**Nottingham City Council - Concessionary Travel Scheme**

**Terms & Conditions**

Senior and Mobility concessionary travel cards are provided by Nottingham City Council to eligible City residents under the English National Concessionary Travel Scheme (ENCTS).

The following terms and conditions apply:

* The card remains the property of Nottingham City Council, and it must be returned if the cardholder moves to another authority area, no longer requires the card, or it is requested back by the authority.
* ENCTS cards are not transferrable and can only be used by the cardholder pictured on the front of the card.
* ENCTS cards issued by Nottingham City Council can be used for off-peak travel on most local services throughout England (please check with local operators about exclusions). Off-peak travel means 9.30 am to 11 pm, Monday to Friday, and all times at weekends and on bank holidays.
* Cardholders using ENCTS cards are carried subject to PCV (passenger carrying vehicles) regulations and must comply with the conditions of carriage of the transport operator they are using.
* ENCTS cardholders must show the photo side of the card to the driver before presenting the card to the smartcard reader on the bus.
* ENCTS cardholders must always present the card to the smartcard reader at Nottingham Tram stops before boarding the tram.
* The ENCTS cardholder is responsible for their ENCTS card. If a card is lost, stolen or damaged, the cardholder must report this to Nottingham City Council; a replacement fee will usually apply.
* Fraudulent use of the card may result in its withdrawal.
* Mobility applicants may have to attend an independent medical assessment to assess if they meet the criteria for a pass. The medical assessment is free, but the applicant needs to cover the cost of travel to/from the assessment.

**Discretionary add-ons for Nottingham:**

The following additional benefits also apply to ENCTS cards issued by Nottingham City Council:

* Free off-peak travel (9.30 am to 11 pm, Monday to Friday, and all times at weekends and on bank holidays) on the Nottingham Tram and Park & Ride networks.
* For Mobility cardholders only, free travel on local buses and trams at all times within the Nottingham City boundary.
* A companion pass is available for applicants who meet the companion criteria. This card allows the named cardholder and a companion free travel within the Nottingham City boundary.
* 50% discount on Nottingham’s Easylink scheme (conditions apply) – see www.ct4n.co.uk/easylink.

**Eligibility Criteria**

The eligibility criteria are available online at:   
https://www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/public-transport/bus-passes-for-older-or-disabled-people/

**Contact details:**

**Telephone number**: 0115 876 1300 (lines open Monday to Friday, excluding bank holidays, 9 am to 5 pm)

**Email:** [smartticketingteam@nottinghamcity.gov.uk](mailto:smartticketingteam@nottinghamcity.gov.uk)

**Website**: [Bus passes for older or disabled people - Nottingham City Council](https://www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/public-transport/bus-passes-for-older-or-disabled-people/)

**Travel Centre**: Nottingham Travel Centre (inside Nottingham Tourist Information Centre)  
1-4 Smithy Row  
Nottingham  
NG1 2 BY

Opening times: Monday, Tuesday, Thursday and Friday 9.30 am to 5.15 pm

Wednesday 10 am to 5.15 pm

Closed weekends and bank holidays