

Diamond Travelcard

Concessionary Travel for 60+

FROM
January
2009



Bus Stop

2	6	8A	12	13	49
1	3	X6	10	22	88
5	7	9	19	35	444
1	2B	7A	8	62	77
M1	X12	49	97	98	
2	4	5	6D	203	216
8A	24	33	91	840	
3	4	4A	5	6	8C 7
1A	1C	1D	5E	7E	78
15A	27	28	5B	187	
T1	T2	T6	T7	T10	
1	2	3	7	14	16 19
30A	31C	32D	37B		
7	20A	710	711	712	
8A	8B	87	173	200	
200	201	202	203	204	
205	206	207	208	209	
210	211	212	213	214	
215	216	217	218	219	
220	221	222	223	224	
225	226	227	228	229	
230	231	232	233	234	
235	236	237	238	239	
240	241	242	243	244	
245	246	247	248	249	
250	251	252	253	254	

Diamond Travelcard

Concessionary Travel for 60+



Free travel throughout England

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Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information contact: 01934 426 426 or email: diamond.travelcard@n-somerset.gov.uk

The Diamond Travelcard Pass

If you are 60 years old or older you qualify for free bus travel anywhere in England. There are time restrictions on when you can use your Travelcard. Please see details on page 6.

There is no limit to the number of journeys that can be made. To qualify for free travel, however, passholders will be required to show their Diamond Travelcard to the driver.

Passholders are entitled to free travel anywhere in England. They can also travel on direct bus services X10, X11 and X14 from Bristol and South Gloucestershire across to Chepstow and Newport. However, Diamond Travelcards cannot be used for travel on services anywhere within Wales.

Charter standard

North Somerset's charter standard means that we aim to respond to all requests for information or applications for passes within 10 working days from receipt in the Travelcard Office.

Who can have a Diamond Travelcard?

Applicants must be a resident of North Somerset and **must provide proof of their age, address and a photograph**. The pass is issued free of charge.

Proof of age	
Please supply one of these documents to confirm your identity.	<ul style="list-style-type: none">● birth certificate● passport● driving licence● entitlement to a pension
Proof of address	
Please supply one of these documents.	<ul style="list-style-type: none">● driving licence● utilities bill● Council Tax bill

Companion Passes

Applicants who can only travel by public bus service with the help of a carer or companion can apply for a special Diamond Travelcard pass with a red C printed on the top right hand corner of the pass. This pass will allow your companion to travel free when travelling with you in the Diamond Travelcard area. This is a local addition to the national scheme and so may not be usable outside our area.

Anyone issued with a companion card will be expected to provide medical support (see page 8) that they are profoundly frail or have a disability **and require the assistance of a companion at all times when travelling on buses**. Companion passes will not be issued to children under the age of 11.

This benefit is provided at the discretion of the council and North Somerset Council reserves the right to change or withdraw this benefit at any time.

Diamond Travelcard – where to apply?

For new applications you can send your completed application form, current passport sized photograph and proof of age and address to:

- **North Somerset Council**

Travelcard Office

Somerset House

Oxford Street

Weston-super-Mare BS23 1TG

Telephone: 01934 426 426

email: diamond.travelcard@n-somerset.gov.uk

or take it to any of the following:

- any of the council's local libraries
- The Healthy Living Centre, Lonsdale Avenue, Weston-super-Mare
- the Town Hall, Walliscote Grove Road, Weston-super-Mare
- Somerset House (until the end of March 2009)

The technology involved in printing the passes means we cannot print them instantly for personal callers. However, we can accept and check application forms and verify documents at any of the above locations. Application forms will then be forwarded to the Diamond Travelcard Office where Travelcards will be printed and dispatched.

Expiry dates

Travelcards are issued for periods up to five years. Once you have received a Travelcard, you will receive an automatic reminder of when it is due to expire. It is important that you let us know if you move house, so we can make sure reminders are correctly addressed.

When can a Diamond Travelcard be used?

On Mondays to Fridays, you can only use the pass after 9am in the Diamond Travelcard area (see map on page 14).

Outside this area in England you can use your pass between 9.30am and 11pm on Mondays to Fridays.

There are no time restrictions on the use of the Diamond Travelcard on Saturdays, Sundays and Bank Holidays anywhere in England.

Diamond Travelcard conditions

- You must apply on the official application form and a separate form must be completed for each applicant
- Any change of circumstances including change of name or address should be notified to North Somerset Council (contact details on page 11)
- The Diamond Travelcard pass is not transferable and can only be used by the person in whose name it is issued
- Passes are issued by and are the property of North Somerset Council, so please do not trouble the bus operators
- In the event of any dispute over use with a bus operator, please contact the Diamond Travelcard Office
- North Somerset Council will not be liable for any fares paid to bus operators.

Diamond Travelcard

Application Form

Name Mr Mrs Miss Ms Other

First name _____

Middle name(s) _____

Last name _____

Sex Male Female

Date of birth Day Month Year

Address House number/name _____

Street _____

Village _____

Town _____

Postcode

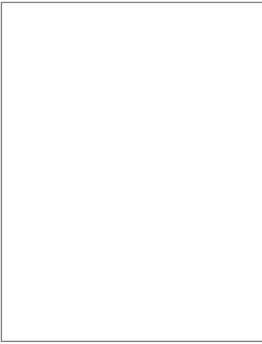
Telephone (including STD) _____

email _____

Previous pass number (if any) _____

Would you like to receive correspondence in large print?

Yes No



- Please attach a recent passport sized photograph in this box
- The photo should be head and shoulders only with no headgear.

Companion Pass application

I would like to apply for a Companion Pass as I need the assistance of a companion at all times when travelling on buses

This section must be completed by your GP or consultant.

I confirm that the applicant has a disability and is unable to travel on public transport without the aid of a companion for the duration of the journey.

Name and address of GP/Consultant:

Practice stamp

Contact phone no. _____

Signature _____

Declaration:

- I wish to apply for a concessionary Diamond Travelcard
- I declare that I am 60 or over and will abide by the conditions of the scheme as detailed in the current Diamond Travelcard booklet
- I am a permanent resident in North Somerset and the address on page 7 is my sole and principal residence

I declare that the information I have given on this form is correct. I understand that if I lose my new Diamond Travelcard there will be a replacement fee.

Signed: _____ Date: ____ / ____ / ____

Remember to send the following with your application

- Passport sized photograph, attached to page 8 in the space provided. Please print your name on reverse of the photo in case it becomes detached
- Proof of residency
- Proof of age

Return to:

- **North Somerset Council**

Travelcard Office, Somerset House, Oxford Street
Weston-super-Mare, Somerset BS23 1TG

- or any of the council's local libraries
- or The Healthy Living Centre, Lonsdale Avenue, Bournville, Weston-super-Mare
- or to the Town Hall, Walliscote Grove Road, Weston-super-Mare.

For office use only:

Photo

Companion medical
evidence

Proof of residence

Proof of age

Birth certificate

Pension

Passport

Driving licence

Other

Card number

Initials

Date of issue

Official
stamp

Data Protection Act 1998

This information will be used by North Somerset Council, the Department for Transport, bus operators, and appointed contractors to administer the Diamond Travelcard service and may be used to monitor bus usage. It may also be used internally for research into travel services. Your name and other identification details may also be used in the council's contact centre and gateways for the purposes of improving your access to any of the council's services. The Diamond Travelcard itself will only hold your name, pass number and expiry date.

The council is under a duty to protect the public funds it administers and may use information you have provided in order to prevent and detect fraud. We may, therefore, also share this information with other bodies responsible for auditing or administering public funds for this purpose, including the Audit Commission, and the council's auditors. Please contact the council's Corporate Information Management Team for any queries about data protection.

Lost or stolen passes

If your pass is lost or stolen, please contact the Travelcard Office for information on how to obtain a replacement (details below). Smartcards are expensive and we will charge for a replacement pass unless you have a crime reference number, in which case the charge may be waived.

Change of address

Please notify the Travelcard Office of any change of address or other personal details. If you move out of the North Somerset Council area, please notify the Travelcard Office and return your Diamond Travelcard. You will need to apply to your new local authority for a new national card.

Travelcard Office
North Somerset Council
Somerset House
Oxford Street
Weston-super-Mare BS23 1TG
Tel: 01934 426 426
email: diamond.travelcard@n-somerset.gov.uk
www.n-somerset.gov.uk/diamondtravelcard



What benefits are offered by the Diamond Travelcard?

Passholders can travel FREE of charge on all local buses in England, subject to the time restrictions outlined on page 6.

In the Diamond Travelcard area, passes can be used on all local bus services, local Park and Ride services and the Bristol International Airport Flyer.

Passes are **NOT** valid on:

- Coach travel (except on some local journeys).
- Sightseeing buses in Bristol and Bath.
- Park and Ride services in Taunton and may not be accepted on other Park and Ride services outside the Travelcard area.
- Rail and ferry services.
- Tram, underground and metro services.
- Local bus services in Scotland, Northern Ireland, Isle of Man, Channel Islands or Wales. However, passholders can travel on direct bus services X10, X11 and X14 from Bristol and South Gloucestershire across to Chepstow and Newport and back.
- Community Transport (though a reduced concession may be available on selected services).

Coach Travel

Although you are unable to use your concessionary pass to travel free on coach services, there is a separate national concessionary fare scheme for some express coach services. The concessions apply to everyone over 60. You do not need a Diamond Travelcard to take advantage of this offer.

The following coach operators in this area are offering concessions under the national express coach scheme and you should contact them direct for details:

Bakers Dolphin Coaches: 01934 413 000
website: www.bakersdolphin.com

National Express: 08705 808 080
website: www.nationalexpress.com

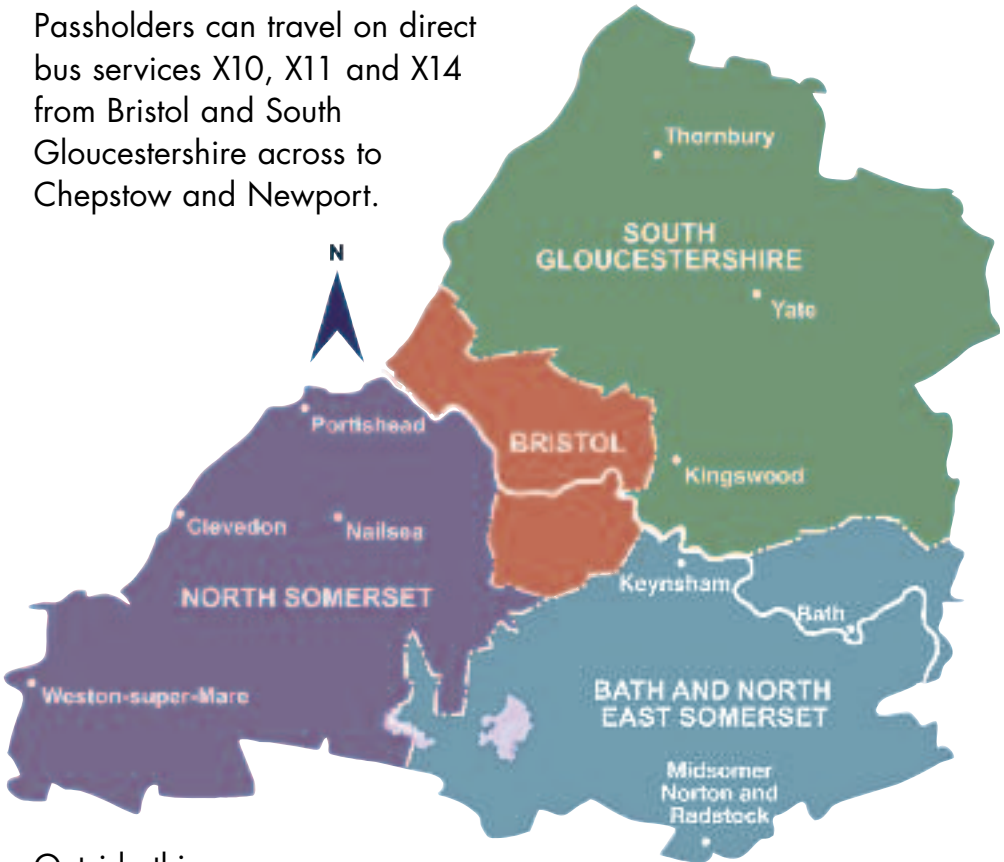
Senior Railcards

As a Diamond Travelcard holder who is over 60, you can benefit from the purchase of annual senior railcards at reduced rates from the Diamond Travelcard Office. These cards will allow a discount off most rail travel – typically one-third off standard tickets. Please ring the Diamond Travelcard Office for more details of how to get a railcard or call at Somerset House (until the end of March 2009) and thereafter at the Town Hall in Weston-super-Mare.

The Diamond Travelcard Partnership Area

In this area you can board local buses after 9am Mondays to Fridays and all day Saturdays, Sundays and Bank Holidays.

Passholders can travel on direct bus services X10, X11 and X14 from Bristol and South Gloucestershire across to Chepstow and Newport.



Outside this area you can board buses anywhere in England between 9.30am and 11pm on Mondays to Fridays and all day on Saturdays, Sundays and Bank Holidays.

Safe Travel Tips

- Take care and hold the handrail whilst getting on and off the bus.
- Sit down at the first available seat – certain seats are designated for the use of elderly and disabled persons.
- Hold the handrail whilst seated if possible.
- Please keep the gangway clear.
- When you want to get off, notify the driver by ringing the bell in plenty of time.
- Remain seated until the bus has stopped.

Members of the Diamond Travelcard Partnership are:

**Bath & North East
Somerset Council**



**South Gloucestershire
Council**



**You can get information about
bus routes and times from:**



traveline
public transport info
0871 200 22 33
www.traveline.info

 **textphone users ring 0870 241 2216**

0700 - 2200 daily (calls from landlines cost 10p per minute)



Travelcard Office, Somerset House, Oxford Street
Weston-super-Mare BS23 1TG

Tel: 01934 426 426

www.n-somerset.gov.uk/transport/diamondtravelcard