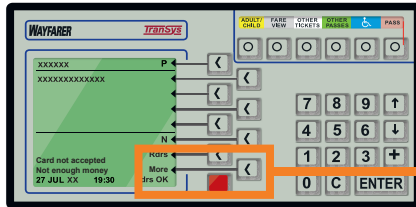


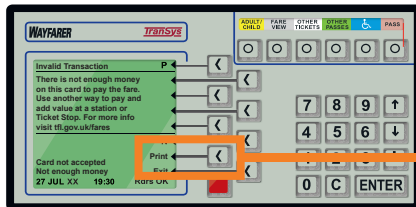
Ask the passenger if they have more than one card in their wallet. If so, they will get card clash. They should take out the card they wish to use and re-present it to the reader. Otherwise, ask the passenger to try again. If the card keeps being rejected, the passenger will have to use another valid ticket or card.

Other card problems

The driver and passenger displays will show what is wrong:



To find out more, press the button by More



To print the information, press the button next to Print

You can give the printed information to the passenger to help them sort out the problem. If the passenger still wants to travel they will have to use another valid ticket or card.

ITSO card, not accepted

If another operator's smartcard or an English National Concessionary Travel Scheme pass is touched on the card reader, the ticket machine will reject it and display 'ITSO card, not accepted'. Ask to see the card and if it is an ENCTS pass you should accept it if it is valid (see page 114).

Otherwise, for any other smartcard, you should explain that you currently cannot accept it for travel and ask the passenger if they have another valid ticket or card. We will let you know when this changes and ask you to look out for driver notices at that time.

English National Concessionary Travel Scheme pass



Older and disabled people across England can travel free anywhere on London's bus network with the English National Concessionary Travel Scheme pass. These passes look similar to Freedom Passes, but they do not currently work on Oyster readers so the ETM will display 'ITSO card, not accepted'. Holders must show you their pass. We will let you know when this changes and ask you to look out for driver notices at that time.

Each pass includes:

- ◆ A red Tudor rose logo
- ◆ A red ribbon St George's cross
- ◆ A hologram

Please note:

- ◆ On TfL bus services, the English National Concessionary Travel Scheme pass is valid at any time just like the London Freedom Pass
- ◆ Drivers should currently press the **OTHER PASSES** button once to record each passenger with this kind of travel pass. We will let you know when this changes
- ◆ Some TfL bus routes that operate beyond Greater London may offer additional availability and free travel for companions. Drivers on those routes should check their route information sheets for further information. Companions do not get free travel within Greater London
- ◆ Older and disabled people's passes from outside London are not valid for free travel on trams, Tube, Docklands Light Railway (DLR), London Overground and National Rail services
- ◆ Older and disabled people's passes issued in Northern Ireland, Scotland and Wales have different logos and images and are not valid for free travel on London's buses