

How to get in touch with Nexus

Under 16 Pop card

The smart way to save money on child fares

From April 2016



By post

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

Online

nexus.org.uk/contactus



By phone

0191 20 20 747
8.00am to 6.00pm
7 days a week

In person

Our TravelShops are open 5 days a week

Central Station Metro station

Gateshead Interchange

Haymarket Metro station

North Shields Metro station

Park Lane Interchange

South Shields 34-36 Fowler Street



nexus.org.uk

The fares are:

Single **60p**

Child All-day Ticket (CAT) **£1.10**

How to use your Under 16 Pop card

On Metro, you must touch your Under 16 Pop card onto the orange reader on the Metro ticket machine to buy concessionary tickets.

On buses, show the driver your pass when you buy your ticket.

On the Shields Ferry, show the ferry operator your pass when you pay for the ticket.

On Northern Rail trains between Newcastle and Sunderland and Newcastle and Metrocentre/Blaydon, show your pass to the conductor when requested.

Children must have their Under 16 Pop card with them when they travel, and available to be checked on request, to be entitled to pay these concessionary fares.

Where do I send my application?

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

Customer Services
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NE1 4AX

If you have any questions about applying for your pass or the Concessionary Travel scheme, please call **0191 20 20 747** or go to **nexus.org.uk**.

Children can travel at concessionary child fares all day, every day on all public transport in Tyne and Wear if they have an Under 16 Pop card. Under 16 Pop cards are available to all children who live in Tyne and Wear who are in year 11 and below at school. So if your child is aged 5 to 15 on the 31st August before the start of the current academic year, apply using the form overleaf.

How to apply

You will need to send us the following:

- A completed application form, signed by the child's parent or guardian.
- A colour passport photo (not scanned and not using your own camera/phone) attached to the application form in the box provided.
- Proof of the child's age – for example their passport or birth certificate.
- Proof that the child's permanent address is in Tyne and Wear - for example their parent or guardian's council tax, gas, electricity or phone bill.
- Please send photocopies of the proof of the child's age and address if you are applying by post.
- Please note that an up to date Medical card can be used as proof of both age and address.
- An envelope with your name, address and a stamp on. We need this even if you take your application in to a TravelShop, so the pass can be posted back to you.
- £5 by cheque or postal order made payable to Nexus if applying by post; cash or credit card if via a TravelShop.

Conditions of use

- 1 Under 16 Pop cards remain the property of Nexus and will be withdrawn if misused.
- 2 Under 16 Pop cards are not transferable and can only be used by the person named and shown on the pass.
- 3 Under 16 Pop cards are only valid for travel when accompanied by a valid concessionary ticket.
- 4 Under 16 Pop cards can only be used for travel on specified local public transport services within Tyne and Wear.
- 5 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 North East Combined Authority and administered by Nexus in conjunction with your Local Authority.

Keeping us informed

Please keep us informed of any changes to your details, eg change of address. We will need to be sent documentation confirming the change before we update our records. There will be a £5 charge if we need to issue a new pass (eg for change of name or photo).

