

Terms and Conditions for All England Travelcards issued by Bristol City Council

- Travelcard holders may travel on local bus services anywhere in England, plus services between Bristol and South Wales.
- Travelcards are valid in Greater Bristol from 9am on Monday to Friday and any time on Saturday, Sunday and Bank Holidays. Elsewhere in England a later start time of 9.30am may apply.
- The Travelcard is not valid for travel on the Bristol and Bath Open Top Tours.
- Travel is not valid on rail services or express coach services.
- Holders of **companion travelcards** who are accompanied by a companion must be accompanied for the whole duration of their journey. The companion entitlement may not be accepted outside of Greater Bristol.
- The Travelcard may only be used by the person to whom it has been issued.
- The Travelcard must be produced for inspection on request by an official representative of a local bus operator or a Travel Concession Authority.
- Any misuse of the Travelcard may lead to the Travelcard being withdrawn.
- If the Travelcard holder is no longer a resident of Bristol, the Travelcard must be returned to the Travelcard Office and a new application made to the holder's new Travel Concession Authority.
- The Travelcard remains the property of Bristol City Council.
- If the Travelcard is lost or stolen a replacement will be issued on payment of an administrative fee of **£6.45**. The charge will be waived if the Travelcard has been stolen and a **crime reference number** can be provided.
- If the Travelcard becomes defaced, a replacement must be requested. The administrative charge will be payable in such cases.
- It is the responsibility of the Travelcard holder to ensure that they re-apply for a new card before the expiry date of their current card.
- Travelcards are issued for periods of between two and five years to allow the future programme of reissues to be managed effectively.
- In London, the Travelcard is valid only on bus services and **not on underground services**. In other cities restrictions on tram services may also apply - you are advised to check local travel conditions with the relevant operator or transport authority.