

Diamond Travelcard Concessionary Travel for disabled people

FROM
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Diamond Travelcard Concessionary Travel for disabled people Scheme Guidance

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

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The Diamond Travelcard Pass

If you have one of the eligible disabilities listed below, 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 5.

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.

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 residents of North Somerset and **must provide proof of their disability, their address and a photograph.**

The pass is issued free of charge. If you are 60+, you should fill in the shorter application form available in the blue booklet and you will then be issued with an older person's travelcard.

Proof of disability

Eligibility for a disabled travelcard depends on providing proof that you satisfy one of the qualifying criteria set out in the application form for the following disabilities:

- You are profoundly or severely deaf
- You have a severe disability in both arms
- You are severely disabled and unable to walk
- You are blind or partially sighted
- You have a significant learning disability
- You have been refused a driving licence due to physical or mental incapacity
- You are without speech

Further details on eligibility under any of the above criteria, and how to prove it, are included within the application form.

Proof of address

Please supply one of these documents.

- 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 with a red **C** printed on the top right hand corner of the pass. This 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 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. You will only receive a companion pass if you have already proven your eligibility for one of the seven qualifying criteria.

This service enhancement is provided at the discretion of North Somerset Council, who has the right to change or withdraw this service enhancement at any time.

Diamond Travelcard – where to apply?

For new applications you can post your completed application form, current passport sized photograph and proof of disability 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 deliver by hand to:

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

The technology involved in printing the passes means we cannot print them instantly for personal callers. All application forms will be forwarded to the Diamond Travelcard Office where they will be assessed and processed. If successful, applicants will receive a Travelcard via the post. Some applicants will be asked to provide more information.

Expiry dates

Travelcards are issued for periods up to five years depending on your disability. 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 7). Outside this area in England you can use your pass between 9.30am to 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 6)
- 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 direct to bus operators.

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 on page 6). 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 5.

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 Diamond 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.

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 and back.



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**

**North
Somerset
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