

Is your bus pass VALID?

Ticket machines on local bus services now indicate if a Concessionary Travel Pass is not valid for travel.

If a pass is not valid, it may have been cancelled by the card issuer.

Why would a pass be cancelled?

- If you have informed your card issuer that the pass has been lost or stolen.
- If the pass is being used fraudulently by someone other than the rightful pass holder.
- If you are no longer entitled to concessionary travel.

Do I have time to check my pass?

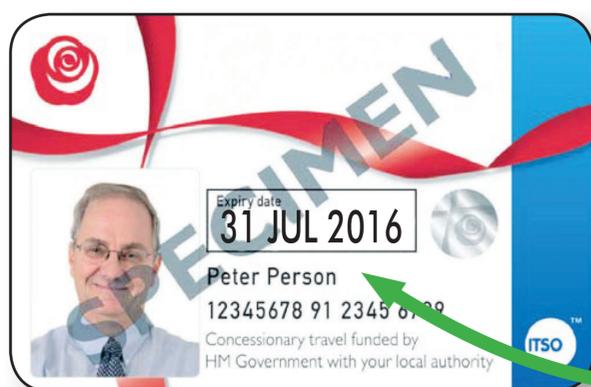
Up to and including 31 October 2016 you will be allowed to use your pass even if it has been cancelled. This will give you the chance to contact your card issuer, find out why your pass has been cancelled, and order a new pass if necessary.

What happens from 1 November 2016 if the ticket machine indicates that my pass has been cancelled?

- The driver will inform you that your pass is not valid and you will be asked to pay the normal adult fare. If you do not wish to pay your fare you will be refused travel.
- Contact your card issuer using the phone number shown on the back of your pass as soon as you are able to arrange for a new pass to be issued.

I have 2 (or more) passes. How can I tell which one is valid?

If you have more than one pass, use the pass with the longest expiry date - see below. Other passes with an earlier date will have been cancelled and will not be valid for travel.



This is the expiry date. If this date has been passed then your card is not valid.

If you have more than one card, only the one with the date furthest in the future is valid.

If your pass is not valid you will not be entitled to free concessionary travel

For more details call the phone number on the back of your pass

