

# How to get in touch with Nexus

## Online

[nexus.org.uk/contactus](https://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** Interchange

All our TravelShops are open Monday to Friday

## Conditions of use

- 1 All Concessionary Travel Passes remain the property of Nexus and will be withdrawn if misused.
- 2 Concessionary Travel Passes are not transferable and can only be used by the person named and shown on the pass.
- 3 For journeys on the ferry (unless you have a Metro Gold Card), 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 Metro Gold Card.
- 5 Concessionary Travel Passes can only be used for travel on specified local public transport services in England.
- 6 Notwithstanding the above, the pass holder 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).

## Concessionary Travel Pass

For Tyne and Wear residents who are disabled

From September 2019



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

Once you have a Concessionary Travel Pass you can buy a **Metro Gold Card**, which gives you a year's travel on Metro, the Shields Ferry and Northern Rail services between Newcastle and Sunderland. Go to [nexus.org.uk](http://nexus.org.uk) or pick up a leaflet for more information.

## Am I eligible for a CT 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.

### Telephone numbers are:

**Gateshead – 0191 433 2327**

**Newcastle – 0191 278 8100**

**North Tyneside – 0345 200 0101**

**South Tyneside – 0191 424 6000**

**Sunderland – 0191 520 5552**

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:

- **Blind or partially sighted.**
- **Profoundly or severely deaf.**
- **Without speech.**
- **Have a disability** which means that you cannot walk except with excessive labour, at an extremely slow pace or with excessive pain.
- **Do not have arms** or have a long term loss of the use of both arms.
- **Have a learning disability.**
- **Someone who has been, or would be, refused a driving licence on certain medical grounds.**

Further information regarding the definition of these criteria is available from Social Services.

If you qualify under one of the above categories and attend college or are in paid employment for at least 15 hours a week, you can apply for an All Day Concessionary Travel Pass, which can be used at any time.

## With a Tyne and Wear CT Pass you can travel:

- Free of charge on buses in Tyne and Wear from 9.30am Monday to Friday and all day at weekends and on public holidays.
- Free anywhere else in England on local buses between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays.
- For 60p on the Shields Ferry from 9.30am Monday to Friday and all day at weekends and on public holidays.
- For 50p on Northern Rail services between Newcastle and Metrocentre/ Blythdon from 9.30am Monday to Friday and all day at weekends and on public holidays.

There are no discounted fares on Metro, or on Northern Rail services between Newcastle and Sunderland, for Concessionary Travel Pass holders. However, you can have unlimited travel on Metro, on Northern Rail services between Newcastle and Sunderland and also the Shields Ferry if you buy a Metro Gold Card. Pick up a leaflet or go to [nexus.org.uk](http://nexus.org.uk) for more information.

If you have an All Day pass, you will be able to travel on buses in Tyne and Wear free of charge all day, for 60p per trip at any time on the Shields Ferry and for 50p on rail services between Newcastle and Metrocentre/Blaydon. Your pass does not entitle you to all day travel outside Tyne and Wear.

If you need to travel before 9.30am to get to or from a hospital appointment, just show your hospital appointment card or letter with your CT Pass when requested. This only applies to journeys starting in Tyne and Wear.

## How to apply

You will need to send us the following:

- A completed application form.
- A passport sized colour photo attached to the application form in the box provided.
- Your Confirmation of Eligibility form.
- Proof that your permanent address is in Tyne and Wear – for example a council tax, gas, electricity or phone bill. Please send a **photocopy** if you are applying by post.
- All Day Pass applicants – a letter from your employer/tutor confirming that you will be attending paid work or college

for at least 15 hours a week for 6 months or more. This must be on official letterhead, be dated within the last 3 months and must not be a photocopy.

- If you are applying for a replacement or damaged pass, £5 (by cheque or postal order made payable to Nexus if applying by post; cash or credit card if via a TravelShop).

## Where do I send my application?

**Please allow 28 days from us receiving your application for your pass to be issued.**

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

### Concessionary Travel

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 20 20 747** or go to **nexus.org.uk**.





# Concessionary Travel Pass application form

Tyne and Wear residents who are disabled

## Part 1 - type of pass you are applying for

- First Concessionary Travel Pass - FREE     Renewal of CT Pass - FREE
- Replacement CT Pass - £5                       Damaged CT Pass - £5

**Please allow 28 days from us receiving your application for your pass to be issued.**

## Part 2 - personal details

Mr / Mrs / Miss / Ms / Dr / Other

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First name(s)

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Surname

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Postcode

--	--	--	--	--	--

House number/name

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Street

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Town

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Telephone

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Date of birth

	d	d	/	m	m	/	y	y	y
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If you have moved house in the last 5 years, please give the first line of your previous address below, and provide proof of the new address given above.

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

Signed

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Date

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First CT Pass applications must be supported with the following information:- (tick when provided)

- Passport sized colour photo     Proof of address     Confirmation of Eligibility

Please tick (and include your email address below) if you would like to sign up to receive our newsletter.

Email

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## TravelShop use only

List supporting documentation provided

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TravelShop

--

Staff name

--

Date:

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## Payment

Replacement card  Paid  £

Metro Gold Card  Paid  £

Total  £

Nexus is required by law to participate in the National Fraud Initiative's data matching exercise to assist in the prevention and detection of fraud. This includes supplying data about CT Pass holders to the Audit Commission.

First pass only

Please attach a passport sized colour photo

**HERE**