

Wales Free Bus Travel Scheme for Refugees – ‘Welcome Ticket’

Terms and Conditions



Llywodraeth Cymru
Welsh Government

1. Scheme Title

The Wales Free Bus Travel for Refugees Scheme, hereafter will be referred to as ‘the scheme’.

2. Scheme Brand

The scheme brand for all public communication is the ‘Welcome Ticket’.

3. Description

The scheme provides eligible persons with free unlimited travel on all local bus services across Wales including those that operate into England where your journey starts or finishes in Wales.

The proof of eligibility required to access free bus travel as defined is listed under heading (4) below.

The offer is completely separate to the current pilot scheme in place for Asylum Seekers.

4. Eligibility

The scheme is available for all refugees seeking safe haven in Wales in line with our Nation of Sanctuary vision on production of one of the following:

- Valid passport (Ukrainian refugees only) until processed through the Home Office
- Letter issued by the Home Office / Message from Rt Hon Priti Patel MP (as attached below);
- Biometric British Residence Permit (BRP) marked that someone is a ‘Refugee’, has ‘HP’ or ‘Humanitarian Protection’;
- Anyone else who can present a BRP which does not include those phrases but accompanied by a letter or email which says they have been granted refugee status / Humanitarian protection.



FINAL travel letter
14032022.pdf

10. Application of Discount on Bus

The user is required to present their proof of eligibility (heading 4 of this document) to the bus driver when boarding a bus to obtain the relevant discount. Persons unable to present proof of eligibility will not be eligible to free travel and will be required to pay the full stated fare.

Bus company representatives retain the right to inspect proof of eligibility as a part of the verification process and reducing fraud.

11. Rules and Regulations

Each bus company's rules and regulations apply when free travel is made on production of proof of eligibility and/or other ticketing.

12. Scheme Duration

The scheme will commence on 26 March 2022 and continue initially for a six month period until 30 September 2022 to enable a review to ensure that it continues to provide the intended benefits and that remains affordable and deliverable.

Further information in relation to the scheme will be made following review and in sufficient time before the end of the six month period.

13. Application Window

There is no application window as the user will produce the proof of eligibility required to participate in the scheme to the bus driver when boarding the bus for immediate free travel on local bus services in Wales.

14. Card Issue

This scheme will not involve the issue of any specific travel cards to the user. Those eligible for free travel will be required to conform to the requirements of eligible proof as listed under heading 4 of this document. Those eligible for free travel will be issued with the 'Welcome Ticket' zero value travel ticket from the bus driver when boarding on the bus for the journey being made.

15. Exclusions

Free travel is not valid on long distance coach services provided by National Express and Stagecoach Megabus.

For details about these services including times please use the following contact information:

National Express: <https://www.nationalexpress.com/en/help/contact>

Stagecoach MegaBus: <https://uk.megabus.com/>

Proof of eligibility under heading 4 of this document does not entitle or guarantee carriage on any bus service at any time, or give rise to expectation of the continuation of existing services or provision of new services.

Individual operator conditions of carriage also apply for journeys made.

16. Fraudulent use

The scheme is only available to those eligible through the production of valid proof as listed under heading (4) of the scheme's terms and conditions to the bus driver when boarding the bus. Fraudulent use will result in free transport being withdrawn immediately to the individual(s) in question and will be reported to the relevant authorities and may lead to prosecution.

17. Changes to Terms and Conditions

The Terms and Conditions of this scheme may be subject to change. Any changes will be reflected in updated Terms and Conditions made available.

The list of scheme participating bus operators are listed on the next page.

**This scheme is endorsed and delivered by the following organisations,
members**

