

Concessionary travel

There are a number of ways to travel across the country, across the North East and in Newcastle. Here we draw attention to all the options available.

Am I eligible for a Concessionary Travel Pass?

You are eligible for an English National Concessionary travel pass, also known as a free bus pass, once you reach female Pension Age, whether you are a man or a woman.

Pension age will dictate the age of eligibility for concessionary travel increase for both men and women.

You can calculate your State Pension age and the age you will get a free bus pass on [Gov.uk](https://www.gov.uk).

Individuals with certain disabilities can also get an English National Concessionary travel pass. To check if you're eligible visit [newcastle.gov.uk](https://www.newcastle.gov.uk).

Where can I use my bus pass?

With an English National Concessionary Travel Pass you can travel for free on:

- any Tyne and Wear bus from 9.30am weekdays, and all day at weekends and on public holidays.
- any local bus in England (including all major cities) between 9.30am to 11.00pm weekdays, and all day at weekends and on public holidays.

For further information, including how to apply contact [Nexus](https://www.nexus.org.uk).

How to apply for a free bus pass

You can apply for your English National Concessionary travel pass up to 28 days before you become eligible. You can pick up an application form from your local travel shop. The two travel shops in Newcastle are:

- Central station metro station concourse

- Haymarket metro station concourse

Travel shops are now only open weekdays. Visit [Nexus.org.uk](https://www.nexus.org.uk) for opening times.

Updating your Concessionary Travel Pass

If your English National Concessionary Travel Pass is about to expire you can renew it on the month that it's due to expire or the month before that. You don't need to send off your old pass. You need to complete a form and send a stamped addressed envelope. You can collect a form at your local travel shop.

If your details have changed (your address or name) since you applied for it, you need to inform [Nexus](https://www.nexus.org.uk).

Lost your Concessionary Travel Pass?

If you think that you have lost your concessionary travel pass whilst using public transport, contact the appropriate operator. This will either be

- [Arriva](#)
- [Go North Eastor](#)
- [Stagecoach](#)

Your pass may have been handed in to the driver. If you are unsure which operator's service you can check on [Traveline](#) or contact [Nexus](#).

If your pass has not been found you will need to apply for a new English National Concessionary Travel Pass. This costs £5. You can complete a new form and pay at your local Travel Shop.

Is your Concessionary Bus Pass valid?

Ticket machines on local bus services now tell you if your Concessionary Travel Pass is not valid for travel.

Why would your pass be cancelled?

- If you informed your card issuer that your pass is lost or stolen.
- If your pass is being used fraudulently by someone other than you the pass holder.
- If you are no longer entitled to concessionary travel.

What happens if the ticket machine says your pass has been cancelled?

- If your pass is not valid you are not entitled to free concessionary travel
- The driver will tell you that your pass is not valid. You will be asked to pay the normal adult fare. If you don't want to pay the fare you can't travel.
- Contact your card issuer using the phone number shown on the back of your pass as soon as you are able to arrange for a new pass to be issued.

If you have more than one pass how do you know which one is valid?

If you have more than one pass, use the pass with the longest expiry date. Other passes with an earlier date will have been cancelled and will not be valid for travel.

For more details call the phone number on the back of your pass.

Metro Gold Card – Tyne and Wear Metro

If you have an English National Concessionary travel pass, you can apply for a [**Metro Gold Card**](#). This gives you unlimited travel on Metro, on Northern Rail services between Newcastle and Sunderland and also the Shields Ferry.

The Gold card offer can be used at weekends and weekdays after 9.30am. This is known as 'off peak'. If you have a hospital appointment you can use your pass before 9.30am if you carry and show your hospital letter. During the summer months (July and August) you can travel before 9.30am.

The card costs £12 a year if you live in Tyne and Wear. Or £24 if you live outside Tyne and Wear. Your Gold card will be loaded onto your English National Concessionary Travel Pass.

For further information, including how to apply contact [**Nexus**](#).

Lost your Metro Gold Card?

If you have lost your Metro Gold Card with your Concessionary Travel Pass on it you will need to report it to [**Nexus**](#) as soon as possible. You will then need to purchase a new Metro Gold Card from your local travel shop.

Concessionary Ferry Fare

You can get discounted ferry fares with your English National Concessionary travel card and gold card. For more information about concessionary ferry fares visit [**Nexus.org.uk**](http://Nexus.org.uk).

Network Travel

Senior Railcard

The [Senior Railcard](#) is available to anyone aged 60 years old or over and will save you 1/3 of the cost of most rail fares to almost anywhere in Great Britain, including certain fares on various rail/sea journeys.

A one year railcard costs £30 and a three year card costs £70.

To apply, you can get an application form from railway station ticket offices or a National Rail-licensed Travel Agent. The completed form needs to be handed in together with proof of your age, such as your Birth Certificate, Passport or Driving Licence.

You can also purchase or renew your Senior Railcard online or over the phone. You will need proof of your age/identity, so have your Birth Certificate, Passport or Driving Licence to hand when you call. You can't apply for a Senior Railcard by post.

As well as making savings on rail fares, the Senior Railcard also entitles you to other special offers, such as on London theatre tickets.

Disabled Person's Railcard

The [Disabled Person's Railcard](#) is available to disabled people and provides 1/3 off most rail fares across Britain for you and a companion. You can apply on their website or download an application form to return in the post.

Other useful railcards

- [Veterans Railcard](#) for those who have served for at least one day or more in Her Majesty's Armed Forces (Regular or Reserve). Merchant Mariners who have seen duty on legally defined military operations are also eligible.
 - [16-25 Railcard](#) for anyone aged 16 to 25, or in full time study.
 - [26-30 Railcard](#) for anyone aged 26 to 30.
 - [Family & Friends Railcard](#) for anyone travelling with one child, or more.
 - [Two Together Railcard](#) for two named adults travelling together.
 - [Network Railcard](#) for travel in the South East of England
 - [16-17 Saver](#) for anyone aged 16 or 17.
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Other Useful Information

- [Day Trips and Visits](#) article on Information Now
- [The Elders Council of Newcastle](#) publish an annual [Summer Outings leaflet](#) with ideas and tips on days out using your concessionary travel pass.

Useful Organisations

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Telephone: 0191 203 3333

Go North East

Email: customerservices@gonortheast.co.uk

Website: <https://www.gonortheast.co.uk/services>

Telephone: 0191 420 5050

Address: Go North East, NE8 1BR

Arriva

Website: www.arrivabus.co.uk

Telephone: 0191 420 5050

Address: ARRIVA North East Ltd, NE2 1QS

Stagecoach North East – Customer Services

Email: northeast.enquiries@stagecoachbus.com

Website: <https://www.stagecoachbus.com/>

Telephone: 0191 566 0231

Address: Stagecoach North East, SR5 1AQ

Traveline

Email: info@travelinenortheast.info

Website: www.traveline.info

Telephone: 0871 200 22 33

Address: Customer Services Traveline Information Ltd, WC2A 1QS

Disabled Person's Railcard

Email: railcardhelp@nationalrail.co.uk

Website: www.disabledpersons-railcard.co.uk

Telephone: 0345 605 0525

Address: Disabled Persons Railcard Office, DD11 9AN

Elders Council of Newcastle (Older People's Forum)

Email: info@elderscouncil.org.uk

Website: www.elderscouncil.org.uk

Telephone: 0191 208 2701

Address: The Elders Council of Newcastle, NE4 5PL

Senior Railcard

Email: railcardhelp@railcards-online.co.uk

Website: <http://www.senior-railcard.co.uk/>

Telephone: 0345 3000 250

Address: National Railcards, LE65 9FA

Related Articles

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Day trips and visits

Taking a holiday