

RBWM Concessionary Travel Pass Conditions of Use

1. Issued subject to the provisions of RBWM's Concessionary Travel Scheme established under the provisions of the Transport Act 1985, Transport Act 2000 and associated regulations.
 2. In order to qualify for a bus pass, you must live permanently within the Royal Borough of Windsor and Maidenhead. Bus passes will be issued on proof of address, identity and either age or disability.
 - Suitable documents for proof of address and identity include Council Tax documents, driving licence, medical card, benefits book, child benefit documentation.
 - Suitable documents for proof of age include driving licence and passport.
 - Automatic qualification for a disability-related bus pass will be on production of a current Higher Rate Mobility Component of the Disability Living Allowance certificate or the War Pensioner's Mobility Supplement.
 - If you have not been in receipt of these allowances for at least 12 months your entitlement to a bus pass may be assessed by an appropriate medical specialist. Please call 01628 793806 for more details.
 3. The pass is not transferable and may only be used by the person whose name and photograph appears on it. It remains the property of RBWM and must be surrendered immediately if you are no longer eligible to hold one.
 4. Residents in receipt of a Concessionary Fares Direct Payment (previously known as taxi vouchers) are not also entitled to a bus pass. Your pass will be invalidated if you apply for and are eligible to receive the Concessionary Fares Direct Payment.
 5. It is the cardholder's responsibility to ensure the safekeeping of their card and to notify an issuing site immediately of any change of address or lost or stolen cards. Issuing sites are listed below or please telephone 01628 793806. **Replacement bus passes will carry a charge of £15 to cover administrative costs.**
 6. The pass must be shown to the bus driver/ conductor whenever used (and when requested by an Inspector or RBWM officer). On some buses you should place your card on a pad to be scanned. If your pass is not produced the full adult fare must be paid.
 7. A pass must be surrendered to RBWM if:
 - a) The holder ceases to be disabled
 - b) The concession is cancelled or withdrawn by the Council
 - c) The holder ceases to live within the Royal Borough of Windsor and Maidenhead
 - d) The holder is deceased
 - e) The holder is ineligible for any other reason whatsoever
- Passes should be returned to one of the sites listed below.
8. RBWM reserves the right to withdraw the pass if any of the above conditions are not complied with.
 9. RBWM reserves the right to amend these conditions at any time without notice.
 10. The personal details used to produce the card will be held by RBWM and processed in accordance with the principles of the Data Protection Act 1998. These details are confidential to the Council and its contractors and shall not be made available to any third party without obtaining your permission.
 11. Applications should be made in person at one of the Council's 5 issuing sites:
 - **Customer Services Centre**
Town Hall, St Ives Road, Maidenhead, SL6 1RF
 - **Customer Services Centre**
York House, Sheet Street, Windsor, SL4 1DD
 - **Charters Leisure Centre**
Charters Comprehensive School,
Charters Road, Sunningdale, SL5 9QY
 - **Magnet Leisure Centre**
Holmanleaze, Maidenhead, SL6 8AW
 - **Windsor Leisure Centre**
Clewer Mead, Stovell Road, Windsor, SL4 5JB

Once you have been assessed as eligible, your new bus passes will be posted to your home address within 10 working days.

If you require further information on these terms and conditions, please email customer.services@rbwm.gov.uk or call 01628 683806. For more information on this scheme please visit www.rbwm.gov.uk

If you have any queries about Data Protection please visit the Information Commissioner's website at www.ico.gov.uk