Cheshire West & Chester Council
Cheshire boroughs concessionary fares scheme
Replacement bus pass application form

<table>
<thead>
<tr>
<th>Title</th>
<th>First name</th>
<th>Middle initial</th>
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<tbody>
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<td>Surname</td>
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<td>Address</td>
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<td>Postcode</td>
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Date of birth
Telephone number
Current bus pass number
Date pass lost
Date pass stolen
Crime number
Signature

Please ensure you provide the following with your application:

Please tick

- **Lost or damaged bus pass** - the charge for a lost/damaged bus pass is £10. Payment can be made by cheque or credit/debit card.
  - **PLEASE NOTE** This charge is **non-refundable**. We do advise that customers that have lost their passes should wait approximately one week before they apply for a replacement pass as their pass could be found within that time frame.

- **Stolen bus pass** - crime reference number issued by the Police. If you cannot provide a crime reference number your application will be treated as a lost pass and you must enclose the fee as stated above.

Completed application forms should be returned in person to:

- Information Centre, 1 The Arcade, Northwich, Cheshire, CW9 5AS
- Ellesmere Port Customer Service Centre, Ground Floor, Ellesmere Port Library, CH65 0BG
- Council Offices, The Forum, Chester, Cheshire, CH1 2HS
- Neston Library, Parkgate Road, Neston, Cheshire, CH64 6QE
- Frodsham Library and Integrated Services, Princeway, Frodsham, WA6 6RX
- Wyvern House, The Drumber, Winsford, Cheshire, CW7 1AH

For information on the bus pass and concessionary travel privacy notice visit:

Office opening times, Monday to Friday 8.30am–5pm
Telephone: 0300 123 7025  Email: concessionarytravel@cheshirewestandchester.gov.uk
Please allow 21 days for delivery, if you do not receive your pass within 28 days you must notify the council, failure to do so will result in your pass being treated as a replacement and a fee will be applied.

For office use only

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<th>Customer service officer please complete</th>
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<tr>
<td>Receipt number</td>
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<td>CMS Number</td>
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