

A2B NoWcard

Freedom to travel for less in South Lakeland

Terms and conditions of use

- 1 Pass holders must be aged between 5 and 18 at the time of application.
- 2 The **A2B NoWcard** is valid on local bus services within South Lakeland and entitles holders to bus travel for £1.80 (single) and £3.00 (return). If the normal fare is less than this you will be asked to pay the normal fare.
- 3 The **A2B NoWcard** is valid for bus travel within South Lakeland district area and to all stops on journeys to Lancaster, Penrith, Keswick, Kirkby Stephen and Barrow, where the journey starts in South Lakeland.
- 4 Tickets must be purchased within the South Lakeland district area. The **A2B NoWcard** will not be valid if tickets are purchased outside the South Lakeland area.
- 5 For return journeys outside of South Lakeland, both parts of the journey must be taken on the same day. If you are returning on another date from a location outside of South Lakeland you must pay the normal fare.
- 6 The pass holder must have a permanent residence in South Lakeland. If the pass holder moves to reside outside of South Lakeland, the pass will not be valid and must be returned to Cumbria County Council.
- 7 Passes are valid until 31 March 2019 or the user's 19th birthday, whichever is the sooner, or until a time as agreed by Cumbria County Council. Your individual expiry date will be printed on your **A2B NoWcard**. This scheme will be reviewed annually. As a listening council we want to be sure that it delivers a good service as well as providing good value for money.
- 8 Passes remain the property of Cumbria County Council in their entirety and are not transferable.
- 9 Defaced passes will not be accepted by the driver and will be withdrawn.
- 10 Lost, stolen or defaced cards will normally be replaced for a charge of £10. If your card is lost or stolen call the hotline on 0300 123 6737.
- 11 If the **A2B NoWcard** fails to work, you will be asked to pay the appropriate single fare. Please then return your card to FREEPOST NOWCARD with the single ticket that you purchased and a replacement card will be issued to you with any lost discount.
- 12 Passes will entitle the card holder to discounts at all times except on school days before 9:30am and between 3pm and 5pm. Outside these times, the **A2B NoWcard** will be valid all day.
- 13 Passes do not guarantee a seat on the service. The driver reserves the right to refuse passengers on capacity grounds.
- 14 Any discount offered in conjunction with the use of the card is at the sole discretion of the individual bus operator and may be changed or withdrawn at any time by them.
- 15 The pass must be shown to the driver and/or placed on the card reader (in conjunction with clearly stating the destination of the journey) at the start of every journey in order to prove entitlement to fare reductions, otherwise the full commercial bus fare is payable.
- 16 Any fraudulent use of the pass may result in the pass being confiscated by the bus operator or authorised Cumbria County Council officer. Where fraudulent activity has been found to occur, Cumbria County Council reserves the right not to reissue a replacement pass and to consider progressing legal action.
- 17 Cumbria County Council receives your personal data in order to issue you with the card. All information provided on the application form will only be used for the purpose of the administration of the scheme. The data controller for these purposes is Cumbria County Council. All parties must comply with the requirements of the Data Protection Act 1998 insofar as they apply to the provision of the Service. Photographs are destroyed once uploaded onto the NoWcard system where they are stored securely and will not be used for any purpose other than the issue of the **A2B NoWcard**.
- 18 Cumbria County Council reserves the right to alter these terms and conditions at any time; any updates will be posted on the Cumbria County Council website.

These terms and conditions are valid as of March 2018