



**TRANSPORT
SCOTLAND**

CÒMHDHAIL ALBA

transport.gov.scot

Free bus travel for people seeking asylum pilot scheme

Guidance for individuals

Contents

What is the pilot scheme?	3
Who is eligible?	3
How to apply	3
Renewing or replacing your card.....	8
End date	8
Using your card.....	8
Contact details and further information	8

What is the pilot scheme?

People who are seeking asylum and live in Scotland can apply for free bus travel through this pilot scheme. The scheme is accessed using a National Entitlement Card (NEC).

The scheme will run from 1 December 2025 to 31 March 2026, but may end earlier if funding runs out. If this happens, we will write to cardholders and update advice on our website.

Who is eligible?

If you are seeking asylum in Scotland, you are eligible to apply for free bus travel.

If you are under 22, over 60, or have a disability you can already use the existing statutory schemes. Please contact your local council to find out more.

How to apply

The scheme will begin on 1 December 2025. Applications should be made through your local council. You should allow at least 2 weeks to receive your card.

If you need help with your application, you can contact your Mears representative or local charities in your area that support people seeking asylum.

Local Council details:

Aberdeen City

- **Phone number:** 03000 200 293
- **Email address:** accordhelp@accordaberdeen.co.uk

Aberdeenshire

- **Phone number:** 03456 081 208
- **Email address:** entitlementcard@aberdeenshire.gov.uk

Angus

- **Phone number:** 03452 777 778

Argyll & Bute

- Phone number: 01546 605 517
- Email address: NECTEAM@argyll-bute.gov.uk

Clackmannanshire

- Phone number: 01259 450 000
- Email address: customerservice@clacks.gov.uk

Comhairle nan Eilean Siar (Western Isles)

- Phone number: 01851 600501
- Email address: freebus@cne-siar.gov.uk

Dumfries & Galloway

- Phone number: 030 33 33 3000
- Email address: contact@dumgal.gov.uk

Dundee City

- Phone number: 01382 433 267
- Email address: customerservices@dundeecity.gov.uk

East Ayrshire

- Online contact form: <https://eastayrshi.re/nec>

East Dunbartonshire

- Phone number: 0141 333 3211
- Email address: customerservices@eastdunbarton.gov.uk

East Lothian

- Phone number: 01620 827 827
- Email address: transportadmin@eastlothian.gov.uk

East Renfrewshire

- **Phone number:** 0141 577 3001
- **Email address:** NEC@eastrenfrewshire.gov.uk

Edinburgh (City of Edinburgh)

- **Phone number:** 0131 200 2351
- **Email address:** one-edinburgh@edinburgh.gov.uk

Falkirk

- **Phone number:** 01324 503 605
- **Email address:** BusPassFalkirk@falkirk.gov.uk

Fife

- **Phone number:** 0345 155 0066
- **Email address:** myfife.card@fife.gov.uk

Glasgow City

- Contact your Mears representative or local charities in your area that support people seeking asylum.

Highland

- **Phone number:** 01349 886 604
- **Email address:** buspass@highland.gov.uk

Inverclyde

- **Phone number:** 01475 715450
- **Email address:** inclusive.communities@inverclyde.gov.uk

Midlothian

- **Phone number:** 0131 561 5455
- **Email address:** ptu@midlothian.gov.uk

Moray

- **Phone number:** 0300 123 4565
- **Email address:** accessmoray@moray.gov.uk

North Ayrshire

- **Phone number:** 01294 310 000
- **Email address:** necadmin@north-ayrshire.gov.uk

North Lanarkshire

- **Email address:** ASNEC@northlan.gov.uk

Orkney Islands

- **Phone number:** 01856 873 535
- **Email address:** customerservice@orkney.gov.uk

Perth & Kinross

- **Phone number:** 01738 475 000
- **Email address:** concessionarytravel@pkc.gov.uk

Renfrewshire

- **Phone number:** 0300 300 0300
- **Email address:** nec@renfrewshire.gov.uk

Scottish Borders

- **Phone number:** 0300 100 1800
- **Email address:** customeradvice@scotborders.gov.uk

Shetland Islands

- **Phone number:** 01595 744 868
- **Email address:** transport@shetland.gov.uk

South Ayrshire

- **Phone number:** 0300 123 0900
- **Email address:** customerservices@south-ayrshire.gov.uk

South Lanarkshire

- **Phone number:** 0303 123 1015
- **Email address:** nec@southlanarkshire.gov.uk

Stirling

- **Phone number:** 01786 237 500
- **Email address:** TCC@stirling.gov.uk

West Dunbartonshire

- **Phone number:** 01389 738 282
- **Email address:** contact.centre@west-dunbarton.gov.uk

West Lothian

- **Phone number:** 01506 280 000
- **Email address:** customer.service@westlothian.gov.uk

What you need to apply

To apply for the pilot scheme, you need to show proof of your asylum status. You can use one of the following documents:

- Application Registration Card (ARC)
- BAIL201 form

You will also need to provide:

- Your name
- Your address
- Your date of birth
- A clear photo of your face

Renewing or replacing your card

Contact your local council if:

- your card is lost, stolen or damaged
- your card did not work when you used the ticket machine
- you want to change your name, address or photo

If you move to a different council area you must also notify your new council.

End date

The scheme is temporary and will run from 1 December 2025 to 31 March 2026. Funding for the scheme is limited and so it may finish early. If this happens, Transport Scotland will send you a letter to let you know.

Using your card

Using your card on the bus is simple. Just tell the driver where you are going and show them your card, including the photo. Then, place your card on the ticket machine. You do not need to tap your card when you get off the bus.

Only use the newest version of your card. If your card does not work, you will need to pay for your bus ticket and request a replacement.

Where can you travel

Your card gives you free travel across most local and long-distance bus services in Scotland. It is not valid on premium night buses, tours/excursions, and group hire services. Contact the transport operator before travelling if you have any questions.

Contact details and further information

General enquiries

For general enquiries please contact:

- Email: concessionarytravel@transport.gov.scot

- Address: Concessionary Travel and Smart and Integrated Ticketing, Transport Scotland, 177 Bothwell St, Glasgow, G2 7ER

Bus operators

Contact the bus operator for questions about bus routes, services, or journeys.



**TRANSPORT
SCOTLAND**

CÒMHDHAIL ALBA

© Crown copyright 2025

You may re-use this information (excluding logos and images) free of charge in any format or medium, under the terms of the [Open Government Licence](#).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

Published by Transport Scotland, September 2025

Follow us:



transcotland



@transcotland

transport.gov.scot