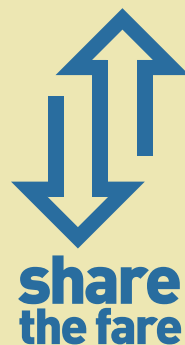


# KCC

## Travel Savers

### Guide to Instalments

2021/22



For more information visit:

***[kent.gov.uk/travelsaver](https://kent.gov.uk/travelsaver)***

***[kent.gov.uk/16plustravelsaver](https://kent.gov.uk/16plustravelsaver)***



## KCC Travel Savers – Guide to Instalments

We have introduced payment by Direct Debit instalments to enable parents to spread the cost of getting the pass.

The option replaced the previous half yearly passes in order to respond to customer requests to spread payments over longer periods.

### Are instalments available on all types of bus pass?

You can pay by instalment for any of the paid for passes. It is available on both our KCC Travel Saver and KCC 16+ Travel Saver bus passes, whether you pay the full price, are eligible for free school meals (for low income households) or are buying passes for 3 or more children as part of our sibling offer.

### What does it cost?

There is a £10 administration fee per application on top of the cost of the pass. This fee is waived if you are applying for a low income bus pass.

If you are paying by instalment, the total amount you pay is as follows:

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- **KCC Travel Saver – £380** (includes £10 administration charge to pay by instalment).
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- **KCC Travel Saver Low Income –£120** (there is no administration charge to pay by instalment).
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- **KCC Travel Saver Sibling Offer** (households with 3 or more applicants get the 3rd and 4th pass for free) – **£750** (includes £10 administration charge to pay by instalment).
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- **KCC 16+ Travel Saver – £430** (includes £10 administration charge to pay by instalment).

## How are the payments spread?

The bus pass costs the same amount no matter when in the school year you apply, so we recommend you apply as early as possible in the school year to get the most value from the pass.

If you apply by 1st August 2021, you will be able to spread your payments over the maximum 8 months (we can only run instalments up to 28 March 2021 as we need to collect money in the correct financial year). The later you apply in the year, the fewer months you will have to spread the cost over.

The monthly instalments you make are based on when we receive your application and will be taken on the 28th of the month.

**See table on next page**

**Applications received**

 - including signed Direct  
Debit agreement

**Instalment Model**

From	To	Total instalments	1st Payment taken	Subsequent instalments on 28th of each month
7 June 2021	8 Aug 2021	8	<b>28 August 2021</b> Standard £56.25 Low income £15.00 Sibling offer £102.50 16+ £62.50	<b>7 monthly payments</b> Standard £46.25 Low income £15.00 Sibling offer £92.50 16+ £52.50
9 Aug 2021	5 Sept 2021	7	<b>28 September 2021</b> Standard £62.85 Low income £17.14 Sibling offer £115.71 16+ £70	<b>6 monthly payments</b> Standard £52.85 Low income £17.14 Sibling offer £105.71 16+ £60
6 Sept 2021	3 Oct 2021	6	<b>28 October 2021</b> Standard £71.66 Low income £20.00 Sibling offer £133.33 16+ £80	<b>5 monthly payments</b> Standard £61.66 Low income £20.00 Sibling offer £123.33 16+ £70
4 Oct 2021	31 Oct 2021	5	<b>28 November 2021</b> Standard £84.00 Low income £24.00 Sibling offer £158.00 16+ £94.00	<b>4 monthly payments</b> Standard £74.00 Low income £24.00 Sibling offer £148.00 16+ £84.00
1 Nov 2021	28 Nov 2021	4	<b>28 December 2021</b> Standard £102.50 Low income £30.00 Sibling offer £195.00 16+ £115.00	<b>3 monthly payments</b> Standard £92.50 Low income £30.00 Sibling offer £185.00 16+ £105.00
29 Nov 2021	2 Jan 2022	3	<b>28 January 2022</b> Standard £133.33 Low income £40.00 Sibling offer £256.66 16+ £150.00	<b>2 monthly payments</b> Standard £123.33 Low income £40.00 Sibling offer £246.66 16+ £140.00
3 Jan 2022	30 Jan 2022	2	<b>28 February 2022</b> Standard £195.00 Low income £60.00 Sibling offer £380.00 16+ £220	<b>1 monthly payment</b> Standard £185.00 Low income £60.00 Sibling offer £370.00 16+ £210.00
31 Jan 2022	End of May 2022	You will need to pay the full cost of the bus pass when you apply.		

## How do I apply?

**All applications must be made online. You can now apply for your sibling passes and every other Travel Saver online whether you are paying by instalments or upfront.**

## Applying online

When applying on-line to pay by instalments, once you have completed the application you be redirected to a different page to complete a Direct Debit Agreement. You will need to be authorised to establish Direct Debits against the account and will need Bank Account and Account holder details as well as information relating to the pass holder.

Once you have completed the Direct Debit form, some basic checks will be completed on the details provided and once validated you will see confirmation that the application and Direct Debit form have completed.

Your Bank details and Direct Debit form will then be passed to our finance team and Cantium Business Solutions who will set up the Direct Debit payments.

**You do not need to send us a copy of your Direct Debit form.** Once this has been established you will receive emailed confirmation from them, including details of the payment plan established with dates and values.

## Direct Debit agreement

You will receive a letter or email from our Finance Team advising you when the Direct Debit has been set up and confirming the instalments. Payments are taken on the 28th of each month.

If, for any reason, there is a problem with the details you have provided on your Direct Debit form, or if we haven't received one from you, we will contact you. We cannot send out your bus pass until we have set up your Direct Debit.

Please let us know as soon as possible if your bank details change, by emailing **travelsaverinstalments@cantium.solutions**

### **If there are problems taking a payment**

We will take payment on the 28th of each month, as set out in the confirmation of your payment plan. If there is a problem which means we are unable to take that payment, we will write to advise you. The next month we will try to take two payments to resolve the matter, if that fails then we will have to put a stop on your pass and confiscate it. To be issued with another pass you will need to pay the balance in full.

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