



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

Older and Disabled Persons' Free Bus Travel Scheme

Customer Service Guide

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Introduction

The aim of this guide is to provide information for key stakeholders, organisations, and support groups to assist in their communications about the Older and Disabled Persons' Free Bus Travel Scheme with customers or clients. This guide provides key information and links to help you when advising people about the scheme.

Overview

The scheme is accessed through the National Entitlement Card (NEC) and applies to those who:

- are aged 60 or over
- have a qualifying disability
- live in Scotland

The scheme also provides free travel for companions where required by eligible disabled people of any age (including children under five).

Eligibility

Over 60s

Anyone aged 60 or over and living in Scotland for at least six months of the year is eligible for free bus travel.

Disabled people

Eligibility for this scheme applies to those who live in Scotland and meet one of the following:

- are in receipt of a qualifying Department for Work and Pensions or Social Security Scotland benefit
- are a Blue Badge holder
- are profoundly or severely deaf
- have a sight impairment
- have been told not to drive on medical grounds
- have a mental health condition
- have a learning disability
- have a terminal illness
- have a progressive degenerative condition
- have lost one or more limbs
- are in receipt in receipt of War Pension Mobility Supplement
- are an injured veteran

More [information on disability criteria](#) can be found on the Transport Scotland website.

Companion eligibility

Some people may be entitled to have a companion travel with them for free if they:

- are in receipt of a qualifying Department of Work and Pensions or Social Security Scotland benefit and receive one of the qualifying components
- are severely sight impaired (blind)
- receive War Pensions Constant Attendance Allowance

The companion can be anyone aged five or over. More [information on companion eligibility](#) can be found on the Transport Scotland website.

How to apply

Online

An application can be made online using a smartphone, tablet or a computer at getyournec.scot. Before starting an application a [mygovscot myaccount](#) is required.

Through the local council or SPT

Applications can also be made through the applicant's local council or Strathclyde Partnership for Transport (SPT), who manage applications on behalf of some councils. [Contact the local council or SPT](#) to find out how to apply in that area.

SPT manages applications for the scheme on behalf of the councils listed below. Further information can be found on the [SPT website](#).

- Argyll & Bute
- East Ayrshire
- East Dunbartonshire
- East Renfrewshire
- Glasgow City
- Inverclyde
- North Ayrshire
- North Lanarkshire
- Renfrewshire
- South Ayrshire
- South Lanarkshire
- West Dunbartonshire

Proof documents

To make an application, several proofs must be provided including:

- proof of identity
- a recent photograph
- proof of age or disability
- proof of current address

Read more about the [proofs required to confirm identity and address](#), or find more information on [disability criteria](#).

Renewing and replacing cards

The cardholder should [contact their local council or SPT](#) to apply for a replacement card if:

- the card is lost, stolen, or damaged
- the card did not work when it was used on the ticket machine
- the cardholder wants to change their name, address, or photo

Expiry dates

If a cardholder has a NEC because they are 60 or older, their card won't have an expiry date on it as it is valid for life, providing they continue to live in Scotland.

If a cardholder has a NEC because they're disabled, their card might have an expiry date on it. Their local council may be in touch with them four to six weeks before the card runs out. If the cardholder has not heard from them or requires help they should [contact their council directly](#). Strathclyde Partnership for Transport (SPT) no longer send out renewal forms to cardholders.

Proof of disability should be provided at least five weeks before the card expires to allow time for this to be processed and a new card to be issued.

When an application is made to renew a card before the expiry date, the previous card will stop working a few days after the new card is processed. The new card should be used as soon as it arrives and the old card destroyed.

If the cardholder has any questions regarding this they should phone the number on the back of their card.

Using the card

The cardholder should have their card with them when they travel. When they get on the bus, they should tell the bus driver where they are going, and tap it on the electronic card reader to use it.

The card should only ever be used by the person it has been issued to and it shouldn't be given to anyone else. Only the most recently issued card should be used on the bus - older cards will not work.

Where cardholders can travel

The National Entitlement Card gives the cardholder free travel throughout Scotland on nearly all local registered and long-distance scheduled bus services. Only a few services do not accept the card (such as premium-fare night buses, tours/excursions, and group hire services). So the cardholder can travel almost anywhere in Scotland and as far as Carlisle and Berwick-upon-Tweed. The cardholder should contact the transport provider before travelling if they have any questions.

Looking after the card

The cardholder should take good care of their card. If they forgot it or it gets damaged and doesn't work, they will need to pay the fare.

Any changes of circumstances which may affect entitlement, including changes of address, should be reported to the local council. The back of the card will have the correct phone number.

Contact details and further information

Transport Scotland manages the policy and some parts of the delivery of the National Concessionary Travel schemes (like repaying bus operators).

The [Improvement Service](#) manages applications made through getyournec.scot.

Local councils/SPT manage all other applications.

Applying, renewing or replacing a card

Help with online applications for a National Entitlement Card is available via the [Help Centre on getyournec.scot](#).

For information about eligibility criteria, the offline application process, and how to report lost or stolen cards [contact the local council or SPT](#).

General enquiries

For general information and further questions on the scheme, contact Transport Scotland at concessionarytravel@transport.gov.scot or in writing at the address below:

Concessionary Travel and Smart and Integrated Ticketing
Transport Scotland
George House
36 North Hanover Street
Glasgow
G1 2AD

Bus operators

Any questions about individual bus routes, services, or journeys should be sent to the bus operator directly.



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