

## **mytravelpass FAQs**

### **1. What is mytravelpass?**

mytravelpass is a discounted travel scheme funded by Welsh Government providing people in Wales aged 16, 17 and 18 with 1/3 discount off their bus travel.

### **2. How do I use mytravelpass ?**

Present the mytravelpass card to the driver who will provide the appropriate discount to the cost of your ticket.

### **3. Who can use mytravelpass?**

mytravelpass is available to anyone living in Wales aged 16, 17 and 18.

### **4. How do I apply for mytravelpass?**

You can apply for mytravelpass online [here \(link\)](#). You can also apply by calling us on 0300 200 22 33 and we will send you a paper application form which you can return to us Freepost .

### **5. Do I need to pay to apply for mytravelpass?**

No, the card is free.

### **6. When can I apply for mytravelpass?**

Applications by post or online may be submitted not more than 10 working days before your 16th birthday, or at any time between your 16th and 19th birthday .

Please remember that it will take up to 10 days for your application to be processed.

### **7. What proof of age and ID do I need to supply?**

To apply, everyone needs to produce a recent colour photograph and provide the postcode of their primary residence (eg. Term time address for those studying in Wales). You will also need to provide your date of birth.

The details you provide to register will be checked by third parties on behalf of Welsh Government for the purposes of verifying your identity. See the privacy statement for more information.

In the event of false information provided you will not be issued with a card and risk prosecution.

In providing us with this information you accept that we may undertake checks to verify that the information is correct.

### **8. When does mytravelpass expire?**

mytravelpass will expire on your 19th birthday and your discount will no longer apply.

### **9. How long will the scheme last?**

This is a pilot scheme which will run from 1st September 2015 until 31st March 2017.

Look out for further updates on our website.

**10. Why do I need to provide a photo?**

The photo is essential for bus driver to verify quickly that you are entitled to the discount fare.

Please note: If the driver is not satisfied that you are the correct cardholder they may require the cardholder to produce another means of identification.

**11. Do I have to apply for mytravelpass online?**

You can apply for mytravelpass online, by post or by telephone. Simply download a copy of the application form from our website, fill it in and send it to us with a recent passport sized photograph to:

mytravelpass

Contact Centre Cymru

Market Hall

High Street

Penrhyndeudraeth

Gwynedd LL48 6LP

Alternatively, you can give us a call on 0300 200 22 33 and we will post you an application form which you can return to us Freepost.

**12. Do I have to put a stamp on my application form?**

No you will not need to put a stamp on your application form. We will include a Freepost , prepaid envelope for you to return your form to us.

**13. I'm having difficulty filling out my application form, where can I get help?**

If you're having difficulty filling out your application form, please contact us by calling 0300 200 22 33 and our advisors will be able to help.

**14. How long will it take mytravelpass to arrive?**

We aim to process every application in not more than 10 working days. If you have waited longer than that, please contact us by telephone on 0300 200 22 33 and we'll investigate.

**15. I study in Wales, am I eligible for mytravelpass?**

If you reside in Wales and you fit the age criteria you are entitled to a mytravelpass.

**16. I'm visiting Wales, am I eligible for mytravelpass?**

The scheme is only available for persons that reside in Wales.

**17. Can I give mytravelpass to someone else to use?**

No. Only the person who the card is registered to and whose photograph appears on the card is able to use mytravelpass.

In the event that anyone other than the cardholder attempts to use the card this will be considered fraud resulting in cancellation of the card. You may also face the risk of prosecution.

**18. Does mytravelpass entitle me to free travel on buses or trains?**

No. The scheme entitles you to 1/3 off your bus travel in Wales including the TrawsCymru services.

**19. What does 1/3 off travel mean?**

Your pass will provide at least 1/3 discount on the equivalent full adult fare that you would otherwise have been charged for tickets purchased on board the bus. Some operators may offer additional discounts or other purchase options, please refer to your operator for the latest information.

**20. How much will I have to pay for my ticket?**

You would need to check the price of your journey with the individual bus company.

**21. Are there any other discounts available to me?**

You would need to contact your bus or train company to find out if there are any other discounts available to you.

mytravelpass is investigating opportunities for discounts with a number of partners, so please check our site regularly for the latest information.

**22. Can I purchase my tickets online in advance of travel?**

mytravelpass provides a 1/3 off the cost of your journey for tickets purchased on board the bus. Some operators may offer additional discounts or other purchase options, please refer to your operator for the latest information.

**23. Which buses can I use mytravelpass on?**

You can use mytravelpass on all buses in Wales including the TrawsCymru services. You cannot use mytravelpass on trains or National Express or Megabus services.

The scheme is voluntary to operators, but we are not aware of any bus company that will not be participating. If you experience any refusal to honour your pass, please let us know by telephoning mytravelpass on 0300 200 22 33.

**24. Are there any restrictions on time of travel?**

No, there are no restrictions. You can use mytravelpass at any time of day and on any day of the week.

**25. Can I use mytravelpass to travel on bank holidays?**

Yes. You can use mytravelpass on any bus or TrawsCymru service in Wales on any day that the services operate including weekends and bank holidays.

**26. Are there any restrictions on the type of journey I can use mytravelpass on?**

mytravelpass can be used to purchase tickets for any type of journey purpose, such as traveling to school or college, visiting friends and leisure.

**27. Can I use mytravelpass on trains?**

No. The Welsh Government's discounted travel scheme for young persons aged 16, 17 and 18 applies only to local bus services and TrawsCymru.

**28. Can I use mytravelpass on coaches such as National Express and Megabus?**

No. The Welsh Government's discounted travel scheme for young persons aged 16, 17 and 18 applies only to local bus services and TrawsCymru.

**29. Can I use mytravelpass on bus services outside of Wales?**

No. You can only use mytravelpass on bus services in Wales.

**30. Can I use mytravelpass as proof of my age?**

No. mytravelpass cannot be used as proof of age or identification.

**31. What happens if I lose mytravelpass or it is stolen?**

If your card is lost or stolen, please contact us on 0300 200 22 33 and we will cancel it and issue you with a new card.

**32. What happens if mytravelpass stops working?**

If your card stops working, please call us on 0300 200 22 33 and we will investigate the problem for you and issue a replacement card if necessary.

**33. I've left mytravelpass on the bus, what should I do?**

If your card is lost or stolen, please contact us on 0300 200 22 33 and we will cancel it and issue you with a new card.

**34. I've found a lost mytravelpass, what should I do?**

If you find a lost card, please contact us on 0300 200 22 33 and report it. We will then cancel it.

**35. I've lost mytravelpass, can I still receive 1/3 off my journey?**

Unfortunately, without a valid mytravelpass we are unable to give you any discount on the price of your journey. Please call us on 0300 200 22 33 and we will issue a replacement.

**36. What if I change address?**

If you change address you must notify mytravelpass by telephone on 0300 200 22 33 and provide us with your new address.

If you are moving to live outside Wales, you should also notify mytravelpass so that your pass can be deactivated.

**37. Where can I find bus timetable and journey planning information?**

You can receive timetable and journey planning information on the phone on 0300 200 22 33 and online at [www.traveline.cymru](http://www.traveline.cymru).

**38. How much does it cost to call mytravelpass on 0300 200 22 33?**

Calls to mytravelpass are charged at local rate and included in any free call bundles you may have on your mobile phone or landline contract.

**39. What if I think the driver has been rude or unhelpful?**

Drivers have every right to be treated courteously, and so do passengers. If you feel that a driver has been rude or unhelpful to you or to another passenger, you should report that in the first instance to the bus company, giving as many details as you can.

Alternatively, you could refer your complaint to Bus Users Cymru, an organisation that is supported by the Welsh Government to represent the interests of passengers. Bus Users Cymru can be reached by telephone on 029 2022 1370 or email [wales@bususers.org](mailto:wales@bususers.org). Bus Users Cymru will take up your complaint with the bus company.

Of course, if there is evidence that you have been rude or aggressive to another passenger or a driver it is very likely that your pass will be withdrawn, and you may be banned from one or more operators' services, or even prosecuted.

**40. How would I commend a good driver?**

As with a complaint, you should refer examples of good practice to the driver's employer, providing as many details as possible.

**41. What if the current text or design format is not suitable for me?**

If you require an application form or further information in an alternative format - such as larger font, in braille or audio, then they are available from mytravelpass. Just telephone 0300 200 22 33 or email [enquiries@mytravelpass.cymru](mailto:enquiries@mytravelpass.cymru).