

## 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.

## For queries about the TaxiCard scheme

Contact our Customer Service Team by email, phone or post (see overleaf).



**nexus.org.uk**  
**0191 20 20 747**



### Email

customerservices@nexus.org.uk



### Call us

7.00am to 9.00pm, 7 days a week



### By post

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



### In person

Our TravelShops are open 6 days a week

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



Scan to go to  
[nexus.org.uk](http://nexus.org.uk)

## TaxiCard scheme

From September 2014



## 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](https://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 contact our Customer Services Team in any of the following ways:

- ring  
**0191 20 20 747**  
(7.00am-9.00pm, 7 days a week)
- email  
**customerservices@nexus.org.uk**
- apply in writing to

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