What you need to provide

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<th>Required</th>
<th>Acceptable proof</th>
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**Proof of Kent residency**  
* No more than 12 months old

- Current driving licence;  
- A ‘recent’ utility bill;  
- A ‘recent’ bank or credit card statement;  
- A ‘recent’ council tax bill.

**Proof of eligible age**

- Birth certificate and marriage certificate if your surname has changed;  
- A Passport—show the Identification page;  
- A Driving licence.

**Photograph**  
* No more than 12 months old. Further guidance about photographs can be found on our application website by clicking on the Frequently Asked Questions here: https://concessioncard.net/Help.action

- A recent passport style photograph. Does not have to be passport standard, but must be in clear and sharp focus, with your face looking directly at the camera.*

Returning your application form

Either go to our website www.kent.gov.uk/buspass or please post the completed application form to:  
ENCTS Contact Point, Invicta House, County Hall, Maidstone, Kent ME14 1XX or hand it in to any library or Gateway within Kent. You should receive your bus pass within 10-12 working days of KCC receiving your application.

Timetable information

Bus routes and bus timetable information available from Traveline. Visit www.travelinesoutheast.org.uk  
Or call 0871 200 22 33 (calls cost 12p per minute plus network extras)

What do I do if my pass has been lost, damaged or stolen?

If your pass has been lost, damaged or stolen you can apply for a replacement online at www.kent.gov.uk/buspass by clicking on lost, stolen or damaged, or you can contact us on 03000 41 83 83 to order a replacement. A replacement pass costs £10 or is free if it has been stolen and you have a valid Crime Reference Number.

What if I move house?

If you move house within Kent once you receive your new pass, please contact us with your new address details by email buspass@kent.gov.uk, by calling 03000 41 83 83 or by completing the online change of address form at www.kent.gov.uk/buspass.

If you move outside Kent, please tell us and return your pass to us. If you’ve just moved into Kent from elsewhere, please complete this application form and return it to KCC.

Your personal information

The personal information that you provide with your application including your photograph, will be retained on a secure database held by KCC and will be used primarily for the purpose of administering the English National Concessionary Travel Scheme (ENCTS). The database is periodically cleansed so when you have ceased to hold a KCC issued pass, all the information we hold for you, including your photograph, will be deleted after no more than 7 years. KCC will retain the application form and any documents submitted for up to three months after the application has been adjudicated, after which time all documents will be securely destroyed.

We may use the information you have provided for the prevention and detection of fraud and other crime, as we have a duty to protect the public funds we administer. We will only share your information with other bodies responsible for auditing or administering public funds for these purposes, for cross-referencing against other council records, to assist in the prevention of crime, or in order to ensure the administration of the scheme; we will never sell it to any third parties.

Terms and conditions

Terms and conditions of the scheme are available at www.kent.gov.uk/buspass. Alternatively, please call us on 03000 41 83 83 or email buspass@kent.gov.uk.

Information correct at the time of going to print – June 2016.
Kent County Council (KCC) coordinates the English National Concessionary Travel Scheme (ENCTS) for Kent. The scheme provides free off-peak travel on local bus services across England for older and disabled people.

Am I eligible for an Older Person’s Bus Pass?
You are eligible if you are a Kent resident living in Kent for more than six months per year as your sole and principal residency and are of eligible age. The age of eligibility for a bus pass in England is increasing from 60 to 65 in line with the pensionable age for women.

To be eligible for an ENCTS pass on the grounds of age, you need to have reached the eligible pension age. You can find out whether you are eligible by visiting the state pension calculator page on the government website at https://www.gov.uk/state-pension-age/y/bus_pass

When you type in this address, the page will prompt you to enter your date of birth. It will then calculate the date you will be eligible for your bus pass.

What does an Older Person’s Bus Pass entitle me to?
An Older Person’s Bus Pass entitles you to free off-peak travel on local bus services across England between 9.30am and 11.00pm Monday to Friday and all day at weekends and public holidays.

As a general rule, the bus pass does not entitle you to free travel on scheduled coach services, ferries, trains, trams or community transport schemes, although some exceptions do apply.

* Foot passengers only. The ENCTS pass does not entitle you to park for free: you will still be liable for any parking charges.

How and when do I apply?
• Check that you are eligible and can provide acceptable proof that you live in Kent and are of eligible age.
• The quickest, easiest and cheapest way for you to apply is online at www.kent.gov.uk/buspass
• OR complete the tear-out application form at the back and send with your proofs and a suitable passport style photograph to the address specified.
• You can apply for your bus pass up to three months before you become eligible so that there is no delay between becoming eligible and receiving your bus-pass.

What do I do when my pass is expiring?
KCC automatically renews bus passes and your pass is valid for up to five years. You should receive your new pass at least three weeks before your existing pass expires. If you have not received your new pass three weeks before your existing pass expires, please contact us at buspass@kent.gov.uk or call 03000 41 83 83.

This application form is for Older Persons only
If you are:
• A disabled person – please go online (www.kent.gov.uk/buspass) to apply OR please complete the Disabled Person’s Bus Pass application form.
• A disabled person who is unable to travel alone – please go online (www.kent.gov.uk/buspass) to apply OR please complete the Disabled Person+Companion Bus Pass application form.
• A Medway resident - please apply to Medway Council 01634 333333.

English National Concessionary Travel Scheme
Older Person’s Bus Pass application

• Indicates a required field. Please complete in BLOCK CAPITALS

* Name
* Date of birth
* Address

*Postcode Email address

National Insurance Number

*Telephone number

Is this your main residence? ☐ yes ☐ no (tick box)

If no please give details

Declaration – please read and sign
I accept that the details I have given will be retained on a secure database for the purpose of administering the ENCTS and may be used by KCC to cross-check against other council records. I confirm that the bus pass issued to me will only be used by me in accordance with the terms and conditions of the scheme. Terms and conditions can be found at www.kent.gov.uk/roads-and-travel/travelling-around-kent/bus-travel/bus-passes/bus-pass-terms-and-conditions

I confirm that I have lived or intend to live in the county of Kent for a period of no less than six months.

I confirm that I will inform KCC of any change of address and I will return my bus pass if I move permanently out of the county.

Signature: Date:

I have enclosed:
[ ] Proof of my Kent residency
[ ] Proof that I am of eligible age
[ ] A passport style photograph