



Your NoWcard is only for you to use. You cannot give it or sell it to someone else to use.



You must tell the council about changes that might affect your right to a NoWcard. This could be things like -

- moving house.
- changes to how your disability affects you.



The bus driver can take your card if it is damaged and it cannot be read clearly. People who work for the council's NoWcard team can also keep your card if it is damaged.



If you need a new card to replace a damaged one you may have to pay a charge for the new card.



Your NoWcard lets you travel for free between 9.30am and 11.00pm. You can use it on any local bus service in England.



Some councils let you travel for free or for a lower price before 9.30am and after 11.00pm. Check with your local council about arrangements before 9.30am and after 11.00pm.



When you get on the bus you should put your NoWcard on the card reader next to the driver. When you put the NoWcard on the card reader you should also tell the driver where you are going.

If you have trouble with speaking clearly you can take a piece of paper with where you are going written down for the driver to read.



Some buses do not have a card reader. If there is no card reader on the bus show your card to the driver. Tell the driver where you are going.



Your NoWcard will come with a wallet to keep it safe. Keep it in the wallet and try not to bend it or damage it. A bent or damaged NoWcard might not work on the card reader.



If you get on the bus with a bent or damaged NoWcard the driver can say that you have to pay the full cost of your ticket.



If you have any questions about your NoWcard or need a new one call the NoWcard team.

Their phone number is 0300 123 6737.

