

Travel Passes

For older people and
for people who have
a disability



Merseytravel



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Introduction

Merseytravel offers free travel on buses, trains and Mersey Ferries if you live in Merseyside and

- you are aged 60 or over
or
- you have certain disabilities.

This booklet gives details of our scheme and how to apply.

If you are not sure if you are entitled to a travel pass or you have any other questions, please contact:

**Merseytravel,
PO Box 1976,
Liverpool
L69 3HN
Phone: 0151 236 6056**

Website: www.merseytravel.gov.uk



Please note: Merseytravel is required by law to share any information held with other Government agencies.





Passes for older people

Merseytravel still offers free local travel on buses, trains and Mersey Ferries within Merseyside to everyone aged 60 and over living in Merseyside.



The Government has announced that from 6 April 2010 the age at which you become eligible for a free National Travel Pass will increase gradually over the next few years, and you will no longer receive your pass on your 60th birthday.

So if you live in Merseyside you can apply for a Merseytravel Local Travel Pass from your 60th birthday.



We will replace your local pass with a national pass once you become eligible (see page 12 to find out when that will be).

Passes for older people

How to apply for your first Merseytravel Local Travel Pass.

Where to go

- Any post office in Merseyside during their normal opening hours.
- A Merseytravel Centre (See pages 30 and 31 for addresses and opening times).

When to go

- You can apply for a Merseytravel Local Travel Pass up to three months before your 60th birthday. But your pass will not be sent to you until you are 60.
- If you would like to receive your pass in time for your 60th birthday please apply at least two weeks before the date of your 60th birthday.
- When you become eligible for a Merseytravel National Travel Pass we will send it to you automatically, you do not have to apply again but please make sure you let us know if you have changed your address or there may be a delay in receiving your pass.
- If you want to know when you will receive your National Travel Pass, please check the ready reckoner on page 12.





Passes for older people

How to apply for your first Merseytravel Local Travel Pass (continued)

What to take

- A suitable recent passport-sized photograph of yourself. Please make sure you write your name clearly on the back of your photograph.
- Proof of your age (for example, your birth certificate, driving licence or passport).
- Proof that your address is in Merseyside (for example, a recent council tax bill, gas, electricity or water bill, driving licence, bank or building society statement, official tenancy agreement, or letter from the Department for Work and Pensions).

What to do

- Fill in the application form.
- The post office will check your application and send it to us with your photograph.
- The Merseytravel Centre will check your details and issue your Local Travel Pass if you are eligible.
- Your Merseytravel Local Travel Pass will be valid until you become eligible for a Merseytravel National Travel Pass.



Where can I use the Merseytravel Local Travel Pass?

- On most buses in Merseyside. You cannot use it on buses outside Merseyside.
- On the Merseyrail network as far as Chester, Ellesmere Port and Ormskirk.
- On the Mersey Ferries (not River Explorer or Special Cruises).



When can I use my Merseytravel Local Travel Pass?

- All day on Saturdays, Sundays and bank holidays.
- Any time Monday to Friday except for journeys which start between 6.31am and 9.29am.



Passes for older people

Where you can use your Merseytravel Local Travel Pass

You can use your Merseytravel Local Travel Pass for older people on most buses, trains* and Mersey Ferries in Merseyside only.



*You can use your Merseytravel Local Travel Pass as far as Ormskirk, Chester and Ellesmere Port by train only.

Passes for older people

How to apply for your first Merseytravel National Travel Pass

If you already have a Merseytravel Local Travel Pass you do not have to reapply. We will automatically send your new Merseytravel National Travel Pass out to you.

If you want to know when you will receive your Merseytravel National Travel Pass check the ready reckoner on page 12.

Make sure that you have told us if you have changed your name and address.

If you do not already have a Merseytravel Local Travel Pass but have reached the age at which you are eligible for a Merseytravel National Travel Pass (check the ready reckoner on page 12) follow the procedure below:

Where to go

- Any post office in Merseyside during their normal opening hours.
- A Merseytravel Centre (See pages 30 and 31 for addresses and opening times).

When to go

- You can apply for a Merseytravel National Travel Pass up to three months before you become eligible.
- If you want to know when this will be please check the ready reckoner on page 12.



What to take

- A suitable recent passport-sized photograph of yourself. Please make sure you write your name clearly on the back of your photograph.
- Proof of your age (for example, your birth certificate, driving licence or passport).
- Proof that your address is in Merseyside (for example, a recent council tax bill, gas, electricity or water bill, driving licence, bank or building society statement, official tenancy agreement, or letter from the Department for Work and Pensions).

What to do

- Fill in the application form.
- The post office or Merseytravel Centre will check your application and send it to us with your photograph.
- Your Merseytravel National Pass will be posted out to the address you have put on your form.
- Your Merseytravel National Travel Pass will be valid for up to three years and the renewal date will be on your birthday.

Please note that your Merseytravel National Pass cannot be issued on the same day that you apply. Your application will be checked and then your pass will be posted to you.



Where and when can I use my Merseytravel National Travel Pass for older people?

This pass can be used on local bus services, local train services* and ferry services in Merseyside at the following times:

- Mondays to Fridays anytime except journeys starting between 6.30am and 9.30am.
- Saturdays, Sundays and Bank Holidays anytime.

This pass can also be used on local buses anywhere in England at the following times:

- Mondays to Fridays 9.30am to 11pm.
- Saturdays, Sundays and Bank Holidays anytime.



* as far as Ormskirk, Chester and Ellesmere Port





Ready Reckoner

Changes to Age of Eligibility For a National Concessionary Travel Pass

The Government has announced that from 6 April 2010 the age at which you become eligible for a National Travel Pass will increase and will no longer be on your 60th birthday.

If your 60th birthday falls between 6 April 2010 and 5 April 2015 you will be affected. Please check the following pages to find out when you become eligible for free travel.

If your 60th birthday is on or after 6 April 2015 you will become eligible on your 65th birthday.

You may apply for your pass up to three months before that date but your pass will not be sent out to you until the date you become eligible.

If you are aged 60 or over and live in Merseyside but are not yet eligible for a National Travel Pass you can apply for a Local Travel Pass. See page 5 for details.

There is also an electronic ready reckoner at:
<http://pensions.direct.gov.uk/en/state-pension-age-calculator/home.asp>

If you were born in 1950

and your birthday is between			you will become eligible on
6 April 1950	to	5 May 1950	6 May 2010
6 May 1950	to	5 June 1950	6 July 2010
6 June 1950	to	5 July 1950	6 September 2010
6 July 1950	to	5 August 1950	6 November 2010
6 August 1950	to	5 September 1950	6 January 2011
6 September 1950	to	5 October 1950	6 March 2011
6 October 1950	to	5 November 1950	6 May 2011
6 November 1950	to	5 December 1950	6 July 2011
6 December 1950	to	31 December 1950	6 September 2011

If you were born in 1951

and your birthday is between			you will become eligible on
1 January 1951	to	5 January 1951	6 September 2011
6 January 1951	to	5 February 1951	6 November 2011
6 February 1951	to	5 March 1951	6 January 2012
6 March 1951	to	5 April 1951	6 March 2012
6 April 1951	to	5 May 1951	6 May 2012
6 May 1951	to	5 June 1951	6 July 2012
6 June 1951	to	5 July 1951	6 September 2012
6 July 1951	to	5 August 1951	6 November 2012
6 August 1951	to	5 September 1951	6 January 2013
6 September 1951	to	5 October 1951	6 March 2013
6 October 1951	to	5 November 1951	6 May 2013
6 November 1951	to	5 December 1951	6 July 2013
6 December 1951	to	31 December 1951	6 September 2013



If you were born in 1952

and your birthday is between			you will become eligible on
1 January 1952	to	5 January 1952	6 September 2013
6 January 1952	to	5 February 1952	6 November 2013
6 February 1952	to	5 March 1952	6 January 2014
6 March 1952	to	5 April 1952	6 March 2014
6 April 1952	to	5 May 1952	6 May 2014
6 May 1952	to	5 June 1952	6 July 2014
6 June 1952	to	5 July 1952	6 September 2014
6 July 1952	to	5 August 1952	6 November 2014
6 August 1952	to	5 September 1952	6 January 2015
6 September 1952	to	5 October 1952	6 March 2015
6 October 1952	to	5 November 1952	6 May 2015
6 November 1952	to	5 December 1952	6 July 2015
6 December 1952	to	31 December 1952	6 September 2015

If you were born in 1953

and your birthday is between			you will become eligible on
1 January 1953	to	5 January 1953	6 September 2015
6 January 1953	to	5 February 1953	6 November 2015
6 February 1953	to	5 March 1953	6 January 2016
6 March 1953	to	5 April 1953	6 March 2016
6 April 1953	to	5 May 1953	6 May 2016
6 May 1953	to	5 June 1953	6 July 2016
6 June 1953	to	5 July 1953	6 September 2016
6 July 1953	to	5 August 1953	6 November 2016
6 August 1953	to	5 September 1953	6 January 2017
6 September 1953	to	5 October 1953	6 March 2017
6 October 1953	to	5 November 1953	6 May 2017
6 November 1953	to	5 December 1953	6 July 2017
6 December 1953	to	31 December 1953	6 September 2017

If you were born in 1954

and your birthday is between			you will become eligible on
1 January 1954	to	5 January 1954	6 September 2017
6 January 1954	to	5 February 1954	6 November 2017
6 February 1954	to	5 March 1954	6 January 2018
6 March 1954	to	5 April 1954	6 March 2018
6 April 1954	to	5 May 1954	6 May 2018
6 May 1954	to	5 June 1954	6 July 2018
6 June 1954	to	5 July 1954	6 September 2018
6 July 1954	to	5 August 1954	6 November 2018
6 August 1954	to	5 September 1954	6 January 2019
6 September 1954	to	5 October 1954	6 March 2019
6 October 1954	to	5 November 1954	6 May 2019
6 November 1954	to	5 December 1954	6 July 2019
6 December 1954	to	31 December 1954	6 September 2019

If you were born in 1955

and your birthday is between			you will become eligible on
1 January 1955	to	5 January 1955	6 September 2019
6 January 1955	to	5 February 1955	6 November 2019
6 February 1955	to	5 March 1955	6 January 2020
6 March 1955	to	5 April 1955	6 March 2020
6 April 1955	to	5 May 1955	your 65th birthday
6 May 1955	to	5 June 1955	your 65th birthday
6 June 1955	to	5 July 1955	your 65th birthday
6 July 1955	to	5 August 1955	your 65th birthday
6 August 1955	to	5 September 1955	your 65th birthday
6 September 1955	to	5 October 1955	your 65th birthday
6 October 1955	to	5 November 1955	your 65th birthday
6 November 1955	to	5 December 1955	your 65th birthday
6 December 1955	to	31 December 1955	your 65th birthday



Passes for people with disabilities

You may qualify for a Merseytravel National Travel Pass if you meet the conditions of any of the seven categories of disability defined in the Transport Act 2000.

The conditions of the seven categories are listed on page 2, and the disability must be permanent.

Where can I use a Merseytravel National Travel Pass?

- On local buses anywhere in England.
- On most buses, trains and Mersey Ferries in Merseyside.
- Also on trains beyond the Merseyside boundary as far as Chester, Ellesmere Port and Ormskirk.

When can I use a pass?

- All day, every day within Merseyside (there are no time restrictions on when you can travel in Merseyside)
- There are restrictions on when you can travel outside Merseyside. You can only travel on buses in England between 9.30am and 11pm.

How do I use a pass?

- Show your pass every time you make a journey.



Group A – Blind or partially sighted

To apply for your first disabled person's travel pass if you are **registered blind**, please follow the procedure below.

Where to go

- A Merseytravel Centre (See pages 30 and 31 for addresses and opening times).

What to take

- A suitable recent passport-sized photograph of yourself. Please make sure you write your name clearly on the back of your photograph.
- Your blind person's registration document.
- Proof of your date of birth (for example, your birth certificate or passport).
- Proof that your address is in Merseyside (for example a recent council tax bill, gas, electricity or water bill, bank or building society statement, official tenancy agreement, or letter from the Department for Work and Pensions).

What to do

- Fill in your details on the form (or ask someone to fill it in with you).
- The Merseytravel Centre will check your application and send your application form and photograph to us.
- We will send your pass to you by post.
- Your pass will be valid for up to three years and the renewal date will be on your birthday.





To apply for your disabled person's travel pass if you are registered partially sighted, please follow the procedure below.

What to do (continued)

- If you have a partially sighted person's registration card, bring it with you to a Merseytravel Centre (see pages 30 and 31 for addresses and opening times) where we will ask you to fill in an application form (or someone can help you to do this).

Or

- If you are registered partially sighted, you can get an application form by putting your request in writing to Merseytravel Headquarters, a Merseytravel Centre (the addresses are listed on pages 30 and 31) or by phoning 0151 236 6056. Fill in the application form (you can ask someone to help you) and take it to your local office that provides support and services for blind and partially sighted people who will check that you are on the register of partially sighted people, and confirm this on the form by stamping the relevant page for you. (The addresses of the relevant local offices are listed on the next page).

(If you are not on the register, we will not be able to issue you with a travel pass).

- Any charges for registration must be met by you.

Sefton

Social Care and Wellbeing & Sensory team
8th Floor Merton House
Stanley Road
Bootle
Merseyside
L20 3UU
Phone: 0151 934 4927

Liverpool

Bradbury Fields
Services for the Blind and Partially Sighted
Bradbury Centre
Youens Way
Liverpool L14 2EP
Phone: 0151 221 0888

Knowsley

C.I.L.
Knowsley MBC
Dept. of Well Being
Centre for Living
11 Brickfield
Huyton Industrial Estate
Huyton L36 6HY
Phone: 0151 244 4096

Wirral

Take your form to any of the One Stop Shops to be stamped or phone the Visual Impairment Team for advice on 0151 631 3331

St Helens

Rehabilitation and Resource Centre
1st floor Millennium Centre
Corporation Street
St Helens WA10 1HJ
Phone: 01744 677 338



Where to go

- A Merseytravel centre
(your pass will be posted out to you)

Please see pages 30 and 31 for addresses and opening times



Group B – Profoundly or severely deaf

To apply for your disabled person's travel pass if you are **profoundly or severely deaf**, please follow the procedure below.

What to do

- You will need to get an application form by writing to Hub Support, visiting a Merseytravel Centre, or by phoning 0151 236 6056 (the addresses are listed on pages 30 and 31). You can also get a form from any of the addresses listed below.
- Fill in the form and take it to the society or centre where you are registered profoundly or severely deaf (addresses listed below). The society or centre will then need to check that you are eligible and confirm this on the form.
- Any charges in connection with your application must be met by you.

Liverpool

Merseyside Society for
Deaf People
Centre for Deaf People
Queens Drive
West Derby
Liverpool L13 0DJ
Phone: 0151 228 0888

St Helens

Deafness Resource Centre
Limited
32-40 Dentons Green Lane
St Helens
Merseyside
WA10 2QB
Phone: 01744 23887





Knowsley

C.I.L.
Knowsley MBC
Dept. of Well Being
Centre for Living
11 Brickfield
Huyton Industrial Estate
Huyton L36 6HY
Phone: 0151 244 4070
(Not a drop in clinic, please
phone for an appointment.)

Sefton

Social Care and Wellbeing
& Sensory team
8th Floor Merton House
Stanley Road
Bootle
Merseyside
L20 3UU
Phone: 0151 934 4927

Wirral

Merseyside Society for Deaf People
15-19 Grange Road West
Birkenhead
Wirral
CH41 4BY
Phone: 0151 649 8194

Where to go

- A Merseytravel Centre
(see pages 30 and 31 for addresses and opening times).

What to take

- A suitable recent passport-sized photograph of yourself. Please make sure you write your name clearly on the back of your photograph.
- Your application form.
- Proof of your age (for example, your birth certificate, passport or driving licence).
- Proof that your address is in Merseyside (for example, a recent council tax bill, gas, electricity or water bill, driving licence, bank or building society statement, official tenancy agreement, or letter from the Department for Work and Pensions).

Group C – Without speech

Group D – Disability or injury which has a substantial effect on ability to walk

Group E – Does not have arms or use of arms

Group F – Learning Disability

To apply for your first disabled person's travel pass please follow the procedure below.

What to do

- You will need to get an application form which you can pick up from a Merseytravel Centre (addresses listed on pages 30 and 31), or you can write to Hub Support at Merseytravel Headquarters or you can phone us on 0151 236 6056 and we'll post a form to you.
- Please fill in the form, giving details of your disability, and return it to Merseytravel Headquarters.
- If your application is approved, we will write to you giving you details of how to get your pass. If we need more details, we may write to you and ask you to attend a medical assessment.





Group G1 – Would be refused a licence to drive a motor vehicle because of epilepsy, severe mental disorder, sudden attacks of dizziness or fainting or diagnosed dementia conditions

Important notes

- We do not decide whether you may hold a driving licence - this is the responsibility of the DVLA.
- You must be aged 17 or over to apply for a travel pass in this group.
- There are a number of conditions which may make you eligible for a pass and these include:
 - 1 epilepsy (unless it is of a type which does not pose a danger if you drive);
 - 2 sudden attacks of dizziness or fainting;
 - 3 established pre-senile dementia conditions (including Alzheimer's) which must have been diagnosed before the age of 60; and
 - 4 severe mental disorders such as schizophrenia or bipolar affective disorder.
 - 5 Would be refused a licence to drive a motor vehicle as you pose a danger to yourself or others.

To apply for your disabled person's travel pass if you have epilepsy, are liable to sudden attacks of dizziness or fainting or have an established dementia condition please follow the procedure below.

What to do

- You will need to get an application form from a Merseytravel Centre or by phoning 0151 236 6056 (The addresses are listed on pages 30 and 31). You can also do this by writing to Hub Support at Merseytravel headquarters or asking a friend or relative to pick up a form for you from a Merseytravel centre.
- Take your filled-in application form to your GP, who must confirm that you have epilepsy, sudden attacks of dizziness or fainting, or have an established dementia condition.
- Any charges in connection with your application must be met by you.
- If your application is approved, we will write to you giving you details of how to get your pass. If we need more details, we may write to you and ask you to provide further written details regarding your medical condition.





Group G2 – Severe mental health

To apply for a disabled person's travel pass if you have a severe mental disorder please follow the procedure below.

What to do

- You will need to get an application form from a Merseytravel Centre or by phoning 0151 236 6056 (The addresses are listed on pages 30 and 31). You can also do this by writing to Merseytravel headquarters or asking a friend or relative to pick up a form for you from a Merseytravel centre.
- You must be under the care of a consultant psychiatrist to apply under this condition. Section 2 of the form must be completed and stamped by your consultant psychiatrist before we can proceed with your application.
- Take your filled-in application form to your consultant psychiatrist, who will provide the information we need about your condition. Ask them to return the filled-in form to Merseytravel Headquarters (address on pages 30 and 31).
- We will write to you to let you know whether you are eligible under this category to be given a travel pass, and how to get your disabled person's travel pass.

Other services for older people and people with a disability

- Merseylink is a dial-a-ride service for people who are unable to use regular public transport. For more information phone Merseylink on 0151 330 1661.
- You might be entitled to Tunnel concessions for free journeys through Mersey Tunnels. For more information contact Mersey Tunnels on 0151 330 1702.
- If you need it, we can give you information about travel passes in other languages, or in other formats (such as in large print, in braille, or on audio tape). Ring Merseytravel Headquarters on 0151 236 6056.





If you change your name or address

- If you change your address, you must take or send proof that your new address is in Merseyside to a Merseytravel Centre by providing one of the following: a recent council tax bill, gas, electricity or water bill, drivers licence, bank or building society statement, official tenancy agreement or letter from Department for Work and Pensions. There is no need to send your old pass, we only require proof of your new address.

Alternatively you can send proof of your new address in writing to Hub Support at Merseytravel Headquarters along with one of the following: a recent council tax bill, gas, electricity or water bill, drivers licence, bank or building society statement, official tenancy agreement or letter from Department for Work and Pensions. Please ensure that you provide details of your old address, your full name and date of birth.

- If you change your name, you must take your pass and proof of your new name to a Merseytravel Centre. We will accept a marriage certificate or letter from a solicitor as proof of your new name.
- If you prefer, you can let us know about a change in your name or address by posting your pass and the proof that you need to show us direct to Merseytravel Headquarters.
- There is no charge for a replacement pass if you have changed your name.

If you lose your pass

- Let us know immediately by visiting one of our Merseytravel Centres (see the addresses and opening times on pages 30 and 31).
- We will charge you to replace a lost pass.
- We will post your replacement pass to the address we hold on file. Your pass should arrive within 5 working days.

If your pass is damaged

- Let us know immediately by visiting one of our Merseytravel Centres (see the addresses and opening times on pages 30 and 31).
- We will charge you to replace a damaged pass.





Merseytravel Centres

Liverpool ONE Bus Station

1 Canning Place

Liverpool

L1 8LB

Opening hours: 8.30am to 6pm, Monday to Saturday
10am to 5pm, Sundays

Birkenhead Travel Centre

Birkenhead Bus Station

Cloughton Road

Birkenhead

CH41 6RT

Opening hours: 8.30am to 6pm, Monday to Saturday

Southport Travel Centre

Southport Tourist Information Centre

112 Lord Street

PR8 1NY

Winter (Nov to Feb) open 10am to 4pm Monday to Saturday

Summer (Mar to Oct) open 10am to 5pm Monday to Saturday

Closed each day for lunch 12.15 - 1pm

Bootle Travel Centre

Bootle Bus Station

Washington Parade

Bootle

L20 4RE

Opening hours: 8.30am to 6pm, Monday to Saturday

St Helens Travel Centre

St Helens Bus Station
Bickerstaffe Street
St Helens
WA10 1DH

Opening hours: 8.30am to 6pm, Monday to Saturday

Huyton Travel Centre

Huyton Bus Station
Huyton Hey Road
Huyton
L36 5SB

Opening hours: 8.30am to 6pm, Monday to Saturday

Queen Square Travel Centre

Queen Square
Liverpool
L1 1RG

Opening hours: 8.30am to 6pm, Monday to Saturday,
10am to 5pm, Sundays

For postal and telephone enquiries only

Hub Support

Merseytravel
PO Box 1976,
Liverpool
L69 3HN

Phone: 0151 236 6056
minicom: 0151 330 1270



If you are not sure if you are entitled to a travel pass or have any other questions, please contact:

Merseytravel, PO Box 1976, Liverpool L69 3HN

Phone 0151 236 6056

We can provide this information in other formats and languages if you ask.