**Home to School/college Transport**

**replacemEnt Passes**

If you have lost, damaged or had stolen your home to school transport bus or train pass you should apply for a replacement as soon as possible. The process to obtain a replacement pass will depend on the type of pass that you hold/held.

If you are unsure which type of pass you have, please contact the Transport Services Team on 01635 503494 or via [client.transport@westberks.gov.uk](mailto:client.transport@westberks.gov.uk) for advice.

**West Berkshire Council Paper School Bus Pass and Smart Card Pass**

(This will have the West Berkshire Council logo on the top left hand corner).

* If your child has lost their bus pass - you can apply for a replacement but there is a fee of £15.00.  Payments can be made online – [www.westberks.gov.uk/payments](http://www.westberks.gov.uk/payments) and selecting Online Payments – Home to School Transport Replacement Pass. You will need to enter the Pupils Name, School and Home Address. The team are notified of any payment made and will arrange for a replacement to be issued.
* If your child's pass has been stolen/damaged – if stolen and you have a crime reference number, or if damaged and you can return the original pass, the fee will be waived; please contact the Transport Services Team on 01635 503494.
* If the details on your child's pass are incorrect - please contact us (as above) to investigate and re-issue a pass as appropriate.
* If you have a pass that you no longer require - please return the pass (with an accompanying explanatory letter or completed cancellation form) to the Transport Services Team, West Berkshire Council Offices, Market Street, Newbury, RG14 5LD at the earliest opportunity so that it can be cancelled.  If you have a pass that you are paying for, we can only offer partial cancellations on instalment plans or refunds (in certain circumstances) for complete terms of un-use therefore it is important not to delay returning your pass.

Please note, West Berkshire's passes are valid only until the end of the academic year.  If you are automatically entitled to transport the following academic year, a new pass will be sent out to you over the summer holidays.  If you need to re-apply for transport or are unsure if you are entitled to transport please contact the Transport Services Team on 01635 503494 for clarification.

**Reading Buses Pass**

If you have:

* A Reading Buses simplyReading, simplyNewbury&Thatcham or simplyNetwork pass

You will need to contact Reading Buses’ customer services team on 0118 959 4000 or via email at [customerservices@reading-buses.co.uk](mailto:customerservices@reading-buses.co.uk) about applying for replacement passes.

**First Great Western Scholars Rail Pass (applied for via West Berkshire Council)**

If you have lost/misplaced/damaged/had stolen your rail pass, you will need to contact First Great Western direct on 08457 000125 or 0845 6786972.  Please note there may be a fee for obtaining a replacement pass.

Please also be aware you may need to purchase individual tickets to travel in the meantime, however, please do not hesitate to enquire with First Great Western about the possibility of applying for a refund - and remember to retain any tickets you have purchased for this purpose.

**West Berkshire Council Older People and Disabled Person’s Bus Passes**

For details on obtaining replacement Concessionary Fares passes (for disabled or senior residents) please visit our [Older People's and Disabled Person's Replacement Bus Pass](http://beta.westberks.gov.uk/index.aspx?articleid=29946) page.

**Other School Travel Passes**

If you have independently purchased any other type of travel pass to enable your child to travel to and from school, please contact the operator or distributor directly for more details about replacement passes.