlier.

### **Q. What is the definition of a 'local' bus?**

**A.** The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance buses and coach services where part of their route is registered as a local bus service. If in doubt, pass holders can check with the service operator.

### **Q. How can I find out about bus services?**

**A.** Contact Traveline 0870 608 2608 or [www.traveline.org.uk](http://www.traveline.org.uk). Traveline provide journey planning information about all public transport services in the UK.

### **Q. Which bus services can I travel on?**

**A.** The new bus pass will entitle holders to free travel on any off-peak local bus service in England. Scotland and Wales have introduced their own schemes.

### **Q. What about coach travel?**

**A.** Scheduled coach services are not included in the free national scheme (unless they are also registered as local services) but the Government's existing, separate scheme for concessionary half-fares on scheduled coach services introduced in May 2003 will continue.

It is up to coach operators to decide whether or not to take part in this scheme, but National Express participates (Tel: 08705 808080). You can find out more by contacting your coach operator.

### **Q. Are community transport services covered by the scheme?**

**A.** Some community transport services will also be local services and so must be registered as local bus services, in which case they are included in the statutory concession. You will need to check with your local community transport schemes.

### **Q. Will I be able to enjoy free travel everywhere within the UK?**

**A.** No, the concession will only apply within England.

*Continued overleaf*