



# How to apply for your pensioner's bus pass

[www.surreycc.gov.uk](http://www.surreycc.gov.uk)



**SURREY**  
COUNTY COUNCIL

Making Surrey a better place

## To qualify for a pensioner's bus pass you must live in the county of Surrey.

The age of eligibility for concessionary travel for both men and women is rising incrementally from 60 to 65 by April 2020.

It was decided nationally that this would prevent people close to retirement age facing a five year wait to become eligible for a concessionary bus pass.

This now means that the earliest date you can apply for a concessionary pass depends on which month you were born in, but may not necessarily fall on your birthday.

The qualifying age for both men and women is no longer 60 but is linked to a woman's pensionable age.

**For example for both men and women:**

**If you were born between**

**6 February 1951 and 5 March 1951**

the day you would become eligible for

**your bus pass would be 6 January 2012.**

**If you were born between**

**6 March 1951 and 5 April 1951**

the day you would become eligible for

**your bus pass would be 6 March 2012.**

**If you were born between**

**6 April 1951 and 5 May 1951**

the day you would become eligible for

**your bus pass would be 6 May 2012.**

To find out when you will become eligible for your bus pass go to

**[www.direct.gov.uk/spacalculator](http://www.direct.gov.uk/spacalculator)**

# The national and Surrey scheme

From 1 April 2011 Surrey will adopt the national statutory level for pensioner's bus pass holders.

Your bus pass will be valid in Surrey and throughout the rest of England between 9.30am and 11pm, Monday to Friday and any time on weekends and public holidays.

## **Your pass will not be valid on the following:**

- long distance express or limited stop services
- rail, tram services or London Underground
- bus services to special events or of limited duration
- bus services in Northern Ireland, Scotland or Wales.

For more information about travelling with a companion see page 7.

# How to apply for a bus pass

From 1 April 2011 new applicants will need to apply for a bus pass at the selected Surrey libraries below and not from district or borough councils.

**Addlestone**

**Banstead**

**Camberley**

**Caterham Hill**

**Caterham Valley**

**Cranleigh**

**Dorking**

**Egham**

**Epsom**

**Esher**

**Ewell (Bourne Hall)**

**Farnham**

**Godalming**

**Guildford**

**Haslemere**

**Horley**

**Leatherhead**

**Oxted**

**Redhill**

**Staines**

**Sunbury**

**Walton**

**Woking**

**If you have already been issued a bus pass it will still be valid until it is due to expire.**

When your pass is due for renewal we will write to you explaining how to renew it.

# At the library

There is no need to make an appointment.

Trained library staff will fill in the application for you and there are no paper application forms to complete.

You do not need to provide a passport photograph as a digital photograph will be taken at the library when you make your application.

## **What you need to take to the library:**

- proof of identity and age such as a passport, driving licence or birth certificate
- proof of address (residency within Surrey) such as your Council Tax statement or a recent utility bill
- your National Insurance Number.

# Save time at the library

You can complete the application yourself online using the link on the Surrey County Council website [www.surreycc.gov.uk/freebuspass](http://www.surreycc.gov.uk/freebuspass).

You will also be able to upload a recent photograph.

All you will then need to do at the library is give us your application reference number and show your proof of age and address.

Once your application has been processed you should receive your bus pass within 5-10 working days.

# Companion Permits

If you have difficulty travelling you could be entitled to travel with a companion.

To get a Companion Permit (identified by a C+ on your own pass) you will need to provide a letter from Social Services stating that you require assistance in order to travel.

This pass entitles you and your companion to free travel within Surrey. If you travel outside Surrey your companion may be asked to pay.

Having a companion bus pass does not mean that you must travel with a companion all the time. You can still travel on your own if you are able to.

# Lost or stolen bus passes

If you lose your bus pass or it is stolen you need to report it at one of the 23 selected libraries or contact Surrey County Council using the numbers on page 9.

The council will arrange for a new pass to be sent to you but there will be a charge of £5. Issuing a replacement pass takes about 5-10 working days.

# Contact us

For more information visit  
**[www.surreycc.gov.uk/freebuspass](http://www.surreycc.gov.uk/freebuspass)**

If you feel that you are unable to go to a library to apply please:

- visit [www.surreycc.gov.uk/freebuspass](http://www.surreycc.gov.uk/freebuspass)
- call 03456 009 009
- use the SMS Text Service on 07527 182861
- use the Minicom service on 020 8541 9698

# Notes

If you would like this information in large print, Braille, on tape or in another language please contact us on:

**Tel: 03456 009 009**

**Minicom: 020 8541 9698**

**Fax: 020 8541 9575**

**Email: [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)**

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔