

Frequently asked questions

When will I receive my pass?

If you are eligible for a pass, we will order it on your behalf from WY Metro. Please allow up to three weeks for your pass to be delivered to your home address.

Can I apply for a bus pass in a travel centre or at the post office?

Only for a Senior Bus Pass. If you wish to apply for a Disabled Person's Pass or a Blind Person's Pass you must apply via Leeds City Council.

I need help when travelling on public transport. Can my companion travel free of charge too?

Yes. If you are unable to travel conveniently alone, you may be entitled to a special pass entitling a companion to the same concessions when travelling with you in West Yorkshire. Your companion does not need to be the same person for every journey.

Guide dogs travel free of charge and there are no restrictions for travelling on the lower deck of buses.

Can I get a bus pass without my GP having to sign the form?

It depends. You will be automatically eligible if you can provide proof that you are:-

- in receipt of the higher rate of Disability Living Allowance (a letter from the benefits agency)
- in receipt of the 40% war pensioner's mobility supplement (a letter from the Veterans' Agency)
- registered blind (e.g. CV1 form)
- a registered blue badge holder (your serial number)
- unable to drive on medical grounds (evidence from the DVLA)

If you do not meet the above criteria, you will need to take your completed application form to your doctor or specialist.

Where can I use my pass within West Yorkshire?

You can use your pass on all scheduled train services and almost all journeys on buses in West Yorkshire displaying the Metro symbol. The only exceptions are NightRider bus services, certain special services, excursions, tours, private hire vehicles, school and works contract services and certain express buses. For travel outside the West Yorkshire boundary check with the local operators for restrictions of use.

For further information about which bus services your bus pass is valid on, please contact MetroLine on 0113 245 7676.

What if I live in West Yorkshire but want to travel by train outside the county boundaries?

If you want to travel to or from points outside West Yorkshire by train, you must pay the additional fare at the start of the journey. This will normally be the full adult train fare for the section of your journey not in West Yorkshire. If you do not pay for this section of your journey before you travel, you may be charged the full adult train fare for the entire journey.

How long is a pass valid for?

Blind Person's Pass and a Disabled Person's Pass are valid for five years.

What happens if I lose or damage my pass?

You need to contact Metroline on 0113 245 7676. They will send you out a replacement pass within 14 days.