

# Employee Notice

## Wales Free Bus Travel Scheme for Refugees 'Welcome Ticket'

The Wales Free Travel for Refugees Scheme will start from **2 April 2022**.

The scheme provides eligible persons with **free** unlimited travel on all local bus services across Wales including those that operate into England where the journey starts or finishes in Wales.

### Eligibility

- Valid passport (Ukrainian refugees only) until processed through the Home Office
- Letter issued by the Home Office / Message from Rt Hon Priti Patel MP
- Biometric British Residence Permit (BRP) marked that someone is a 'Refugee', has 'HP' or 'Humanitarian Protection'
- Anyone else who can present a BRP which does not include those phrases but accompanied by a letter or email which says they have been granted refugee status / Humanitarian protection.

Please contact your line manager for details of the above identification documents.

Please note - Free bus travel is for use by the named individual and is not transferable, **but will cover a family unit travelling together including children.**

Please bear in mind that these are vulnerable customers so please use discretion and do the right thing.

**Those obtaining free travel must be recorded and a new ticket has been set-up on your ticketer machines in the 'other' menu called 'Welcome Ticket'.**