

Renew your bus pass

When to renew your bus pass

You can renew your bus pass if it expires within the next 90 days. If your pass expired longer than 180 days ago, you will need to apply for a pass as a new applicant.

See inside for details if you need to reapply.

By telephone

You can renew your older person's pass by calling 01432 617033 and following the automated instructions. This service is available 24 hours a day, seven days a week. You will need to have your existing bus pass number to hand and enter your date of birth as an eight digit number when prompted (e.g. 3 Feb 1949 would be 03021949). Your new pass will be sent within 10 working days.

Online

It's quick and easy online. You'll need to have your existing bus pass to hand. Visit www.herefordshire.gov.uk/buspass
The new pass will be sent at least three weeks before your current pass is due to expire.

For more information

Visit: www.herefordshire.gov.uk/buspass
Email: freebuspass@herefordshire.gov.uk
Call: 01432 260005

Older person's free bus pass

Herefordshire

Summer/Autumn 2017



Free bus travel

Herefordshire Council offers eligible residents an older person's bus pass for free travel on local bus services.

Free bus travel with these passes is available after 9.30am on Monday to Friday and all day on Saturdays, Sundays and bank holidays. You can travel:

- Across Herefordshire and the rest of England
- Between Herefordshire and places in Wales, provided that each bus journey starts or finishes in Herefordshire
- Between Presteigne and Knighton in Powys

Am I eligible for a free pass?

Free bus travel is linked to the State Pension age. You can get a bus pass for free travel when you reach the female State Pension age (whether you're a man or a woman). This will change in the coming years to reflect the gradual change in pensionable age. You can find out whether you are eligible for a free bus pass online - visit www.gov.uk/state-pension-age

There is also a disabled person's bus pass available to Herefordshire residents with a permanent disability or a disability that is expected to last at least one year. If you are unable to travel on a bus without the assistance of another person because of a disability, you can apply for a companion pass. For more information on applying for a disabled person's bus pass visit www.herefordshire.gov.uk/buspass

Apply for a bus pass

Online

It's quick and easy online:

www.herefordshire.gov.uk/buspass



Customer support (Hereford only)

From 6 June 2017, we will provide an appointment-only bus pass application service in Hereford.

Appointments for Hereford can be booked from any Herefordshire Council customer service centre or by calling 01432 260005.



Please take **one** of the following as proof of identity/age:

- Birth certificate
(plus marriage certificate if the applicant's name has changed)
- Current driving licence
- Current passport
(If your passport is not an EU passport, a copy of the visa page is also required)
- NHS medical card
- Statement of entitlement to a pension



Please take **one** of the following as proof of residency:

- Bank statement*
- Council Tax bill or statement
- Current driving licence
- Pension letter
- Recent utility bill* (not credit card or mobile phone)

*No more than three months old