

# WELSH TRAVEL CONCESSION SCHEME

## TERMS AND CONDITIONS FOR CARD HOLDERS

### 1. INTRODUCTION

The Welsh Travel Concession Scheme [Hereafter referred to as '**the Scheme**'] provides eligible persons with a waiver of the fare for the journey undertaken.

### 2. START DATE

These terms of use come into effect on 1 June 2019 and replace previous terms of use. These terms of use apply to the use of Concessionary Travel Cards whether those Concessionary Travel Cards were issued before or after these terms of use came into effect.

### 3. ENTITLEMENT

3.1 Card holders in possession of a valid Concessionary Travel Card shall be entitled to free travel on eligible local bus services and on selected rail services operating in Wales, as defined at <https://tfwrail.wales/ways-to-save/concessionary-travel> with the following exceptions;

- (i) Certain local services not open to the travelling public, especially those operated to schools and places of work, may be excluded by agreement between Participating Operators and the issuing authority.
- (ii) Rail services, (not included above), bus/rail feeder services charging rail-based fares, services provided under an Agreement where a railway service has been temporarily interrupted will not be included in the Scheme.
- (iii) Excursions and tours, sightseeing tour services, long distance coach services, air and ferry port services will not be included in the Scheme.
- (iv) Any services where it appears to the Council that fares include a special amenity element, e.g. local tour, sightseeing and park and ride services, will not be included in the Scheme.
- (v) Taxi services (other than when operating registered local bus services) will not be included in the Scheme.

3.2 More details on your new Concessionary Travel Card can be found by visiting [www.tfw.wales/travelcards](http://www.tfw.wales/travelcards)

#### **4. GEOGRAPHICAL RESTRICTIONS**

Travel on local bus services operating wholly in Wales, or on those commencing / terminating at points adjacent to Wales, provided that the cross-boundary journey does not involve a change of bus within England.

#### **5. TIME RESTRICTIONS**

Concessionary Travel Cards are valid at all times of the day of any week.

#### **6. CATEGORIES OF PERSON ELIGIBLE TO RECEIVE A CONCESSIONARY TRAVEL CARD**

6.1 The issuing authority shall provide a card to persons ("**eligible person**") who are resident in Wales and appear to the issuing authority to meet the qualification criteria defined in the latest guidance issued by the Welsh Government entitled "A Common Approach to Eligibility" [https://gov.wales/sites/default/files/publications/2019-06/concessionary-bus-travel-scheme-guidance\\_1.pdf](https://gov.wales/sites/default/files/publications/2019-06/concessionary-bus-travel-scheme-guidance_1.pdf)

6.2 The issuing authority reserves the right to cancel any card where the card holder no longer meets any of the eligibility requirements specified in this guidance.

#### **7. ISSUE OF CONCESSIONARY TRAVEL CARDS**

Concessionary Travel Cards are valid from the date of receipt and where shown will expire on the date specified on the card. The issuing authority retains the right to cancel cards where the holder no longer meets the eligibility requirements specified in paragraph 6. In this event, the issuing authority will provide written confirmation that the card has been cancelled and the reason for this action.

#### **8. CHARGES FOR CONCESSIONARY TRAVEL CARDS**

8.1 The first Concessionary Travel Card shall be issued free of charge. The issuing authority may charge for issuing any replacement Concessionary Travel Card, provided that such charge does not exceed the costs associated with issue of such replacement Concessionary Travel Card.

8.2 The issuing authority will not be liable for any expenses incurred by the applicant in obtaining and submitting documentation, including photographic and/or medical evidence if necessary, for the purpose of determining eligibility when applying for or renewing a card.

#### **9. ADDITIONAL CONDITIONS GOVERNING THE USE OF CONCESSIONARY TRAVEL CARDS**

The use of Concessionary Travel Cards is subject to the following additional conditions:

- (a) Concessionary Travel Cards are personal to the card holder and are strictly not transferable. Drivers will check the photograph and may confiscate any Concessionary Travel Card that is not being used by the authorised card holder. In such cases, the issuing authority may cancel the Concessionary Travel Card, or refuse to renew the Concessionary Travel Card or issue another Concessionary Travel Card in the future to the card holder. The issuing authority may also take legal action against the card holder, which may result in a fine of up to £1,000 under the Fraud Act 2006.
- (b) If a card holder loses their Concessionary Travel Card, they should report the loss of the Concessionary Travel Card to the issuing authority as soon as possible. A replacement Concessionary Travel Card may be issued, for which a charge may or may not be made.
- (c) If a Concessionary Travel Card becomes defaced or damaged, such as to render it illegible, the card holder must return the Concessionary Travel Card to the issuing authority as soon as possible. A replacement Concessionary Travel Card may be issued, for which a charge may or may not be made.
- (d) The Concessionary Travel Card remains the property of the issuing authority and the card holder shall return their Concessionary Travel Card to the issuing authority for cancellation;
  - (i) where the card holder no longer wishes or becomes unable to take advantage of the concessions; or
  - (ii) when the card holder is no longer an eligible person, for example, by reason of a change of residence to an area outside that of Wales or no longer meeting the criteria to be an eligible person on the grounds of disability.
- (e) On notification of the death of the card holder to the issuing authority, the Concessionary Travel Card shall be cancelled
- (f) A card holder must show his/her Concessionary Travel Card whenever a concessionary journey is requested. If any ticket is issued for a concessionary journey, the card holder must show his/her Concessionary Travel Card when such a ticket is inspected. Defaced, damaged or otherwise illegible Concessionary Travel Cards may not be accepted by an operator.
- (g) Possession of a Concessionary Travel Card confers no rights on the card holder other than those of any other fare-paying passenger. Use of a Concessionary Travel Card on eligible services within the Scheme is subject to compliance by the card holder with the general regulations and conditions of travel of the operator of those services.
- (h) The issuing authority accepts no liability for any failure of bus services

to operate or of operators to accept a Concessionary Travel Card.

- (i) Hot listed, invalid or expired cards may be confiscated by the driver, unless there are circumstances where this would put a vulnerable person or themselves in danger.

## 10. DEFINITIONS

The following words and expressions shall have the meanings stated:

**"Authority"** means a county council or county borough council in Wales, which acts as a travel concession authority for the Scheme;

**"Council"** means the Authority in which the card holder resided when the Concessionary Travel Card was issued;

**"eligible person"** has the meaning given to it in paragraph 6;

**"Operator"** means an operator of bus services in the area of the Scheme;

**"Concessionary Travel Card"** means a statutory travel concession permit issued pursuant to the Scheme;

**"card holder"** means a person to whom a Concessionary Travel Card has been issued in accordance with the Scheme;

**"Issuing Authority "** means the Authority or any person who the Authority has delegated the function of issuing Concessionary Travel Cards to eligible persons, including Transport for Wales and PTI Cymru Ltd; and

**"terms of use"** means these terms and conditions for use of a Concessionary Travel Card in accordance with the Scheme.