



## Under 22s Concessions

The Scottish Government's 'Free Bus Travel for Under 22s' scheme begins on **Monday 31 January 2022**. This allows eligible passengers free travel on most of our services (NightBus journeys are **NOT** included). A Transport Scotland pocket guide is available at traffic desks and posters showing the cards and ETM screens are on display in depots, however please note the following important points:

- A valid National Entitlement Card must be presented and accepted by the ETM for free travel, otherwise a fare must be paid\*.
- On services with more than one fare (airport, EastCoastbuses, Lothian Country), the passenger must inform you where they are travelling to so that you can select the correct fare zone they wish to travel in as you currently do for other concession cards.
- There are no temporary pass arrangements for young people and cards must NOT be withdrawn if the card is damaged, expired, invalid or hotlisted as the card may be used for other activities. Anyone who has a faulty card must pay a fare\*.
- Only when the card is clearly being used fraudulently by someone other than the cardholder should you withdraw the card. The passenger must pay a fare\*. Please note that photographs will not be on cards for those under the age of 12.
- \* An exception must be made for vulnerable young persons. Anyone who is vulnerable should be allowed to travel for free if their card is faulty and a fare cannot be paid. The 'Faulty Bus Pass' (Y) or (Y16+) options in the Concessions menu of the ETM will print a ticket for you to record the last 8 digits of the card number. You should hand the ticket in to the traffic desk as soon as you can.
- If there is an issue with your ETM and no smartcards are being read, or an error message is displayed with every smartcard, a manual count should be used for young people when a card is presented. The 'Manual Bus Pass' (Y) or (Y16+) options should be used to record these journeys.

If you have any questions about this concession scheme, please contact your management team.