

KCC 16+ Travel Saver

Share the fare with Kent County Council and save up to 50% off the cost of bus travel.



**Must-know information
for parents and students
for the school year**

2019 / 20



**share
the fare**

**-£-
spread
the cost**
pay by instalments
from June
2019

Get your pass on line at:
kent.gov.uk/16plustravelsaver



What is the KCC 16+ Travel Saver?

The KCC 16+ Travel Saver (and the KCC Travel Saver) are bus passes provided by Kent County Council (KCC) and can save up to 50% on the cost of bus travel to and from school and college.

Once you have bought the card you will then be sharing the fare with KCC, who will meet the rest of the costs of bus travel at any time of the day, 7 days a week and all year round from September until the end of August.

Pupils at secondary school can benefit from the KCC Travel Saver. Visit:
kent.gov.uk/16plustravelsaver.

Why do KCC provide it?

We provide the 16+ Travel Saver to fulfil our responsibility to support students to continue in further education up to the age of 19. Sharing the cost of bus travel with students enables them to continue with their education, as well as take part in other social and recreational activities by including evening and weekend travel.

What does it save me?

For most students, this pass will save you around 50% of what you might otherwise pay if you bought an annual season ticket for travel any time, 7 days a week direct from a bus operator.

If you are unsure if it works for you, check with your bus operator and if it doesn't save you money then buy the ticket direct.

Who can get one?

To apply for a KCC 16+ Travel Saver for the period from 1 September 2019 until 31 August 2020 every applicant **MUST**:

- be 16-19 years old and in academic years 12-14 (to be eligible your date of birth must be between 01/09/2000 and 31/08/2003)
- be a resident of Kent (whose household pays Council Tax to a Kent district/ borough council for KCC services)
- be attending a participating school, college, work-based learning provider or apprenticeship provider.

Any student who lives within the boundary of Kent County Council but whose provider is outside of Kent may apply.

Residents of Medway Council and London boroughs which have a Kent postal address (e.g. Bromley and Bexley) are not eligible to apply and should contact their own council to find schemes in those areas.

How much does it cost and how can I pay?

The cost of the pass is £400 for the year and you can pay online in full or spread the cost in monthly instalments with our new direct debit option.

Paying by monthly instalments

You can spread the cost by making 8 monthly payments between August 2019 and March 2020. A £10 administration fee applies. The administration fee will be added to the first payment taken.

If you apply later in the year then you can spread the cost over the number of months left until March 2020.

How to apply for instalment payments

Select the Direct Debit option when you apply online to be redirected to complete a Direct Debit form. Or print and complete the Direct Debit form and return it by post with your application.

Instalment examples

The cost of the pass remains the same whenever you apply. The earlier you apply the more monthly instalments you can spread the cost over and get the most use out of it. If you apply later in the year then you can split the cost by the number of months left until March 2020.

- Apply by 14 July 2019: 1 x instalment of £60 followed by 7 x instalments of £50 (total cost £410)
- Apply by 3 November 2019: 1 x instalment of £90 followed by 4 x instalments of £80 (total cost £410)

Refunds

If you no longer need your pass you can get a refund. You need to return your pass to us by Friday 24 May 2020.

Date returned by	Refund amount
Not collected or returned before the start of the year	£390.00
28 October 2019 - term 2	£323.35
6 January 2020 - term 3	£256.68
24 February 2020 - term 4	£190.01
16 April 2020 - term 5	£123.34
1 June 2020 - term 6	£ 56.67

Further financial support

In some instances, schools and colleges will also help students with the cost of the pass.

Schools and colleges receive bursary funding from central government for this purpose and we provide them with the following guidance to help them consider providing this support. You will need to check with your school or college to see if this is something that they consider.

- A student from a household with an income of £20,818 or over will pay the full (£400) amount.
- A student from a household with an income between £16,191 and £20,817 per year should be considered for some further financial support provided by the school or college.
- A student from a household with an income of less than £16,191 (equivalent to the Free School Meals criteria) should, at the discretion of the school or college, pay no more than £200 for the year's pass.

How do I apply?

Applications can be made online at **kent.gov.uk/16plustravelsaver**.

Or you can print and complete an application form and return it to **Freepost KCC Travel Savers**.

When can I apply?

Applications can be made from 3 June 2019 until 24 May 2020.

If you want your pass ready for the start of the school year in September, you need to apply by **14 July 2019**, as it can take up to six weeks to process applications during the busy summer months.

Applications made after 14 July 2019 will be processed as quickly as possible but we cannot guarantee that they will be ready for the start of term.

Please remember that the pass costs the same no matter when you apply for it, so the earlier you apply the more value you get and the longer the period available to spread the payments if you are paying by direct debit.

How long will it take to get my pass, where will it be delivered and what do I do in the meantime?

We try to provide passes within 3 weeks, but at busy times of the year (such as the start of the new school year) this can take up to 6 weeks.

Once your pass is available, you will be contacted by your school or college to collect it from them.

While you are waiting for your pass, you will be responsible for buying a ticket from the bus operator.

We are unable to send letters or other proof of application that enables you to travel and we cannot consider requests to reimburse fares incurred while you are waiting for your pass.

Using my bus pass

When can I use it?

The KCC 16+ Travel Saver is valid at any time of the day and on any day of the year, including evenings, weekends and school holidays. There are no restrictions on the number of journeys that you can make.

Which services accept the KCC 16+ Travel Saver?

The KCC 16+ Travel Saver allows free travel on virtually all public bus services in Kent. A list of participating operators and the most important service exceptions are available at **kent.gov.uk/16plustravelsaver**.

You can use the pass to travel out of the county if your journey starts or finishes in Kent. For example, you can travel from Kent into Medway (e.g. Chatham, Gillingham, Rochester) and vice versa but would not be able to travel on a bus that started and finished its journey all within Medway.

Transport for London services do not accept the KCC 16+ Travel Saver but reduced fares are available for young people using an Oyster Card.

Are there any other exceptions?

You cannot use the KCC 16+ Travel Saver on any service that is not a public bus. This includes private bus services and coaches, often arranged by schools or KCC. These services are not available to the general public and do not accept fares of any kind.

Where space is available on KCC private bus services and coaches they can sometimes be made available to children who are not entitled to free transport to school through KCC's Vacant Seat Payment Scheme. More information about this and other assistance with post 16 transport is available at **kent.gov.uk/schools**.

How do I find out the times and routes of buses?

You can find this information on our website – **kent.gov.uk/publictransport**
More detailed information of routes and timetables by school can be found at **11-19travel.info**. Each local bus operator also provides timetables for their services and schools often hold copies of local bus timetables. You can also use the national journey planner **traveline.info** which holds details of all public bus and rail services in Kent.

Will there be any new bus services provided?

No new bus services will be provided as part of this scheme.

If you are experiencing overcrowding on your local bus, please contact your local bus operator. KCC has made money available to local bus companies to provide larger or additional vehicles on existing routes.

My bus pass is lost/stolen/damaged. How do I replace it?

You can get a replacement bus pass by calling us on **03000 41 84 84**. You will need to pay a £10 administration fee, which you can do by credit or debit card, or by sending a cheque or postal order for £10, payable to Kent County Council to **Freepost KCC Travel Savers**.

If you lose the replacement card, you can get two further replacements each school year (at a cost of £10 each). After this, you will have to reapply and pay the full application fee again.

The bus driver won't accept my bus pass. What can I do?

Check that the bus service is one on which KCC 16+ Travel Saver is valid. If it is a private bus then your card will not be valid.

If your bus pass has been damaged, the smart chip in it might not work on the ticket machine on the bus, which means the driver will assume it isn't valid and you will have to pay for your fare. Please make sure you look after your bus pass carefully by not bending, biting, bashing or breaking it.

Passes that have been damaged in this way, or those where the photograph, name or KCC logo are not clear, or there is something else about the card that

causes the driver to question its validity, will need to be replaced and will incur a £10 administration charge.

KCC is not liable for any costs incurred by students when the pass is not deemed to be valid by the operator. The standard replacement charge applies in all such circumstances. We will issue a temporary replacement to your home address within 10 working days and the permanent replacement will be sent to your school shortly after. To replace your bus pass, call 03000 41 84 84.

Abuse it – Lose it

All KCC 16+ Travel Savers are expected to follow the Code of Conduct (published on our website). In addition to these, all bus operators publish their Conditions of Carriage.

Bus operators will refuse travel or confiscate bus passes of any passenger breaching these conditions.

If a KCC 16+ Travel Saver bus pass is used fraudulently it will be withdrawn and people who make and/or allow fraudulent travel will be banned from the scheme.

Passes will also be confiscated immediately if the pass holder lives outside Kent and no refund will be offered.

What else do I need to know?

We do not have overall control over bus services or bus operators.

The KCC 16+ Travel Saver does not entitle any student to travel on a particular service, does not guarantee space on any bus and cannot be accountable for problems with bus reliability. Problems about bus services should be directed to the relevant bus operator for resolution.

However, you can let KCC know of any general issues experienced by using our online feedback form (**kent.gov.uk/busfeedback**). We use this information to spot problem areas in our regular discussions with bus operators.

All KCC 16+ Travel Saver bus passes remain the property of Kent County Council and must be shown or surrendered on request.



How do I get further information?

Full terms and conditions and further information about schools and participating operators are available on our website **kent.gov.uk/16plustravelsaver**.

or in the following ways:

- by calling us on **03000 41 84 84** (Text Relay: 18001 03000 41 84 84)
- by writing to us at **Freepost KCC Travel Savers**.

This leaflet is available in alternative formats.
Please contact **03000 41 84 84**.

KCC 16+ Travel Saver

**Must-know information
for parents and students
for the school year**

2019 / 20