

# The English National Concession Travel Pass

## Frequently Asked Questions

**Q:** I still have a valid old-style South Yorkshire pass. Can I keep using it for travel?

**A:** The use of all old-style South Yorkshire passes was officially discontinued from 1 October 2008. You are strongly advised to obtain a new ENCT pass, or you may be denied free travel on public transport.

**Q:** What can one do with the ENCT pass that they couldn't do with their old-style South Yorkshire pass?

**A:** Holders of ENCT passes can now travel anywhere in England on local buses (not inter city coaches) guaranteed between 0930 and 2300 on weekdays, all day on Saturdays, Sundays and Bank Holidays. Further concessions may apply in certain areas at the discretion of the local authorities.

**Q:** How long will my ENCT pass be valid for?

**A:** The validity of the ENCT passes may differ depending on the type of pass you are applying for\*:

- All newly issued Senior Citizens' passes will be valid for 5 years from the date you apply or become eligible for the pass;
- If you are replacing a lost or stolen pass and you pay a five pound replacement charge, your new pass will be issued for another 5 years;
- If you have Pass Protection for your pass, your replacement will bear the same expiry date as the original;
  
- The newly issued Disabled People's passes will generally be valid for 5 years;
- If you are going to turn 65 within the 5 years of your application for a pass, your pass will be valid until your 65<sup>th</sup> birthday, after which you will need to apply for a Senior Citizen pass;
- If the letter from the Social Services bears an end date of your eligibility, your pass will be issued until the date specified.

\*Please note that passes issued during the 2008 mass reissue may have been issued for periods different to those mentioned above.

**Q:** Do I need to provide a new photograph when replacing my pass?

**A:** No, you do not generally need to provide a photograph to replace your pass. However, if you believe your appearance has significantly changed since you last application, you do need to provide a new photograph or have it taken by a member of staff at a Travel

Information Centre. Otherwise, you may be denied free travel on public transport.

**Q:** I have applied for my pass today. How long will it be before I receive my pass?

**A:** If you apply in person, you should generally expect for your pass to arrive within 5 business days of the day you submitted your application. If you apply by post, please allow 3 additional days for your application to be processed.

**Q:** I had the lost/stolen pass protection for my old-style Senior Citizen pass that was due to expire in July 2009. Will it be valid for my new ENCT pass?

**A:** If you had purchased pass protection for your old-style Senior Citizen pass and it had not expired at the time you replaced it with the ENCT pass, it will be extended to cover your new pass for the whole time of its validity.

**Q:** I am visiting South Yorkshire from Tyne and Wear. Can I use my pass on tram or train in South Yorkshire?

**A:** As a non-resident of South Yorkshire you can use your pass on bus and tram. However, to obtain free train travel, you must be a resident of South Yorkshire; otherwise you have to pay the appropriate fare for your journey.