

Replacement Pass Application Form

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There is a fee of £10 to replace a lost or damaged pass. This fee will be waived if your pass was stolen and you are able to provide a valid police crime reference number.

To apply for a replacement Concessionary Travel Pass, please complete the following form in BLOCK CAPITALS.

Your Details

Title: Mr Mrs Miss Ms Other:

First Name:

Middle Name:

Surname:

Date of Birth: / / dd / mm / yyyy

Gender: Male Female

Postcode:

House Name/No:

Address:

Telephone:

Which type of pass are you applying for?

Concessionary Pass based on Eligible Age

Access Pass

Reason for replacement:

Pass stolen

Pass lost

Pass destroyed

There is a fee of £10 for a lost or destroyed pass. However, if your pass was stolen please provide your Thames Valley Police crime reference number and you will not be required to pay the fee.

Crime Reference Number: E A /

Declaration

Providing false information in order to obtain a Concessionary Travel Pass is an offence. Fraudulent use of a travel pass may result in criminal prosecution.

I hereby confirm that the above information is correct, and I apply for a Concessionary Travel Pass. I agree to abide by the conditions of use as specified by Reading Borough Council and the English National Concessionary Travel Scheme.

Signed:

Date:

FOR OFFICE USE ONLY: £10 fee: received
 not required

Pass printed: Pass issued:

Scheme Information

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Terms and Conditions

1. Issued subject to the provisions of Reading Borough Council's Concessionary Travel Scheme established under the provisions of the Transport Act 1985, Travel Concessions Scheme Regulations 1986, Transport Act 2000, Travel Concessions (Eligibility) Act 2002, the Travel Concessions (Extension of Entitlement) (England) Order 2005 and the Travel Concessions (Eligibility) (England) Order 2010.
2. Issued subject to the terms and conditions of the English National Concessionary Travel Scheme, which modified the above provisions under the Concessionary Bus Travel Act 2007.
3. If your bus pass has been stolen, you will have to pay a replacement fee of £10 if you have not reported it to Thames Valley Police (based on Castle Street, tel. 0118 953 6000). The replacement fee will be charged in all cases where passes have been lost or damaged.
4. We may need to carry out additional enquiries prior to replacing the bus pass, therefore it may take longer to issue.
5. We reserve the right not to issue a replacement bus pass. The concessionary bus pass is an important document and it is the holders responsibility to ensure its security.
6. Providing false information is an offence. Fraudulent use of a bus pass may result in criminal prosecution.

Payment of £10 Fee

Cheques should be made payable to "Reading Borough Council".

Please note that once paid, the fee is non-refundable, including in the event that the applicant finds their old pass prior to receiving their new one. Please therefore only submit an application for a new pass if you are sure that your old pass has been lost, stolen or destroyed. There is no charge made for replacements of stolen passes, provided that the applicant can supply a valid crime reference number.

Returning a Completed Application Form

Once you have completed the attached application form, you must return it to us, either by handing it in at Main Reception at the Civic Offices, or by post to the following address:

RBC Concessionary Fares
Reading Borough Council
Level 1, Civic Offices
Bridge Street
Reading
RG1 2LU

Your new Concessionary Travel Pass will be issued to you within 10 working days.

Lost or Faulty Passes & Changes of Address

If your pass is lost or stolen, becomes faulty, or you are moving address, it is important to contact us. To do so, please telephone **0118 937 3767** or visit Main Reception at the **Civic Offices**, Bridge Street (RG1 2LU).