

## Conditions of Issue for Concessionary Passes

- 1 Concessionary Passes are valid within South Yorkshire and certain adjoining areas for travel on local bus, rail, and tram services as specified in the individual leaflets for each pass type. For English National Concessionary Travel Scheme passes the 'adjoining area' is the whole of England outside South Yorkshire.
- 2 Passes are valid up to notified county boundary points. Information about the boundary points for specific bus, train and tram routes can be found online at [travelsouthyorkshire.com/networkmaps](https://travelsouthyorkshire.com/networkmaps) or at transport interchanges in South Yorkshire. Journeys or parts of journeys beyond the boundary points can only be made on payment of a separate fare.
- 3 Concessionary passes are not transferable and can only be used by the person whose photograph is shown on the pass.
- 4 South Yorkshire Mayoral Combined Authority (SYMCA) reserves the right to make a charge to cover the costs of issuing replacement passes.
- 5 Concessionary passes must be shown for each journey made. They must be scanned on an electronic reader or produced for inspection when required by any authorised employee of SYMCA or of the operator concerned.
- 6 Passes must not leave the possession of the holder and are not valid if altered, defaced or tampered with in any way. SYMCA reserves the right to confiscate or cancel any concessionary pass that is being misused or where the terms and conditions have been breached. SYMCA also reserves the right to refuse the reissue of a pass.
- 7 Passengers using concessionary passes are carried subject to Public Service Vehicle regulations, local bye-laws, and the conditions of carriage of the individual operator whose service is being used at the time. Rail passengers are carried subject to the National Conditions of Carriage.
- 8 Concessionary passes remain the property of SYMCA, which reserves the right to withdraw or cancel them at its discretion.
- 9 Customers are expected to take reasonable care of their concessionary pass by ensuring that their pass is not bent, scratched, cracked or otherwise damaged. SYMCA will not provide a refund or replace products loaded on to concessionary passes that do not work due to deliberate or accidental damage.
- 10 Possession of a concessionary pass does not give the holder priority over the other passengers in the queue at the bus stop, at the tram stop, at the rail station, or on any public transport vehicle.
- 11 Concessionary pass holders must ensure that the personal details on their passes are kept up to date.
- 12 SYMCA reserves the right to alter prices and conditions of use at any time.
- 13 Loss or theft of the pass should be reported immediately to SYMCA.
- 14 Details correct as of May 2021.