Information NOW
Information for people in Newcastle upon Tyne

Concessionary travel

There are a number of ways to travel across the country, across the North East and in Newcastle. You may be able to get lower cost or free travel known as a concession because of your age, disability or health.

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 state pension age (to check when this is for you, visit gov.uk/state-pension-age). It is free for your first year.

You can also apply for reduced cost or free travel pass if you are:

- disabled
- someone with a learning, speech, visual or physical disability under pensionable age
- a carer companion to someone who couldn't travel without your help
- qualify under the Armed Forces Compensation Scheme

Individuals with certain disabilities can also get an English National Concessionary travel pass. To apply you need to be:

- chronically sick and disabled and suffering from any disability which permanently and seriously impairs your ability to walk
- permanently blind and unable to perform any duties for which sight is required
- assessed as having learning disabilities
- registered as profoundly deaf, with or without speech
- without the use of both arms, whether through the absence of limbs or otherwise
- unable to drive having had a driving license refused or revoked on medical grounds
- registered as partially sighted (where disability can be assessed by a Consultant Ophthalmologist)

To find out more about concessionary travel visit **newcastle.gov.uk**.

Where can I use my 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
- for 60p on the Shields Ferry from 9.30am Monday to Friday, all day at weekends and on public holidays, if you are a Tyne & Wear resident
- for 50p on Northern Rail services between Newcastle and Metrocentre/Blaydon, from 9.30am Monday to Friday and all day at weekends and on public holidays
- any local bus in England (including all major cities) between 9.30am to11.00pm weekdays, and all day at weekends and on public holidays

> If you have a concessionary travel pass because of a disability, attend college or are in paid employment for at least 15 hours a week, you can apply for an All Day Concessionary Travel Pass, which can be used at any time.

For further information contact **Nexus.**

How to apply for a free pass

You can apply for your English National Concessionary travel pass up to 28 days before you become eligible. It is worth doing this as it may take 28 days for your to receive it. You can either:

Apply online at Newcastle.gov.uk

The application form to apply by post is available to download from Newcastle.gov.uk here .

Apply online at Nexus

The application form to apply by post is available to download from Nexus here

To apply you will need:

- A passport style colour photo
- Proof of your age – for example your passport, driving licence or birth certificate.
- Proof that your permanent address is in Tyne and Wear – for example a council tax, gas, electricity or phone bill, dated within the last 6 months.

If you are applying for a concessionary travel pass because of a disability you will also need a benefits award letter such as:

- Personal Independence Payment (PIP) – where the applicant has been awarded at least eight points against either the PIP ‘Moving around’ and/or ‘Communicating verbally’ activities
- Higher Rate Mobility Component of Disability Living Allowance (HRMCDLA)
- War Pensioner’s Mobility Supplement (WPMS)

Nexus Travel shops are now closed. You can ask for help or a postal form by telephone: **0191 202 0747.**

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.

If your details have changed, such as your address or name, you need to inform **Nexus.**

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 East**
- **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 at a cost of £5.

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.

Free bus travel for companions

A **Companion Card** lets you take someone with you free of charge when you travel on buses in Tyne and Wear, County Durham, Northumberland and Darlington. It's available to residents of Tyne and Wear who receive certain allowances and are not able to travel without a companion.

Metro Gold Card from 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 **Tyne and Wear Metro,** on Northern Rail services between Newcastle and Sunderland and also the Shields Ferry.

The Gold card offer can be used all day at weekends and on public holidays and weekdays after 9.30 am. This is known as 'off peak'. If you have a hospital appointment you can use your pass before 9.30 am if you carry and show your hospital letter. During July and August and between Christmas and New Year, you can travel before 9.30 am.

The card costs £15 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. You can do this at a **Metro station ticket machine.**

For further information, including how to apply contact **Nexus.**

You can renew your Gold Card up to 7 days before your current pass expires. To check the expiry date touch your CT Pass on the orange reader at a Metro station. Or, if you have an NFC (near field communication) enabled smartphone, install their Pop card checker app and check your expiry date using your phone. Visit Google Play and search for Pop card checker.

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 Fares

You can get discounted fares on the Shields Ferry with your English National Concessionary Travel Card if you live in Tyne and Wear. Pay 60p single from 9.30am Monday to Friday, all day at weekends and on public holidays.

If you have a Metro Gold Card, you can travel for free on the Shields Ferry from 9.30am Monday to Friday, all day at weekends, on public holidays and throughout July and August.

For more information about concessionary ferry fares visit **Nexus.org.uk**

Reduced cost Metro travel

Tyne and Wear Metro offer some cheaper ways to travel

Metro families offer: Up to three children aged 11 and under can now travel free on Metro with a fare-paying adult. This includes someone with a Gold Card.

Under 16 year olds: can get discounted travel on the metro with a POP card

Day tickets: for unlimited 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 or 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.

Other Useful Information

- **Day Trips and Visits** article on Information Now

- **The Elders Council of Newcastle** publish **EC Rider**, a Summer Outings leaflet with ideas and tips on days out using your concessionary travel pass.

- **North East and Cumbria Hubs Mobility Advice Service** offer free advice on using public transport and and alternate travel options.

Last updated: September 25, 2026

Useful Organisations

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Address: The Spark, NE4 5DE

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: 0344 800 4411

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

North East and Cumbria Hubs Mobility Advice Service

Email: TransportHub@cntw.nhs.uk

Website: www.cntw.nhs.uk/nedm

Telephone: 07816 129 405

Address: Walkergate Park Hospital, NE6 4 UD

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