Using your igo pass

- Always show your **igo pass** to the driver as you board the bus and to any other official who requests it during the journey.
- Please take care of your **igo pass**, as damaged or defaced passes will not be accepted and may be confiscated.
- Do not attempt to use an out of date pass.
- Never allow others to attempt to use your **igo pass** as this may result in the pass being confiscated.
- Replacement passes will be charged for.
- The photograph on your pass must be a true and current likeness.

www.tfgm.com/igo

Behaviour Code

Transport for Greater Manchester offers you the right to travel on public transport at the concessionary fare. In return, we expect you to respect the rights of others who travel with you. The following code is designed to ensure your safety as well as others when using public transport in Greater Manchester.

Your right to travel for the concessionary fare may be withdrawn if we believe that you have behaved in an antisocial way.

Antisocial behaviour includes, but is not limited to:

- Using language or behaviour which may be offensive.
- Throwing or leaving litter on the bus.
- Acting in a way which is dangerous to yourself or others.
- Playing music out loud.
- Smoking on buses, trains or trams or in stations.
- Verbally or physically harassing or bullying other passengers.
- Damaging or defacing buses, trains and trams.
- Committing any crime, in connection with or while using Greater Manchester's public transport network, including, but not limited to:

  - Physical assault
  - Unlawfully carrying a weapon
  - Criminal damage
  - Theft or robbery
  - Misusing controlled drugs

Please keep this page for reference.

Transport for Greater Manchester

22-0195

If you're aged 11 to 16 and live or go to school in Greater Manchester you must have an **igo pass** to travel for the concessionary fare on buses in Greater Manchester

application form

www.tfgm.com/igo

Transport for Greater Manchester

Transport for Greater Manchester

Application for an igo young person's concessionary travel pass

Section A – Your details

Your details must exactly match the details on your proof document. Please see 'What to do next'. (Please complete in CAPITAL LETTERS)

Title (Place a cross in the box) Mr ☐ Miss ☐ Other (please state) ☐

First name ☐ Middle Initials ☐

Surname ☐

Date of birth D D M M Y Y Y Y (Place a cross in the box) Male ☐ Female ☐

Address ☐

Postcode ☐

Contact number ☐

Email address ☐

Section B – Declaration

To be completed by parent or guardian

I confirm that the details given on this application form are correct and I have read the behaviour code. Visit **www.tfgm.com/igo** for terms and conditions of use.

B1 Printed name ☐ Parent/Guardian signature ☐

B2 We would like to contact you to send you information on public transport, or research activities in relation to public transport. If you would prefer not to be sent such information, please place a cross in this box. ☐

B3 We would also like to pass on your contact details to Greater Manchester Travelcards Limited (GMTL) who would also like to contact you about its ticketing products and promotions. If you would prefer GMTL not to send such information, please place a cross in this box. ☐

Section C – Your photograph

Please confirm you have written your name and date of birth in CAPITAL LETTERS on the **back** of your photograph by placing a cross in the box. ☐

Your photograph must be:

- recent
- colour
- passport-size
- showing your full face without a hat
- good quality

Please use the label to attach your photo

See left for details of how your photo must appear

Section D – School details Must be completed by all applicants (Please complete in CAPITAL LETTERS)

Name of school

Address

Postcode

Section E – Proving your eligibility

Please provide proof of name and age which must be a **photocopy** of your birth or adoption certificate, medical card, passport or EU/EEA ID Card. **Do not put original documents in the post.**

If you are unable to provide and post your document, please ask your school to stamp the box below to validate your application before they send it to us with your payment (see payment section).

If you live outside Greater Manchester, your application **must** be stamped and posted by your school.

Section F – For school use only

Please provide school stamp to validate your application if you live outside Greater Manchester, or cannot provide proof of your name.

This stamp confirms the applicant:	School stamp here
• is 16 or under • attends this school • is the person stated in Section A	

Section G – What to do next

Either

Post this completed form with a **photocopy** of your proof document (if needed) and your fee by debit/credit card, cheque or postal order (made payable to Transport for Greater Manchester) to:

Freepost RSCK-JHXA-EXZC, NCTPS Processing (TfGM), Hull HU9 1ED

OR

If you can only make a cash payment, take this completed form, your proof document (if needed) and £10 cash to your local Transport for Greater Manchester Travelshop. Please visit **www.tfgm.com** for opening times.

These locations can only accept cash payment (all other payments must be by post or handed with your form to your school).

The £10 is an administration fee which is non-refundable.

Data Protection

Transport for Greater Manchester is the data controller for the personal information you provide in this form. TfGM's Data Protection Officer can be contacted at **data.protection@tfgm.com**

The information on this form will be used by Transport for Greater Manchester for the purpose of assessing your eligibility for travel concession. If your application is not successful, we will destroy the form after 12 months, in case a decision needs to be reviewed. If your application is successful we will use the information on this form to administer your travel pass. Your data will be destroyed 12 months after the card is expired or suspended for any reason. We will only share your data with third parties where we are required or permitted to by law, and in any other cases we will ask your permission first. For further information about how TfGM uses your personal data, including your rights as a data subject, please see our Privacy Policy on the website at **tfgm.com/privacy-policy** or contact the Data Protection Officer.

22-0195

Detach completed application here and keep this page for reference

Please read

If you're aged 11 to 16 and live or go to school in Greater Manchester you must have an **igo pass** to travel for the concessionary child bus fare in Greater Manchester.

- You can have an **igo pass** if you are under 11. Children under 11 will need one to purchase saver tickets e.g. System One Junior Bus Saver.
- You do not need an **igo pass** if you currently hold a Transport for Greater Manchester Disabled Person's National Concessionary Travel Pass.
- If you live outside Greater Manchester you must attend school within Greater Manchester and need to complete this form and have it validated by your school in Section F.
- Your **igo pass** is valid until 31 August after your 16th birthday and costs £10 which is a non-refundable administration charge.
- Make sure you have completed all sections of the form carefully and ensure your parent or guardian signs Section B.

If you have any queries please phone **0161 244 1000** (office hours Monday to Friday) or email **concessionary.travel@tfgm.com**

What to do next

Enclose your proof of name and age document which must be a photocopy of your birth or adoption certificate, medical card, passport or EU/EEA ID Card. Your name must be written in Section A as it appears in your proof document. **Do not put original documents or cash in the post**. Remember also to enclose your £10 payment by cheque or postal order (made payable to Transport for Greater Manchester) or debit or credit card details. Finally - post your application to the address in Section G.

OR

If you do not have a proof document you can take your application to your school. Please ask your school to validate your application in Section F before they send it to us with your payment by cheque, postal order or debit/credit card.

You can make a **cash** payment at your local Travelshop. Please take your completed application form, a **photocopy** of your proof document and cash payment.
Visit **www.tfgm.com** for opening times.

Please allow ten working days for your pass to arrive.

Please ensure you have read the Behaviour Code overleaf.

For office use only

Receipt for application form – **cash payment only**

Transport for Greater Manchester assistant – please complete details below and hand to applicant as proof of payment with PayPoint receipt.
Applicant – please keep this as proof of your payment.

Applicant's name

Date of birth D D M M Y Y Y Y

Date of payment D D M M Y Y Y Y

Seller stamp