



**WARRINGTON**  
Borough Council

## Care Leavers Bus Pass – Eligibility age 18-21 Frequently Asked Questions

- **When will my bus pass expire?**

You can keep your pass until your 21<sup>st</sup> birthday, then you will need to return your pass to your Personal Advisor.

- **Who can use my bus pass?**

The bus pass is just for you, keep it safe and don't share it. It has your photo on it and could be inspected. If someone else uses it, it could be confiscated, and you'll no longer be eligible for the scheme.

- **Which buses can I travel on?**

You can travel on buses that you board in the Borough of Warrington. More information about services and timetables can be found on our Better By Bus webpage, <https://www.warrington.gov.uk/better-by-bus>.

- **Where and when can I travel?**

If you have a bus pass in Warrington you can use it at any time, seven days a week. No need to wait until 9.30am, just hop on-board and catch any bus providing your journey starts in the Borough of Warrington. If you travel outside of Warrington, you will be expected to pay the bus fare.

- **Can I use my bus pass for other travel?**

Bus passes we issue aren't valid for use if you are boarding outside of Warrington or on trains, trams, underground services, tours/excursions, sightseeing buses or National Express coaches.

- **I've boarded the bus what do I do?**

You will need to scan your pass at the front of the bus, each time you make a journey. If you don't have your bus pass with you, you will need to pay for your journey. Your card must be presented to the driver or to any bus inspectors when requested.

- **My bus pass hasn't arrived**

Please allow up to 21 days for delivery. If the bus pass hasn't been received after this time, please email the team and we'll investigate. Failure to inform us that a pass hasn't arrived will result in the pass being treated as a replacement and a £10.50 fee will be applied. Our email address is [concessionarytravel@warrington.gov.uk](mailto:concessionarytravel@warrington.gov.uk).

- **My current pass is lost, stolen or damaged**

A replacement bus pass costs £10.50. If your bus pass is lost, damaged, stolen or not working, contact your Personal Advisor who will submit a replacement application for you. Once we've received your application, we'll contact you to advise of the next steps.

- If you find your lost bus pass before you receive your new one, we can't give you a refund. The found bus pass is cancelled and is no longer valid; please return it to your Personal Advisor.

- If your bus pass won't scan, you'll be asked to return your pass so we can check it for you. If there's no clear or obvious damage to the pass, we'll arrange for a replacement free of charge. If the pass is damaged, a replacement bus pass costs £10.50.
- If your bus pass is stolen, we'll arrange a replacement free of charge. You'll be asked for your crime reference & police force it was reported to.
- **If I need a replacement bus pass, do I need a new photograph?**  
No, we'll use the photograph we already have on file.
- **I've found my lost bus pass, what do I do with it?**  
The found bus pass is cancelled and is no longer valid; please return it to your Personal Advisor.
- **I've moved address, do I need to tell you?**  
If you move address, please make sure the Concessionary Travel team know your new address. If you have moved within Warrington, you can keep your bus pass until your 21<sup>st</sup> birthday. If you move out of the Borough of Warrington, you'll need to return your bus pass to your Personal Advisor.

If you have any other questions about your bus pass, please email the Concessionary Travel Team so we can help, [concessionarytravel@warrington.gov.uk](mailto:concessionarytravel@warrington.gov.uk).