



## Somerset County Council 2011/2012 County Ticket and County Ticket Plus

**NEW IMPORTANT GUIDANCE INFORMATION for 2011/12 PLEASE READ IN FULL**

### **What are the 'County Ticket' and 'County Ticket PLUS'?**

These are **annual** student bus passes, for students attending a Further Education course at a 16+ establishment including those on work-based learning courses. **They do not cover any travel by train.**

### **Is this my only option to pay for transport?**

No, all bus operators offer single and return tickets on a daily basis and most can also offer various types of season tickets at a discounted rate. **We would advise you to check your options before applying** for a County Ticket or County Ticket PLUS.

### **Is there a limit to the distance I can travel?**

This depends on the type of ticket purchased.

**The County Ticket** entitles the holder to travel throughout Somerset subject to the conditions of each operator and on cross border routes to and from Wiltshire, Dorset and Devon.

**The County Ticket PLUS** entitles the holder to the same as above PLUS cross border routes to and from Bristol, North Somerset and Bath & North East Somerset.

**It will not cover journeys that are wholly outside Somerset.**

### **Are there any Individual Operator Restrictions?**

Yes although the following operators will continue to give unlimited access to their services within Somerset.

Bakers Coaches, Berkeley Coach & Travel, Damory Coaches, First Hants & Dorset, First Somerset & Avon, Frome Minibuses, Hatch Green Coaches, Libra Travel, Quantock Motor Services (except service 39 & 300), Ridlers Coaches Ltd, Taylors Coach Travel, Webber Bus.

The following operators will only accept these tickets for free travel before 09.00 and after 16.00 on college days only. (Tickets will not be accepted outside of these times/days for free travel)

Nippy Bus Ltd, Southwest Coaches, Stagecoach South West, as well as SLINKY.

If you're not sure if the service you wish to use is included, please contact us on 0845 345 9155.

**This ticket is not valid for free travel on the Berry's Superfast and National Express services.**

### **Am I eligible to get a 'County Ticket'?**

As long as you are attending a 16+ establishment and the Young Peoples Learning Agency (YPLA) funds the course, or you are attending college as part of a work-based learning course, you will be entitled to apply for a County Ticket. The college will be able to tell you if the YPLA funds your chosen course.

### **What if I am unable to use public transport due to a disability, special need or medical problem?**

You may still get assistance on an individual basis and should register your interest with us on 0845 345 9155.

## **I am a Somerset County Council Care Leaver or Estranged from my parents, is there any extra assistance available?**

Yes, as long as you are able to provide a letter to support your claim (from a person in a position of authority, e.g. leaving care worker or a social worker) then your County Ticket/County Ticket PLUS may be free of charge. If you feel you may qualify for this additional assistance, please contact us on 0845 345 9155.

## **How much does it cost?**

Somerset County Council: Transporting Somerset has negotiated a very competitive price for both the County Ticket and the County Ticket PLUS. The costs for 2011/12 academic year are **£535.00** for the County Ticket and **£645.00** for the County Ticket PLUS. You will also be able to pay on-line by credit/debit card, cheque or direct debit.

If you need to purchase a County Ticket PLUS because your chosen 16+ establishment is in North Somerset or Bath & North East Somerset, the ticket could be reduced to the same price as a County Ticket if the reason you have chosen this college is because your chosen course, or a suitable alternative, is unavailable within daily travel of your home in Somerset. You will need to submit your course details with the application in support of this.

## **Can I change the Payment Options after the form has been submitted?**

No. It is your responsibility to ensure that you are able to comply with your payment choice. We are trying to keep the cost of the tickets as low as possible and there would be additional administration costs involved in each change. **It is important the person who signs the declaration on the agreement to pay enters their details on the application form and is the account holder if the direct debit option is selected.** If an invoice is raised it must be paid for in full unless the ticket has been returned before **28 October 2011**.

## **Is there any help available with the cost?**

You may still be entitled to claim the Education Maintenance Allowance or Adult Learning Grant for 2<sup>nd</sup> year students only and there may also be additional funding available from the 16-19 Bursary Fund. You should contact your chosen 16+ establishment to find out more.

You may also be able to spread the cost using direct debit. **Please Note: If you select payment via the direct debit option you automatically agree to Somerset County Council carrying out a full credit check with an independent credit reference agency which will be recorded and subject to the result, Somerset County Council reserves the right to withdraw this option.** If approved, you will be expected to pay £53.50 by cheque attached to your County Ticket application form with the balance of £481.50 being collected in instalments normally over 9 months, starting in November and finishing in July, or for a County Ticket Plus £64.50 with the balance of £580.50 being collected in instalments as above. You will receive a confirmation invoice detailing collection dates and amounts.

## **When should I apply for the ticket?**

You should apply **before 12 August 2011** to ensure you have a ticket ready for collection on 01 September 2011. Any applications received after this date will be dealt with in chronological order by "received" date, and should take no longer than 15 working days to process. You may not be sure which 16+ establishment you will be attending until you get your GCSE results; in these cases you should complete an application for each establishment to ensure there is a ticket waiting for you to collect from each establishment on 01 September 2011. As soon as you know which sixth form or college you are not going to attend, please let us know and we will recover and cancel the unwanted ticket. You will only be charged for one ticket.

### **When are the tickets valid from and to?**

They will be valid from 01 September 2011 to 31 August 2012. (**subject to operator restrictions as mentioned in the question “Is there a limit to the distance I can travel?”**). This is a fixed year and there will be no reduction in price for tickets not issued or received by 01 September 2011. You will also not be able to claim a refund for any daily tickets purchased while you are waiting for delivery of the County Ticket or County Ticket Plus. **Please apply by the 12 August 2011 to avoid this situation.**

### **When will I get the ticket?**

If the above dates have been met then the ticket will be available for collection from your chosen 16+ establishment from 01 September 2011 and you will receive a letter of confirmation once your application has been processed.

If you haven't already collected your ticket you may travel into your chosen 16+ establishment on the first day of term without a ticket, **but you must collect your ticket on that day for the return journey and all subsequent journeys.**

### **What if I apply and then no longer require my ticket?**

We pay the bus companies in advance for these tickets and we have an agreement that if a ticket is returned to us by **28 October 2011** then we are able to get a pro rata refund for the time unused, which we will pass on to you. **After 28 October 2011 we have to pay the full price, therefore we are unable to accept any returned tickets and all tickets must then be paid for in full for that year without exception.**

**It is your responsibility to ensure the safe return of the ticket to us, so if you are posting it back to us, you are strongly urged to return it by recorded delivery, as we are unable to accept responsibility for any tickets that do not arrive back into the office of Somerset County Council, PPC302, Transporting Somerset, County Hall, Taunton, Somerset, TA1 4DY.**

### **Can I use the school-contracted bus?**

Yes you may if you wish to attend a school/college sixth form. School bus services do not operate to Colleges of Further Education. You will only be able to access the contracted school bus if there is room and you have written authorisation. If you wish to use the contracted school route, please tick the appropriate box on the application form.

### **Will I be able to exchange the ticket for a petrol allowance?**

No, petrol allowances are only available for students who live more than 3 miles from a bus stop or if your chosen course is unavailable from your nearest bus stop then an allowance can be offered to get to an appropriate bus stop. You will then get an allowance of 18p per mile to and from the bus stop for each day you attend the 16+ establishment, up to a maximum annual payment of £135.00 per annum.

### **What happens if I lose the ticket or it is stolen?**

If the ticket is lost or stolen you should contact us on 0845 345 9155 and request a form to claim a replacement there will be a £10.00 administration charge for this and you will only be able to make one claim for a replacement ticket. **It is essential you keep it safe.** As you will still be liable to make full payment for the ticket even if it is no longer in your possession.

**If the Ticket is lost a 2<sup>nd</sup> time then the only way of obtaining another ticket would be to reapply and start from the beginning. You will be expected to pay the full annual cost of £535 for a County Ticket or £645.00 for a County Ticket Plus.**

**Please note:**

**All applications are subject to acceptance of the conditions of use and completion of the pay agreement on the reverse of the application form. No application will be accepted without this.**

**County Ticket and County Ticket PLUS are issued with the following conditions of use:**

1. The ticket is non-transferable.
2. The ticket is issued subject to the conditions of all the participating bus companies.
3. The list of participating bus companies is held at County Hall, Taunton and may be inspected either in person during office hours or requested by telephone or e-mail.

Somerset County Council  
PPC302 Transporting Somerset  
County Hall  
The Crescent  
Taunton  
TA1 4DY

Telephone Number 0845 345 9155  
Transport@Somerset.gov.uk

4. The ticket is valid when used on local bus services for any journey, **subject to operator restrictions as mentioned in the question “Is there a limit to the distance I can travel?”** that starts or terminates within the administrative borders of the County of Somerset, until the expiry date shown on the face of the ticket.
5. The ticket may be used for any number of journeys on any number of services and on any day **subject to operator restrictions as mentioned in the question “Is there a limit to the distance I can travel?”**
6. Ticket holders intending to use school contract vehicles, Slinky or other forms of community based transport must be in possession of a valid permit for travel on that service as well as the County Ticket, for which there will be no additional charge.
7. The ticket cannot be used as a “Proof of Age” card.
8. Right to a County Ticket does not entitle the bearer to any other rights under any scheme provided by Somerset County Council.
9. The County Council reserves the right to withdraw the scheme. In such circumstances appropriate reimbursement will be made based on the proportion of the period of issue remaining.
10. The ticket remains the property of Somerset County Council and may be withdrawn if:
  - a) the ticket is used in an improper manner
  - b) there is a default on the agreed payment arrangements
  - c) ticket-holders conduct themselves in a manner that could possibly result in an accident or bring harm to other passengers
11. Any ticket found being used fraudulently will be reported to the Police.



This document is also available in Braille, large print, on tape and on disc and we can translate it into different languages. We can provide a member of staff to discuss the details.

**PLEASE RETAIN THIS PART OF THE LEAFLET/APPLICATION FORM FOR FUTURE REF.**

# County Ticket & County Ticket Plus Application Form 2011/12

Please complete and sign where indicated, then forward this form to  
**Somerset County Council, PPC302, Transporting Somerset, County Hall, Taunton, TA1 4DY**

	Please enter Student Details Below	Please enter Payers' Details Below
		Application will be rejected if not completed
Name of Further Education College or School/College Sixth Form		Not applicable
Title		
Surname		
First names		
Gender		
Date of Birth		
Home Address		
Postcode		
Home telephone number		
Mobile telephone number		
Full Title of course being studied		
Which Bus Service do you intend to use to get to college/school if you are unsure please go to <a href="http://www.somerset.gov.uk/countyticket">www.somerset.gov.uk/countyticket</a> or ring us on 0845 3459155		
Is the student a UK National ?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Is the student an EC National ?
		Yes <input type="checkbox"/> No <input type="checkbox"/>

*Please tick the above boxes as applicable*

If the student is not UK or EC National please enter Nationality

I also wish to apply to use the school contracted bus network  Tick if required<sup>1</sup>

*<sup>1</sup> This is only available to students attending 6th forms of schools, West Somerset Community College or Frome College*

I certify that I am applying for enrolment at the above school/college or I am attending college as part of my work based learning course.

Student's Signature

Date

Parent's Signature<sup>2</sup>

Date

*<sup>2</sup> Only required if the student is under 18 on 01.09.2011*

Please supply a passport style photograph for the bus pass.

**Please turn over to complete the Agreement to pay and DECLARATION.**

**PLEASE NOTE: -**

**The application cannot be accepted without this being completed and will be returned for completion which can lead to a delay in the ticket being issued.**

**Securely attach  
passport style  
photo here with  
name and date of  
birth on the  
reverse.**

## Agreement to pay for the 2011/2012 County Ticket or County Ticket Plus

*This form must be completed by the payer who must be over the age of 18 on 01 September 2011.*

### “County Ticket”

Methods of Payment – Please tick only one of the boxes below.

For use on most local services within Somerset and most cross border services to and from the neighbouring counties of Wiltshire, Dorset and Devon only, subject to operator restrictions as mentioned in the question & answer sheet, "Is there a limit to the distance I can travel?"

- I have paid **£535.00** by **credit/debit card** "on line" at [www.somerset.gov.uk/payforacountyticket](http://www.somerset.gov.uk/payforacountyticket) and attached a copy of my receipt.
- I have enclosed a **cheque** for **£535.00** made payable to Somerset County Council.
- I wish to pay **£535.00** by **direct debit** and have attached a **cheque or postal order** for **£53.50** to cover **1st installment, made payable to Somerset County Council** and enclose a completed Direct Debit Mandate.

**Please Note: If you select payment via the direct debit option you automatically agree to Somerset County Council carrying out a full credit check with an independent credit reference agency which will be recorded and subject to the result, Somerset County Council reserves the right to withdraw this option**  
**The bank account on the mandate must belong to the person who has signed the declaration below.**

### “County Ticket Plus”

Methods of Payment – Please tick only one of the boxes below.

For use on most local services within Somerset and most cross border services to and from the neighbouring counties of Wiltshire, Dorset and Devon **PLUS Bristol, North Somerset and Bath & North East Somerset**, subject to operator restrictions as mentioned in the question & answer sheet "Is there a limit to the distance I can travel?"

- I have paid **£645.00** by **credit/debit card** "on line" at [www.somerset.gov.uk/payforacountyticket](http://www.somerset.gov.uk/payforacountyticket) and attached a copy of my receipt.
- I have enclosed a **cheque** for **£645.00** made payable to Somerset County Council.
- I wish to pay **£645.00** by **direct debit** and have attached a **cheque or postal order** for **£64.50** to cover **1st installment made payable to Somerset County Council** and enclose a completed Direct Debit Mandate.

**Please Note: If you select payment via the direct debit option you automatically agree to Somerset County Council carrying out a full credit check with an independent credit reference agency which will be recorded and subject to the result, Somerset County Council reserves the right to withdraw this option**  
**The bank account on the mandate must belong to the person who has signed the declaration below.**

**PLEASE MAKE SURE YOU HAVE READ THE 2011/12 COUNTY TICKET AND COUNTY TICKET PLUS QUESTION & ANSWER SHEETS AND THE DECLARATION BELOW AND ACCEPT IT BEFORE SUBMITTING YOUR APPLICATION.**

**Declaration: PLEASE READ before signing**

I have read the County Ticket leaflet in full including the conditions of use and understand that **once a ticket has been issued it must be paid for in full, even if it has been lost, stolen, its use is no longer required or the student withdraws**, unless it has been returned for refund before 28 October 2011 in which case I will be given a pro rata refund for the time unused. I also understand that if the ticket is lost or stolen, it will only be replaced once for a £10.00 administration charge. If the ticket is lost or stolen a second time it will not be replaced and must still be paid for in full. If a replacement is still required then the only option is to start again with a new application and the full cost of another ticket will apply.

**I confirm I am over 18 on 01/09/2011 and therefore eligible to sign this agreement and have completed the payers address details overleaf**

Payers' Signature \_\_\_\_\_ Date \_\_\_\_\_

Please also print full name of signatory\* \_\_\_\_\_

*\*Including Title*

**This Guarantee should be detached and retained by the Payer**



**The Direct Debit Guarantee**

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Somerset County Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Somerset County Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Somerset County Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Somerset County Council asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



**Instruction to your Bank or Building Society to pay by direct debit**



Please fill in the whole form and send to Somerset County Council, Transporting Somerset, County Hall, Taunton, TA1 4DY

Name and full postal address of your bank or building society

To the Manager .....

Bank/Building Society

Address: .....

.....

.....

.....

Postcode: .....

Name(s) of Account Holder(s) .....

.....

Bank/Building Society Account Number

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Branch Sort Code

--	--	--	--	--	--

Service users number (BACS Number)

7	6	8	3	2	2
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Reference Number (for the use of Somerset County Council)

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Instruction to your bank/building society.  
Please pay Somerset County Council from the account detailed in this instruction subject to the safeguards assumed by the Direct Debit Guarantee.  
I understand that this instruction may remain with Somerset County Council and if so, details will be passed electronically to my bank or building society.

Signature(s) .....

.....

Student's Name:

.....

Student's Date of Birth:

...../...../.....

Date: .....

Banks and Building Societies may not accept direct debit instructions for some accounts.

**Data Protection:**

The information you provide on the application/agreement to pay will be stored electronically and may be used to detect and prevent fraud. We may also share this information, for the same purposes, with other organisations, which handle public funds.

**Voluntary Questions:**

The following questions are voluntary – you do not have to answer them. Whether or not you answer will not affect our assessment of your entitlement to assistance with travel.

The information will be used to help Somerset County Council to improve our ability to deliver suitable and accessible educational services that meet the varied needs of our communities in the future.

How would you describe your ethnic origin?

White	British	<input type="checkbox"/>	Asian or Asian British	Indian	<input type="checkbox"/>
	Irish	<input type="checkbox"/>		Pakistani	<input type="checkbox"/>
	Gypsy/Romany	<input type="checkbox"/>		Bangladeshi	<input type="checkbox"/>
	Any other white background	<input type="checkbox"/>		Any other Asian background	<input type="checkbox"/>
Black or Black British	African	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	
	Caribbean	<input type="checkbox"/>	Traveller of Irish Heritage	<input type="checkbox"/>	
	Any other black background	<input type="checkbox"/>	Any other Ethnic group	<input type="checkbox"/>	
Mixed	White & Black Caribbean	<input type="checkbox"/>			
	White & Black African	<input type="checkbox"/>			
	Any other mixed background	<input type="checkbox"/>			