

Interim Ticket Instructions **Parent/Guardian Copy**

To replace a **lost, faulty, broken or damaged EA travel pass**. The following procedures should be adhered to receive a replacement pass for your child.

Your child should have received two parts of an 'Interim Educational Ticket' from their school:

1. A blue/white card portion of the 'Interim Educational Ticket' which allows your child to travel free for five school days.
2. A white slip portion of the 'Interim Educational Ticket' which should be signed by the parent/guardian and returned by **post** to the Pass Office along with the appropriate fee.
 - Lost passes have a £20 replacement fee.
 - Damaged/faulty passes must be returned with the Interim Ticket for testing.
If the pass is damaged but we can still see the card holders i.d details the fee is £5 (if these details are not visible a £20 fee applies). After testing faulty cards will have no fee.
 - The fee can be paid by cheque, postal order (made payable to Translink) or alternatively you can include your phone number on the Interim Ticket, we will call you to make payment over the phone once we receive the Interim into the Pass Office.

Please post the Interim Ticket and payment to:

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

Translink will process the application and send the new pass within 5 working days of receipt to the school/college, for collection by the pupil.

Should you have any queries please contact Translink Pass Office on **02890 354 074 Option 2.**