

# ConnectBus

## Important Information Concessionary bus pass users

The ConnectBus service is fitted with an electronic ticket machine. If you have a bus pass you can now place your card on the ticket machine for the driver to issue a ticket to travel.

If you do not present your bus pass then you will have to pay the appropriate bus fare otherwise you cannot travel.

If you have your card with you and the ticket machine rejects the pass this could be for several reasons:

1. The card is out of date and must be renewed.
2. The card is damaged and must be replaced. However, the driver will still allow you to travel if the card is legible and valid.
3. The card has been blocked as it was reported lost or stolen.
4. The card is not valid for travelling at this particular time.

If the card is rejected for the first three reasons then please arrange to renew/replace your bus pass as soon as possible.

**For more information as to how to do this you can visit the website: [www.lincsbus.info](http://www.lincsbus.info) or call our helpline on 0345 456 4474.**

If you are not a Lincolnshire resident then please contact the Council from which you originally applied.

[www.lincsbus.info/connectbus](http://www.lincsbus.info/connectbus)  
**0345 263 8153**

**Lincolnshire**  
COUNTY COUNCIL  
*Working for a better future*