

Your Senior SmartPass

Please find enclosed your new Senior SmartPass which must be used to obtain FREE TRAVEL on public transport. This scheme is funded by the Department for Regional Development.

The new SmartPass will provide you with all the benefits of FREE Travel. The card can be cancelled if it is lost or stolen (hence reducing the likelihood of fraud).

Six easy steps to using your SmartPass on the bus.



1. Show your SmartPass to the bus driver.



2. Place your SmartPass on the ticket machine reader tray with ID photograph facing upwards.



3. The machine will beep once, the green light will illuminate and the display will read 'Senior Pass' and show the expiry date.



4. If a red light appears, simply replace your SmartPass on machine and try again.



5. Tell the driver your destination bus stop.



6. The driver will issue your ticket and you may continue your journey. **The ticket must be retained for inspection.**

If travelling by train Simply hand over your SmartPass to the ticket clerk at the station/conductor on board the train and tell them where you are going. They will then return your pass and issue you with your ticket which must be retained for inspection.

Your SmartPass contains a small electronic chip which will automatically check your eligibility to free travel. You must always remember to present your pass on boarding, otherwise you will have to pay full fare for your journey. (continued over)



65+... travel by rail or bus!

If you have any queries about lost or damaged cards, you can contact our call centre on **028 90 66 66 30**.

There will be a £6 charge to cover the cost of a replacement Senior SmartPass.

Your Senior SmartPass will expire after 5 years. If you are a regular user a new application form will be sent to you before your existing pass expires. Alternatively, you can contact the Translink Pass Office. Please allow up to 4 weeks to process your application.

Lost or Stolen?

You must report your lost or stolen pass to Translink as soon as possible. A special Hotlist has been set up to cancel these passes and avoid the likelihood of fraudulent use. If anyone else tries to use a stolen card, the red light will alert the driver. Unauthorised use of a SmartPass will result in prosecution.

We hope your new Senior SmartPass will keep you on the move with Translink. For information on Translink services contact your local bus or rail station or click www.translink.co.uk/smartpass or call

028 90 66 66 30

Terms And Conditions of Use.

1. The Concessionary Travel Pass (Senior SmartPass) is issued for the sole purpose of proving eligibility for free concessionary travel within Northern Ireland on scheduled services operated by Translink and other operators. It must be presented on every journey in order for this concession to be received.
2. The pass remains the property of the Department for Regional Development and may be withdrawn at any time.
3. This pass is Not Transferable nor any ticket that has been Issued and Transferred to another person.
4. You should notify the Translink Pass Office if there is any change to your details e.g. change of address.
4. The personal information you provide on your application form will be processed by Translink for the purposes of managing and operating the Concessionary Fares Scheme. The Department for Regional Development sponsors this scheme and may use non-personal statistical data collected, and provided by Translink to analyse current and plan for future uses of the scheme. The Department may also use personal data provided by Translink to investigate cases of alleged fraudulent use.
5. The use of this pass is subject to the full conditions of carriage of the Public Transport undertaking.
7. Your Senior SmartPass remains the property of the DRD and should be returned to the Translink Pass Office if it is no longer required so that your details can be removed from the SmartPass database.

If the details of your SmartPass are incorrect, or if you have received this SmartPass by mistake, please return it with details of the error to:

SmartPass Office, TRANSLINK
3 Milewater Road, BELFAST BT3 9BG

Please keep your SmartPass in a safe place at all times and carry it with you on all journeys.

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