

## CHANGE OF NAME, ADDRESS OR REPLACING LOST, STOLEN, FAULTY OR DAMAGED PASSES

Do not go back to the Post Office®; instead, contact the helpline on **0845 275 7054** or **020 7934 9633**.

### Lost passes:

Lost passes are replaced at the discretion of your borough council. In some circumstances your borough may:

- Decide not to replace the pass
- Require you to attend an interview to explain the loss before a replacement is issued
- Charge you an administration fee for processing the replacement card

### Stolen passes:

Please supply a police crime reference number relating to the theft and a new pass will be issued. Where this is not provided your pass will be deemed to be lost.

### Damaged or faulty passes:

Please call the helpline to arrange a replacement.

If you find a pass you have previously lost it will no longer work; please send it to the address shown on the back of the card.

You are not allowed to hold more than one concessionary pass at any one time. Only use the most recently obtained pass and return any others.

## ALL PASSES ARE ISSUED SUBJECT TO THE FOLLOWING CONDITIONS

1. The Freedom Pass is issued subject to the operator's Conditions of Carriage. Please contact the relevant operator for a copy of their up to date conditions.
2. The Freedom Pass remains the property of London Councils and is not transferable. It may only be used by the holder whose name appears on the front and may not be used by anyone else.
3. The Freedom Pass must be shown to ticket checking staff. It must be produced for inspection on each journey on demand.
4. The Freedom Pass is not valid if illegible, damaged or altered. Ticket checking staff may withdraw any pass which appears to be invalid or is being used incorrectly.
5. The Freedom Pass is available for free or reduced fare travel only at the times and on the services shown on [www.freedompass.org](http://www.freedompass.org) and in the leaflet issued with the pass or in other notices.
6. All services and timetables are subject to alteration without notice.
7. Freedom Passes are issued to eligible older and disabled people whose sole or principal residence is in Greater London. If the passholder no longer has their sole or principal residence in the Greater London area or the pass is no longer in use then the pass must be surrendered to the following freepost address:  
FREEPOST FREEDOM PASS RETURNS
8. The Freedom Pass is for your personal use only and must not be used by anyone else.
9. Freedom Pass data will be provided to the Audit Commission for the National Fraud Initiative and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

The Freedom Pass is the 'travel permit' for the purposes of the Greater London Authority Act 1999 and the Concessionary Bus Travel Act 2007.

The scheme is managed by London Councils on behalf of all the London boroughs.

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# HOW TO GET YOUR FREEDOM PASS

FREEDOM PASS IS THE LONDON  
CONCESSIONARY TRAVEL PASS PROVIDED BY YOUR  
LOCAL BOROUGH

## WHAT IS A FREEDOM PASS?

The Freedom Pass for older people gives free travel on most public transport in London 24 hours a day (after 9.30am on most National Rail services within the London area), including all day at weekends and on public holidays. This pass may also be used to travel on local bus services in the rest of England under the terms of the Concessionary Bus Travel Act 2007.

For further details, see the leaflet that will be sent to you with your pass or visit our website [www.freedompass.org](http://www.freedompass.org)

## WHERE DO I APPLY?

### YOU MUST APPLY IN PERSON

If you live in one of the 30 boroughs listed below, apply at any London Post Office® branch:

Barnet, Bexley, Brent, Bromley, City of London, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kingston-upon-Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond, Southwark, Tower Hamlets, Waltham Forest, Wandsworth or Westminster.

If you live in one of the three boroughs listed below you must contact your local council for information about their issuing arrangements. Please note that Post Office® branches located in the boroughs below do not administer Freedom Passes for residents of these boroughs:

Barking & Dagenham, Camden and Sutton.

### YOU MUST PROVIDE A PHOTOGRAPH WITH YOUR APPLICATION

Passport style colour photograph (45mm x 35mm).

### WHEN WILL I RECEIVE MY FREEDOM PASS?

You will usually receive your pass in the post up to 10 working days from the date of your application.

**APPLICATION FORM ENCLOSED**

[www.freedompass.org](http://www.freedompass.org)

LONDON  
COUNCILS

## WHEN YOU APPLY

You must apply in person and bring this completed application form to the Post Office® unless you live in Barking & Dagenham, Camden or Sutton, where you must follow the borough's instructions.

You must bring one item from each of the sections 1, 2 and 3 below.

### PROOF OF NAME, AGE AND ADDRESS

- 1** You must provide ONE example from the list below as proof of name and age:  
(These should be originals and not photocopies)

- Current Passport
- Medical Card
- Birth Certificate (unless your name has changed)
- Current Driving Licence (Paper or Photocard)
- Letter of Pension Entitlement

- 2** You must also provide ONE example from the list below showing proof of residential address:

- Current Council Tax Bill/Letter/Payment Book
- Current Council Housing Association Rent Book/Statement/Letter
- Current Television Licence

The items below must be dated in the last 3 months

- Residential Utility Bill (excluding mobile phone bills)
- Residential Personal Bank/Building Society Statement
- HM Revenue and Customs Letter
- Department for Work and Pensions Letter
- Occupational Pension Letter
- Private Credit Card Statement

- 3** **PHOTOGRAPH – You must also provide:**  
A recent (within the last 12 months) passport sized photograph. Please do not staple or attach to the form. You cannot use a photograph that was part of an old photo identity card.

Your photograph must be:

- Colour and size 45mm x 35mm.
- A true likeness, showing your full face, facing forward without a hat
- Taken against a plain, evenly lit and pale coloured background

You will be issued with a receipt which has a reference number that you can use to track the progress of your application at [www.freedompass.org](http://www.freedompass.org).

## WHO IS ELIGIBLE?

Your sole or principal residence must be a London Borough. Since 6 April 2010 the age at which older people become eligible for free travel has been later than their 60th birthday. Find out when you will be eligible and when you can apply by using the tables below or visiting [www.freedompass.org](http://www.freedompass.org)

### If you were born in 1950 and your birthday is between

and your birthday is between		You will become eligible on	The earliest date you can apply for your older person's Freedom Pass is
6 April, 1950	To 5 May, 1950	6 May, 2010	22 April, 2010
6 May, 1950	To 5 June, 1950	6 July, 2010	22 June, 2010
6 June, 1950	To 5 July, 1950	6 September, 2010	23 August, 2010
6 July, 1950	To 5 August, 1950	6 November, 2010	23 October, 2010
6 August, 1950	To 5 September, 1950	6 January, 2011	23 December, 2010
6 September, 1950	To 5 October, 1950	6 March, 2011	20 February, 2011
6 October, 1950	To 5 November, 1950	6 May, 2011	22 April, 2011
6 November, 1950	To 5 December, 1950	6 July, 2011	22 June, 2011
6 December, 1950	To 31 December, 1950	6 September, 2011	23 August, 2011

### If you were born in 1951 and your birthday is between

and your birthday is between		You will become eligible on	The earliest date you can apply for your older person's Freedom Pass is
1 January, 1951	To 5 January, 1951	6 September, 2011	23 August, 2011
6 January, 1951	To 5 February, 1951	6 November, 2011	23 October, 2011
6 February, 1951	To 5 March, 1951	6 January, 2012	23 December, 2011
6 March, 1951	To 5 April, 1951	6 March, 2012	21 February, 2012
6 April, 1951	To 5 May, 1951	6 May, 2012	22 April, 2012
6 May, 1951	To 5 June, 1951	6 July, 2012	22 June, 2012
6 June, 1951	To 5 July, 1951	6 September, 2012	23 August, 2012
6 July, 1951	To 5 August, 1951	6 November, 2012	23 October, 2012
6 August, 1951	To 5 September, 1951	6 January, 2013	22 December, 2012
6 September, 1951	To 5 October, 1951	6 March, 2013	20 February, 2013
6 October, 1951	To 5 November, 1951	6 May, 2013	22 April, 2013
6 November, 1951	To 5 December, 1951	6 July, 2013	22 June, 2013
6 December, 1951	To 31 December, 1951	6 September, 2013	23 August, 2013

If your date of birth is after 31 December 1951, you can find out when you will be eligible by using the online calculator at [www.freedompass.org](http://www.freedompass.org) or calling the helpline on 0845 275 7054 (local call rate, other charges may apply from mobile phones) or 020 7934 9633.