

Parent/Guardian Instructions – Replacing a Faulty, Broken or Damaged EA Travel Smartcard

If your child's EA Travel Smartcard is faulty, broken, or damaged, they should obtain an Interim Educational Ticket from the school office.

Please note that the Interim Ticket acts as the application for a replacement card. School staff are only permitted to issue one Interim Ticket per card replacement.

The school will provide your child with two parts of the Interim Ticket:

1. Blue/white card portion – This allows your child to travel free of charge for up to five school days.
2. White slip portion – This must be signed by a parent/guardian and returned to the Pass Office along with the damaged Smartcard and any applicable fee.

Returning the Faulty/Broken/Damaged EA Card and Payment

The damaged or faulty Smartcard must be returned with the Interim Ticket so it can be tested.

Replacement fees are as follows:

- £5 fee – If the card is damaged but the cardholder's details are still visible
- £20 fee – If the cardholder's details are not visible
- No fee – If the card is confirmed to be faulty after testing

Once your child has received their Interim Ticket, please post as soon as possible:

- Signed Interim Ticket along with:
 - The damaged Smartcard, and
 - A cheque or postal order (payable to *Translink*), or
 - A contact phone number so payment can be taken by phone

Post to:

Translink Pass Office
Floor 1
22 Great Victoria Street
Belfast
BT2 7LX

Processing Time

Once received, Translink will process the application and send the replacement card to your child's school/college within 5 working days, where it can be collected by the pupil.

If you have any queries, please contact Translink Pass Office by email or telephone 02890 354 074 (Option 2)