

Frequently Asked Questions

Older Person's Bus Pass Online Renewal

What do I need to do to renew my Older Person's Bus Pass?

Renewing your bus pass has moved online. If your bus pass is due to expire on 31 March 2021, you will need to register for an online bus pass account and renew your pass. You can do this 28 days before your pass expires - **from 4 March 2021**.

If your pass has already expired, you can register for an online account and renew your pass now.

You will need to review the contact details we have on record for you, and request to update these details if there are any changes. We also need your National Insurance Number and at least one telephone number – you may be asked to provide these details, if we don't have them already.

To renew online you will need your:

- current bus pass
- own email address
- National Insurance number

How do I register for an online account and renew my pass online?

Please follow the step-by-step renewal guide.

Why do I need to renew my Older Person's bus pass?

By law a Concessionary Bus Pass cannot be issued for more than five years. We are also taking this opportunity to confirm that the details we hold for you are correct.

Why do I need a renewal code?

Your renewal code is unique to you, and links the details we already hold for you, to your new online account. You need to look up your renewal code to create an online account.

The renewal code lookup can be found on the homepage of the online bus pass system. Enter the long number on the front of your current bus pass to retrieve your code.

What if I share an email address with another Pass holder such as my husband/wife/partner?

For data security reasons and to reduce the risk of fraud, it is not possible to create more than one Bus Pass account with the same email address. If you share an email address with someone who has already created an account you can either:

- Use a different email address to set up an account
- Contact the Concessionary Travel Team

What if my details have changed?

Go online to update your details. You will be asked to add proof of your change of name and/or address. Any change to your personal details needs to be approved by the Concessionary Travel Team, before you can log back into your account and renew your pass.

Alternatively, you can contact the Concessionary Travel Team and we will update your details for you.

Do I need a new photograph?

No, we already have your photograph on record so you do not need to supply a new one.

Can I renew on the telephone or at the Town Hall?

If you have difficulty renewing online, and don't have anyone to help you, please call the Concessionary Travel Team or ask someone to call on your behalf to renew your pass.

Please don't attend the Customer Service Centre at the Town Hall, we are unable to process renewals face to face due to Covid-19 restrictions.

Does every Older Person's Bus Pass holder have to renew their pass?

No, only those whose Bus Pass expires on or before **31 March 2021**. Please only renew if you still require your pass.

What should I do with my existing pass?

Carry on using your existing pass until you receive your new pass. Once you have your new pass you should start using it straight away and destroy your old one. Do not return your current pass.

Will I receive confirmation that I have renewed successfully?

When we have received your renewal request, you will receive a confirmation email 'Application Received' - check your junk mail if you haven't received it. You should receive your replacement pass within 7 days of this email.

What devices can I access the online bus pass service on?

You can access the online bus pass service on your PC, mobile phone, tablet or iPad (Apple or Android).

What Browser should I use to access the online bus pass service?

Chrome or Microsoft Edge are supported.

I've lost my Bus Pass, what should I do?

You will need to contact the Concessionary Travel Team to let us know that your pass is lost and to discuss its replacement.

What do I do if my Bus Pass has already expired?

If you have the bus pass in your possession, you can still renew online.