

Documentary evidence required

You will qualify for membership of the TaxiCard scheme if you receive one of the following benefits and can provide formal documentary evidence eg a relevant certificate, letter or notice:

- **High Rate Mobility Component of Disability Living Allowance**
- **Registered Severely Visually Impaired or Blind**
- **Higher Rate Attendance Allowance**
- **Personal Independence Payment (PIP)**
(The decision letter must show that you have scored a minimum of 8 points in the Mobility component under 'Moving around').

What happens next?

We will write to let you know whether your application has been successful. If it has, we'll send you a handbook with more information about the scheme and which taxi companies you can use, along with your new TaxiCard.

If your application is not accepted we will return all of your documentation in the envelope which you provided with your application form.

How to get in touch with Nexus

Online

nexus.org.uk/contactus

By phone

0191 20 20 747
8.00am-6.00pm
Monday to Friday



By post

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

In person

Central Station Metro station

Gateshead Interchange

Haymarket Metro station

North Shields Metro station

Park Lane Interchange

South Shields 34-36 Fowler Street

All our TravelShops are open Monday to Friday

TaxiCard scheme

From January 2018



nexus.org.uk

What is TaxiCard?

The TaxiCard scheme can help people with mobility difficulties travel independently.

How does it work?

You get issued with a card, the same size as a credit card, which will be credited with an annual amount of £225.

You can use your TaxiCard to pay towards your taxi fares with one of our approved taxi companies.

A flat fare of £3 is deducted from your TaxiCard each time you travel, regardless of the price of the journey (even if it is less than £3*). However, if the taxi fare is more than £3 you have to pay the extra amount yourself.

Your journey must start and/or finish in Tyne and Wear. There are no restrictions otherwise on where or when you can travel with your TaxiCard. Visit friends, go shopping, go to a hospital appointment or wherever you like.

***Important note**

When a journey is less than £3 (for example only £2.70) you will lose 30p on your card. You can, if you prefer, pay the driver cash instead of losing any value on your card. You will need to decide how you wish to pay for your journey before you hand over your TaxiCard to the driver. The decision is entirely yours.

How do you book a journey?

You will need to ring one of our approved taxi companies (which will be listed in the 'User handbook' you receive with your card). Simply book your journey directly with them. You can only use one taxi company – the one which operates in the area you live in.

You can book journeys in advance or just before you travel, as long as the taxi company has a car available.

How do you pay for each journey?

When you arrive at your destination you give your TaxiCard to the driver. They will put it into a machine which will automatically deduct £3 from your card.

You can also check the amount of credit left on your card when you're in the taxi - just ask the driver.

How do you join the scheme?

TaxiCard is an annual scheme and you have two opportunities to join each year. Membership starts in March and September but you'll need to submit your application well before these dates.

You can request an application form from our Customer Services Team. They will also tell you the application deadline, or you can find this information on our website at nexus.org.uk/taxicard.

Along with your completed application form you'll also need to provide evidence/proof that you qualify to join the scheme - see 'Documentary evidence required' overleaf.

A colour passport photo, stamped addressed envelope and payment of a small administration fee will also need to be supplied so that your application can be processed.

Customer Services Team

To request an application form or if you have any queries about the TaxiCard scheme, contact our Customer Services Team online or by phone using the contact details overleaf.

Alternatively apply in writing to:

**TaxiCard Applications
Nexus
Nexus House
St James Boulevard
Newcastle upon Tyne
NE1 4AX**