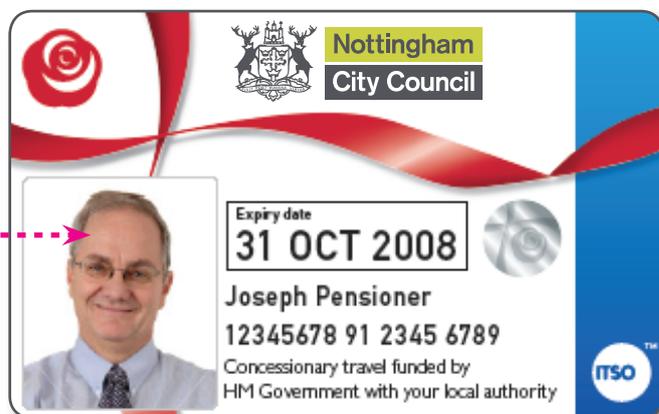


# Is your concessionary card valid still?

**1** Are you still a Nottingham City resident?



**2** Does your card have a valid date?

**3** Is your photo still clearly shown on the front?

**1** **Are you still a Nottingham City resident?**

Please contact us if you have moved house, you may not be able to continue to use your current concessionary pass if you have moved to another local authority area.

**2** **Does your card have a valid date?**

Your card must have a date that is beyond today's date? If your card is showing a date that is in the past, please contact us.

**3** **Is your photo still clearly showing on the front of your card?**

If your photo is worn or no longer resembles you, please contact us about updating your card. Your card must show a good photo with a true likeness.

**4** **Did you know that your pass is only valid if it is you that is using it for travel?**

You must not allow others to use your pass, it would be a break in your agreement with us for you to have your travel pass. It could mean the loss of use for this pass, it might even be confiscated.

**5** **Have you reported your pass lost or stolen?**

If you have reported your pass lost or stolen, that pass is no longer valid for use. If you apply for a new pass and find the old one, please destroy the old pass it is no longer a valid pass and will no longer be accepted on the network.

If your card is no longer valid, it will not work on the bus and tram network, it will be blocked. Please ensure your pass is valid before you travel. If your card has been blocked and will not work on the bus and tram network and you believe it should still be working. Please contact us to discuss.

**Contact us**

w: [robinhoodnetwork.co.uk](http://robinhoodnetwork.co.uk)

e: [info@robinhoodnetwork.co.uk](mailto:info@robinhoodnetwork.co.uk)



**Nottingham**  
**City Council**