

**Eligible older and disabled people can travel free of charge on local buses anywhere in England, between 9.30am and 11.00pm Monday to Friday and all day Saturday, Sunday and Bank Holidays.**

### Am I eligible?

Older people who live in Cumbria can apply for a NoWcard when they reach the age at which women become eligible for their state pension.

Anyone who lives in Cumbria with a disability listed opposite can apply for a NoWcard.

### How do I apply for a pass?

Visit the library in Barrow, Carlisle, Kendal, Penrith, Whitehaven or Workington, or the Local Links in Alston and Kirkby Stephen or Ulverston Coronation Hall.



### What do I need to bring with me?

You will need to bring with you a copy of one item in list A and one item in list B from the table below:

A - Proof of age/identity	B - Proof of address
Birth certificate	Current council tax bill
Proof of state pension	Utility bill dated within the last 3 months
Passport	Current rent book / statement
Driving licence	Bank statement dated within the last 3 months

### Do I qualify for a Disabled Person's NoWcard?

You may qualify if you meet one or more of the criteria below and provide supporting evidence:

- You are blind or partially sighted
- You are profoundly or severely deaf
- You are without speech
- You have difficulty walking
- You do not have arms or have long term loss of use of both arms
- You have a significant learning disability
- You have been, or would be, refused a driving licence due to a medical condition

For information on supporting evidence required for a Disabled Person's NoWcard please visit [cumbria.gov.uk](http://cumbria.gov.uk) and follow the links to concessionary travel via the Roads, Travel, Parking page. An information sheet with disabilities and supporting evidence required is also available at the six main libraries.

### Disabled Companion NoWcard

If you cannot travel without help then your carer will be able to travel with you free of charge when you have a Disabled 'Plus' NoWcard.

A companion application form can be requested when you apply for your NoWcard.

### Disabled 24/7 NoWcard

If you need to travel before 9.30am through the week to get to work (including voluntary work), training or day-care services.

A 24/7 application form can be requested when you apply for your NoWcard.

## How do I use my NoWcard?

Your NoWcard will be sent with an information leaflet on how, where and when to use your NoWcard.



## Lost, stolen or damaged NoWcard?

You will be charged £10.50 to replace your NoWcard if lost or damaged. You can order a replacement at your nearest main library, on-line at [cumbria.gov.uk](http://cumbria.gov.uk) or by calling **01228 226720**.

If your card has been stolen and you have a valid Crime Reference number the charge will be waived.

## How do I renew my pass?

You will be sent a renewal letter and form up to 3 months before your NoWcard expires.

If you have not received the letter and form you can visit your nearest main library or call **01228 226720**.

## What if my address changes?

Visit one of the libraries listed with proof of your new address or call the NoWcard helpline on **0300 123 6737**

## Want more information?

Visit [cumbria.gov.uk](http://cumbria.gov.uk) or [noward.org](http://noward.org)

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone **01228 226720**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 226720 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 01228 226720

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 226720

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 226720

Se quiser aceder a esta informação na sua língua, telefone para o 01228 226720

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 226720 numaralı telefonu arayınız

## English National concessionary travel scheme



- For people of state pensionable age
- For people with disabilities
- Information on applying for your **free bus pass**

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