

Who do I contact for further information?

Transportation Service
Marine Services and Transportation
Enterprise and Resources
Orkney Islands Council
School Place
KIRKWALL
KW15 1NY

Tel: (01856) 873535

E-mail: ferryvouchers@orkney.gov.uk

Web: www.orkney.gov.uk

The concessionary card holder is the only person permitted to use the Ferry Services Concessionary SmartCard. It is not transferable. Allowing someone else to use the card to access free travel is fraud and your entitlement to free concessionary trips on board Orkney Ferries may be withdrawn.

For further information please visit:

www.orkney.gov.uk/transport

Please note that your personal details will not be used for any purpose other than for the local concessionary travel scheme operated by Orkney Islands Council and Orkney Ferries Ltd.

A large print black and white version of this leaflet is available on request from Orkney Islands Council.

Transport links



Isles residents concessionary travel scheme



Question and answer...

What is a concessionary SmartCard?

The digital card is available to eligible isles residents that meet the disability criteria or are aged 65 or over.

The card is used as a means of identification and confirms entitlement for local concessionary travel on board Orkney Ferries (residents in North Ronaldsay and Papa Westray receive concessionary entitlement for inter-island air travel).

The purser will scan your card to electronically deduct a trip from your annual entitlement each time you travel. You will also have the ability to book online or by phone using the ID number on the card to access your Orkney Ferries account.

What is the current entitlement for eligible residents?

24 single trips per annum (1 April – 31 March):

Eligibility	Criteria	Note
Passenger	Disabled or Aged 65 or over	Isles based residents only (Mainland Orkney residents are not eligible)
Companion	Disabled residents in receipt of the Care or Living Component	Companion must travel with eligible concessionary resident
Vehicle Under 5.5 Metres	Disabled residents in receipt of the Higher Rate of Mobility award	Eligible concessionary resident must travel with the vehicle

Note:

- The maximum free concessionary entitlement for any eligible resident remains 24 single trips per annum. If you have passenger entitlement, you cannot access additional free travel as a Companion with another card holder.
- The local concessionary travel scheme is discretionary and the allocation from Orkney Islands Council is subject to budget on an annual basis.
- The scheme is available to eligible permanent isles residents only. Holiday homes are exempt.
- Proof of disability must be submitted and verified and residents must be in receipt of a valid National Entitlement Card.

How is my concessionary entitlement updated each year?

The card is automatically loaded with your concessionary entitlement from 1 April to 31 March each year. The card is then automatically cleared of any remaining trips from the previous year. As your card will be used year on year please do not discard it.

Can I travel without my concessionary travel card?

You will be able to travel on the ferries without your card, although the purser will charge you the

appropriate fare (which will be non refundable). You must therefore ensure that you carry the SmartCard with you in order to use your free concessionary travel entitlement.

How do I know how much concessionary entitlement I have left on my card?

Each time you travel, the purser will deduct a trip from your card. You will be able to check the entitlement left on your card at the Orkney Ferries office or your online account at: www.orkneyferries.co.uk

Changes in Entitlement

If you are a current card holder in receipt of passenger only travel and your circumstances have changed, you may be entitled to further assistance.

Companion and vehicle entitlement is provided to residents who are in need of assistance and support whilst travelling. If you feel that you now meet this criteria, please contact the Transportation Service who will advise and assist you further.

What if my travel card is lost or damaged?

Please contact the Transportation Service if you require a new card. Please be aware that there may be an administration charge for any replacement cards required.

