

Concessions Guide

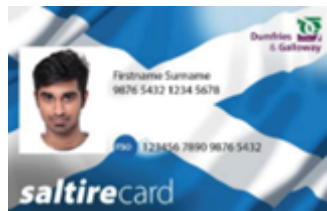
Visual Checks

Concession cards presented for travel can only be used by the eligible cardholder:

- Cards with photographs should be a true likeness of the person presenting them
- Photo-less cards should only be used by young people who appear aged 5-11



National Entitlement Card issued to:
Over 60s & Disabled Persons



National Entitlement Card issued to:
11 - 21 year olds



Young Scot Card issued to:
11 - 21 year olds



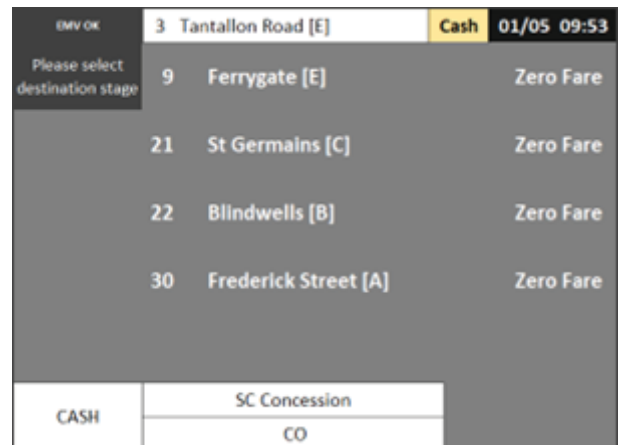
National Entitlement Card issued to:
5 - 11 year olds

If a card is used by someone who is clearly not the eligible cardholder, it should be withdrawn and the passenger should pay a fare. Withdrawn cards should be inserted into a Transport Scotland card return envelope with details recorded and handed to the Traffic Desk.

Recording Concession Journeys

Concessions: The card should be recorded by holding the card to the smartcard reader on the ticket machine. **Please ensure that you accurately record the customer's destination.**

The green **VALID** screen and positive **BEEP** will indicate a successful transaction.



Companions: Some cards allow a companion to travel with the cardholder, indicated by the **+** symbol on the card. You must ensure that companions are recorded accurately by selecting the correct option when prompted:

Concession – for the cardholder only (one person travelling)

Concession & Companion – for the cardholder and their companion (two people travelling together)

7-Day Passes: Temporary 7-Day Passes, including those issued by other Scottish bus operators, are valid on all services where concessions are accepted. Check the expiry date on the ticket, before recording using the “7-Day Pass COUNT” in the Concessions Menu.

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Cards Not Valid for Travel

If a concession card returns an orange **INVALID** card screen, this means that the card cannot be accepted for travel and so the **cardholder should keep the card and pay a fare to travel.**

The reason the card is invalid will be indicated on the ticket machine and can include that the card:

- has expired
- is not valid on that service (e.g. night buses)
- is blocked

Blocked concession cards should not be withdrawn - the cardholder should keep the card and pay a fare to travel. The cardholder must apply for a new or replacement card by visiting getyournec.scot or contacting their Local Authority.



If a card cannot be read because it is damaged, please see additional guidance as these are treated differently.

Ticket Machine Failure

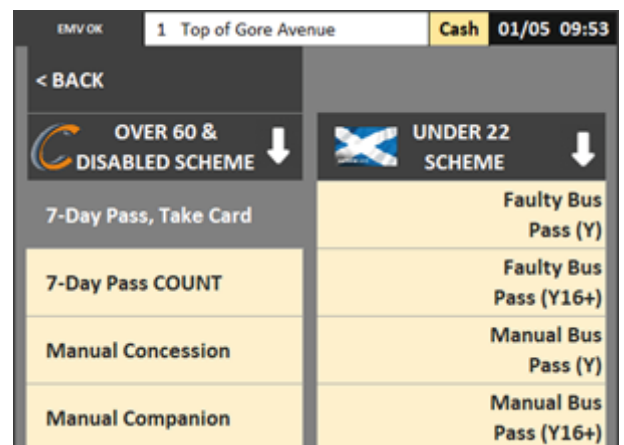
If the card reader on the ticket machine is not reading any concession cards, or is returning an error message for every concession card presented, please report this to Control and record the transaction manually using the following manual counts found in the Concessions Menu:

Manual Concession – for cardholders where the card has a C or C+1 symbol (Over 60 & Disabled Persons' Scheme)

Manual Companion – for companions where the card has the +1 symbol and a companion is present

Manual Bus Pass (Y) – for cardholders aged under 16

Manual Bus Pass (Y16+) – for cardholders aged between 16 and 21



Manual recording must only be used when the smartcard reader is not working

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Damaged Cards

If a customer's card cannot be read because it is damaged, there are different arrangements depending on the type of card used:

Over 60 and Disabled Persons' Scheme - cards with or

If a customer's card cannot be read because it is damaged and it has the C or C+1 logo, the cardholder can either:

- exchange the card for a temporary 7-day pass, or;
- keep the card and pay the fare

If the customer wishes to exchange the card for a 7-day pass, issue a 7-Day Pass from the Concessions Menu and withdraw the card. The customer must apply for a new or replacement card by visiting getyournec.scot or by contacting their Local Authority.

Exchanged cards should be inserted into a Transport Scotland card return envelope with details recorded and handed to the Traffic Desk.

A temporary 7-day pass should only ever be issued in exchange for a faulty concession card with the C or C+1 logo.

Under 22 Scheme

If a customer's card cannot be read because it is damaged, there are no temporary pass arrangements – the customer must keep the card and pay a fare.

If they have no means of paying for their travel when asked, and they appear to be vulnerable; you may permit travel and record the journey using one of the following Faulty Pass manual counts:

Faulty Bus Pass (Y) – for cardholders aged under 16

Faulty Bus Pass (Y16+) – for cardholders aged between 16 and 21

Using these counts will print a slip. Do **NOT** give this to the customer. Instead, you should write down the last 8 digits of the long card number (**next to the blue ITSO logo**) on this slip, which should be returned to the Traffic Desk as the next opportunity.

Where it is not obvious, you may need to ask the age of the cardholder in order use the correct count.

