

Nexus TravelShops

Conveniently located in key Metro and bus concourse areas, TravelShops are open 6 days a week.

Buy tickets, check times, pick up leaflets and even book a short break; our friendly staff are always happy to help.

Nexus TravelShops can be found at:

- Central Station Metro station
- Gateshead Interchange
- Haymarket Metro station
- Heworth Interchange
- Four Lane Ends Interchange
- MetroCentre
- Monument Metro station
- North Shields Metro station
- Park Lane Interchange
- South Shields 34-36 Fowler Street

Traveline

Traveline is a national service which provides impartial planning information for all public transport services.



www.nexus.org.uk



traveline
public transport info
0870 608 2 608
north east
minicom 0870 241 2216

This information is available in large print, alternative formats and other languages on request **T: 0191 203 3333** or email **marketing@nexus.org.uk**

Information correct at time of print.

Concessionary Travel Pass and Metro Gold Card

For Tyne and Wear residents who are disabled



Your Concessionary Travel Scheme

If you are disabled (see following page for details of which disabilities apply), live in Tyne and Wear and have a Concessionary Travel Pass, you can travel on buses within Tyne and Wear for free.

Concessionary Travel Passes are free of charge; all you need to do is fill in the application form at the back of this leaflet and follow the instructions on how to apply for your travel pass.

Metro journeys are not free of charge but you can avoid paying full fares by buying an annual Metro Gold Card. Metro Gold Cards cost just £12 a year; just tick the box on the application form at the back of this leaflet.

Your questions answered

Is bus travel free for people who are disabled?

Yes, if you have a Concessionary Travel Pass, you can travel free of charge in Tyne and Wear from 9.30am Monday to Friday and all day at weekends and Bank Holidays.

What about Metro?

Travel on Metro from 9.30am Monday to Friday and all day at weekends, Bank Holidays and in July and August is just £12 for a whole year but only if you have a Metro Gold Card. There are no discounted fares for Concessionary Travel Pass holders. Apply for your Metro Gold Card using the application form in this leaflet.

How about the Shields Ferry?

A trip on the ferry from 9.30am Monday to Friday, all day at weekends and Bank Holidays is 50p when you show your Concessionary Travel Pass.

What about Northern Rail services between Newcastle and Sunderland?

Travel on this Northern Rail service from 9.30am Monday to Friday and all day at weekends, Bank Holidays and in July and August is only free with the Metro Gold Card. There is no discounted fare on this Northern Rail service without the Metro Gold Card.

Is it the same for Northern Rail services between Newcastle and MetroCentre/Blaydon?

No, travel on this Northern Rail service from 9.30am Monday to Friday, all day at weekends and Bank Holidays is 50p with your Concessionary Travel Pass.

I have an all day pass, can I use it before 9.30am Monday to Friday?

Yes, you will be able to travel on bus free of charge all day, and for 50p per trip at any time on the Shields Ferry and rail services between Newcastle and MetroCentre/Blaydon. And if you have an all day Concessionary Travel Pass and buy a Metro Gold Card, you will be able to travel on Metro and Northern Rail services (between Newcastle and Sunderland) all day free of charge too.

Can I travel free of charge to early morning hospital appointments?

Yes, if you need to travel before 9.30am in order to get to a hospital appointment, just show your hospital appointment card or letter with your CT Pass when requested.

Am I entitled to a Concessionary Travel Pass?

Everyone applying for the Concessionary Travel Scheme on grounds of disability has to be initially assessed by the Social Services department of their Local Authority. You should, therefore, contact them for advice on what you need to take with you. If you are not sure how to contact them, call the Concessionary Travel Bureau on **0191 203 3434**. If you are eligible for a Concessionary Travel pass, you will be given a Confirmation of Eligibility form.

If you have one of the following types of disability and live in Tyne and Wear, you may be entitled to a Concessionary Travel Pass:

- Registered as chronically sick and disabled and suffering from any disability which permanently and seriously impairs your ability to walk.
- Permanently blind and unable to perform any duties for which normal sight is required.
- Assessed as having learning disabilities.
- Registered as profoundly deaf, with or without speech.
- Registered as partially sighted (where disability can be assessed by a Consultant Ophthalmologist).

- Without the use of arms, whether through the absence of limbs or otherwise.
- Unable to drive having had a driving licence refused or revoked on medical grounds.
- If you attend work or college for at least 15 hours a week, you can apply for an All Day Concessionary Travel Pass, which can be used at any time.

How to apply for your travel pass.

- All Concessionary Travel Passes and Metro Gold Cards are issued by post.
- Please note that if you want a Metro Gold Card, and you do not already have a CT Pass, you will have to apply for one at the same time.
- You have a choice of how to apply for your pass - either by post or in a TravelShop. If you apply by post, please send us photocopies of your proof of address, not the originals (Nexus accepts no responsibility if original documents are sent).
- Send your application to our Concessionary Travel Bureau (address overleaf).
- Special envelopes addressed to Nexus are available in Nexus TravelShops for you to use to send your application to us.
- However, if you choose to drop your application into a TravelShop, you can take the original of your proof of address. The TravelShop staff will check it and hand it straight back to you. They will then send your application to our Concessionary Travel Bureau for your pass to be issued. Most TravelShops also take passport photos for £3.

- Your CT Pass and/or Metro Gold Card will be posted out to you within 5 working days of us receiving your application.

Application form

Please note that this is the application form to use if you are applying for a CT Pass because you are disabled. If you are applying for a pass because you are aged 60 or over, a separate form is available from any Nexus TravelShop, or from **www.nexus.org.uk**.



What do I need to send you?

You will need to send us the following:

- Completed application form.
- A passport photo (please write your name on the back).
- Your Confirmation of Eligibility form.
- Proof that your permanent address is in Tyne and Wear.
- A stamped self-addressed envelope.
- If you are applying for an All Day Pass - a letter from your employer, tutor or social worker confirming that you attend work or college for at least 15 hours a week.
- £12 - if you are applying for a Metro Gold Card (by cheque or postal order made payable to Nexus if applying by post, cash if via a TravelShop).

The following documents are acceptable as proof of your address - a council tax, gas, electricity or phone bill.

Where do I send my application to?

Either hand it in at any Nexus TravelShop or post it to us at -

Concessionary Travel Bureau

Nexus
Nexus House
St James Boulevard
Newcastle upon Tyne
NE1 4AX

If you have any questions about applying for your pass, or the Concessionary Travel scheme, please call **0191 203 3434**.

Concessionary Travel application

This application is from a Tyne and Wear resident who is disabled, applying - (please tick all that apply)

<input type="checkbox"/>	for my first CT Pass
<input type="checkbox"/>	for my first Metro Gold Card
<input type="checkbox"/>	for a replacement CT Pass
<input type="checkbox"/>	for a replacement Metro Gold Card
<input type="checkbox"/>	to renew my CT Pass
<input type="checkbox"/>	to renew my Metro Gold Card

Title (Mr/Mrs/Miss etc)

Surname

Forename(s)

Date of birth

Address

Postcode

Telephone number

First line of previous address

Renewals/replacements - existing pass number (if known)

I declare that the above details are correct and that I will use the pass in accordance with the conditions which I have read and understood.

Signature

For office use only

Pass number
(Staff initials)

Have you provided



Staff
use
only

If applying for first CT pass

A passport photo, with your name written on the back

If applying for first CT pass

Your Confirmation of Eligibility form

If applying for first CT pass

Proof of address - photocopy if posting, original if via a TravelShop

If renewing a CT Pass that you receive because of refusal/ revocation of a driving licence

A self certification form

If applying for replacement CT Pass OR Metro Gold Card

£3 cheque or postal order made payable to Nexus if posting; cash payments at TravelShops only.

If applying for replacement CT Pass AND Metro Gold Card

£6 cheque or postal order made payable to Nexus if posting; cash payments at TravelShops only.

If renewing or applying for first Metro Gold Card

£12 cheque or postal order made payable to Nexus if posting; cash if via a TravelShop

All applicants

A stamped self-addressed envelope

For office use only

Payment received by
(Staff initials)

I've lost my pass - what do I do?

If you think you lost your pass while using public transport, please contact the appropriate operator. Call Traveline on **0870 608 2 608** if you are unsure which operator's service you were on.

If the operator has not found your pass, you will need to complete this application form.

A replacement Concessionary Travel Pass or Metro Gold Card cost £3 each.

You will need to send us the following:

- Completed application form.
- A stamped self-addressed envelope.
- £3 if you have lost your Concessionary Travel Pass or Metro Gold Card, £6 if you have lost both your Concessionary Travel Pass and Metro Gold Card (cheque or postal order made payable to Nexus if posting, cash can be paid at any TravelShop).

My pass is about to run out - how do I renew it?

You can renew your pass during the month that it runs out or in the month before that. You will need to complete this application form. There is no charge for renewing your Concessionary Travel Pass. You do not need to send in your current or expired CT Pass when you renew it.

You will need to send us the following

- Completed application form.
- A stamped self-addressed envelope.

Conditions of use

- 1** All Concessionary Travel Passes and Gold Cards remain the property of Nexus and will be withdrawn if misused.
- 2** Concessionary Travel Passes and Gold Cards are not transferable and can only be used by the person named and shown on the pass.
- 3** For journeys on the ferry, and rail between Newcastle MetroCentre/Blaydon, you will be required to purchase a ticket to use with your Concessionary Travel Pass
- 4** For journeys on Metro, or on Northern Rail services between Newcastle and Sunderland, you will be required to purchase a full adult ticket if you do not have a valid Gold Card.
- 5** Concessionary Travel Passes can only be used for travel on specified local public transport services within Tyne and Wear.
- 6** Notwithstanding the above, the passholder is subject to the General Conditions of Carriage and passenger regulations of the participating operators.

The Tyne and Wear Concessionary Travel scheme is financed by the Passenger Transport Authority and administered by Nexus in conjunction with your Local Authority.