Terms and Conditions

- NoWcard/your local authority reserves the right not to reissue a replacement pass where fraudulent activity has occurred.
- Passes remain the property of NoWcard/your local authority in their entirety.
- Passes are not transferable.
- Passes are valid until the agreed expiry date (printed on the pass) or until a time as agreed by NoWcard/your local authority.
- Time expired passes will be replaced free of charge subject to eligibility.
- All passes clearly show the expiry date. Please check online at www.nowcard.org for details on how to renew your pass near to the expiry date.
- NoWcard pass holders must notify NoWcard/your local authority of changes in personal circumstances which affect eligibility, for example changes in disability or address details.
- If the pass holder moves to reside outside of the NoWcard area, the pass will not be valid and must be returned to NoWcard.
- The pass must be shown to any on-bus/off-bus inspector or authorised officer of NoWcard/your local authority upon production of relevant identification.
- The pass must be shown to the driver and/or placed on the card reader (in conjunction with clearly stating the destination of the journey) at the start of every journey in order to prove entitlement to free or reduced fare travel as laid down by the relevant concessionary travel scheme, otherwise the full commercial bus fare is payable. Please note your local authority is required to reimburse the bus operator for the cost of travel each time you use your pass.
- Mutilated, damaged or defaced passes will not be accepted and may be withdrawn by the driver or authorised officer of NoWcard/your local authority. There is a charge for the replacement of damaged cards.
- If you have reported your NoWcard lost or stolen subsequent use of the card will result in it being blocked and it will not be valid for travel.
- Renewal or replacement passes will not be issued if there is an outstanding amount on your record.
- Any fraudulent use of the pass may result in the pass being confiscated by the bus operator or authorised officer of NoWcard/your local authority.
- NoWcard/your local authority reserve the right to consider progressing prosecution and legal action where a pass has been found to be used fraudulently.
- NoWcard/your local authority reserves the right to amend and change the general terms and conditions of pass usage and/or its concessionary travel scheme as required.

Full terms and conditions can be found at www.nowcard.org

To request this information in an alternative format, please contact us with your requirements.

email: timetableneeds@lancashire.gov.uk
or call Traveline on 0871 200 22 33.
(Calls cost 12p per minute plus your phone company’s access charge)

NoWcard is a joint initiative between Cumbria and Lancashire County Councils, Blackburn with Darwen Borough Council and Blackpool Council.
Your county council or unitary authority is statutorily responsible for the provision of concessionary travel.

NoWcard Helpline 0300 123 6737
www.nowcard.org
Welcome

Please find enclosed your NoWcard, English National Concessionary bus pass. Your NoWcard will entitle you to free off peak local bus travel anywhere in England.

You can use this pass now. If you have any other NoWcards or English National Concession travel passes they should be destroyed as they will not be valid and will be blocked from use on the bus.

What does this mean?

Free travel will be available to NoWcard holders, on local bus journeys anywhere in England between 9.30am and 11.00pm weekdays and all day Saturdays, Sundays and Bank Holidays.

Travel before 9.30am or after 11.00pm will be at the full fare unless your local authority has made arrangements for an additional concession within your local area.

Please see www.nowcard.org for details of any additional concessions available in your area.

How do I use my new pass?

When boarding a bus, in the NoWcard area*, you should place your pass on the card reader beside the driver and state your destination. You will be issued with a ticket, which will show your journey to the nearest "fare stage" (please note a "fare stage" usually includes several bus stops).

Bus operators are paid, by your local authority, for carrying English National Concessionary Bus pass holders. This is based on the cost of the journey made. It is therefore important that the driver records your journey correctly.

If the journey detailed on your ticket appears to be incorrect, please keep your ticket and ring the NoWcard helpline with details on 0300 123 6737.

Please note that if your ticket shows a stop close to your requested stop, this may be correct (i.e. if it is within the same "fare stage").

On buses that do not have a card reader you will need to show your pass to the driver and state your destination.

Outside the NoWcard area there may be different ways of recording your journey, therefore you should show your pass to the driver and they will assist you further.

Where you can use your NoWcard

*Key:  □ Shows the NoWcard area.
□ Shows the additional area where you can use your new NoWcard.

Using your NoWcard

∑ Your NoWcard is a smart card and contains a chip to register your journey therefore please keep your NoWcard safe and in the wallet provided, avoid bending or damaging the pass as this could prevent it from working properly (there is a charge made for the replacement of damaged cards).

∑ When presenting your NoWcard to the smart card reader on the bus, please ensure that only your NoWcard, in its wallet, is placed on the reader.

∑ Please do not put other cards in the wallet as they may interfere with the ticket machines.

∑ You should present your NoWcard face up on the smart card reader so that the driver can see the photo.

∑ If your pass is damaged or defaced you may be refused a concession and the fare will become payable. There is a charge for replacement NoWcards. Please contact the NoWcard helpline 0300 123 6737 for details of how to pay for your replacement pass.

Further Information

If you move house, your details change, you no longer require a NoWcard or you are having problems using the card please call the NoWcard Helpline on 0300 123 6737 or visit www.nowcard.org

NoWcard Helpline 0300 123 6737