

Q. What is the Mersey Tunnels Residents Discount Scheme?

A. Mersey Tunnels offers discounted toll rates for all residents of the Liverpool City Region. To qualify for this discounted toll rate, you must be able to provide evidence that you meet the criteria below:

1. either: (a) be registered as living in a property in Halton, Knowsley, Liverpool, Sefton, St. Helens or Wirral local authority boundaries, i.e. your property is within the council tax area of these councils.
2. be the holder of a valid and current UK drivers license
3. be the registered keeper according to the DVLA of a vehicle registered in the same area. Equivalent proof that you are the keeper of the vehicle on an exclusive basis will be required for vehicles that are leased.
4. The discount is only available to class 1 vehicles, i.e. a car or small van**

**A small van is a van that weighs less than 3.5 tonnes. Please see our website www.merseytunnels.co.uk for a more detailed breakdown of vehicle classes.

Q. How do I claim the discount?

A. The discount is only available to registered Fast Tag accounts. If you choose to pay your toll by cash at the plaza, then the full toll rate will apply. Residents can apply online via our website, www.merseytunnels.co.uk. Once your application has been verified and eligibility approved, your account will automatically charge you the discounted rate.

Q. What if I am already a Fast Tag account holder – will I automatically receive the discount?

A. If you already have a Fast Tag account with Mersey Tunnels, that is not used for business purposes, and the address is registered within the Liverpool City Region then you will automatically receive the discounted toll rate.

Q. What if I change address, or my Fast Tag is registered to a wrong address?

A. Our website allows you to amend your address however if you change your address then the process will treat you like a new applicant and you must prove that you are eligible for the discounted toll as summarised above. You should notify Merseytravel of any change to your address or personal information.

Q. What documents will I need to provide to register?

A. Our online application process, or address change, will automatically verify your residency. However, if this is not possible for any reason, then you will be

prompted to supply a range of documents online to verify your eligibility. The documents you should then supply are:

- your **current** driving licence
- your **current** council tax bill, or a utility bill with your name and address dated within the last 3 months
- your V5C vehicle registration form – showing the vehicle is registered to your address.

Q. What if we have multiple cars in our household?

A. The discount is allocated to your account. Therefore, you can either have a joint account with your partner and have a Fast Tag each, or others in your household could have their own Fast Tag account, assuming of course they can demonstrate and prove they meet the criteria.

Q. Do I have to register to get the discount?

A. Yes – you must register in advance as summarised above to be eligible for this discount. If you do not register and have a Fast Tag account, proving eligibility then the full cash toll rate will apply.

Q. What happens if I register but forget my Fast Tag?

A. As the Mersey Tunnel operates with toll barriers, if you arrive on the plaza without your Fast Tag, or your Fast Tag does not have any pre-paid funds in the account, then you will have to pay cash at the full toll rate. Refunds of any discount cannot be processed afterwards. Please ensure that you have your tag fitted to your vehicle to ensure that you register your journey and benefit from the discounted toll rate. We will issue simple fitting instructions with your Fast Tag and suggest it is best fitted as per these instructions.

Q. How much will it cost for me to register?

A. Registering for a Fast Tag account with Mersey Tunnels is free. However, the Fast Tag operates on a pre-payment basis, so during the application process you will be asked to make an initial top up of your Fast Tag account. The account cannot be opened, and will not work, without this top up. The full amount of your top up is credited towards your journeys. Your account must then always be maintained in credit to use the Tag and you can arrange this through regular monthly direct debits or payments via a debit or credit card online. However we would stress that if the Tag is not returned when you close the account, or is lost or stolen for any reason, then a £10 charge will be levied before a replacement can be issued.

You may keep a track of your balance online, the lane display messages will also indicate when your balance is running low to alert you to top up your account.

Q. Do I need to apply online?

A. If you are unable to, or choose not to, apply online, then we can take paper applications at any of our Travel Centres across the region. Details of our Travel Centres are available via our website via this link [Merseytravel](#). Your application may take a little longer to process as a result. We cannot accept applications over the telephone.

Q. Does the local user discount scheme apply to taxis, driving instructors' vehicles or others who use their vehicles for business use?

A. Any business users, including taxis and driving instructors, who meet the other criteria for the resident discount scheme and are using their vehicles for private journeys can register for the scheme for private journeys only. All commercial trips, or trips for a business, through the Mersey Tunnels must be declared and paid for via cash or a separate business Fast Tag.

Q. If I move house or change my car will I need to re-register?

A. If you move house you will need to let us know. If you change address you will have to provide your new details and prove eligibility for the discount.

If you change your vehicle then as long as it is the same vehicle class as your last vehicle, then it is a case of simply transferring your Fast Tag from your old vehicle into your new one, and it will continue to work and be linked to your account.

Q. What happens if my Fast Tag is lost or stolen?

A. If your Fast Tag is lost or stolen, please report it to us as soon as possible by email tag@merseytravel.gov.uk . As soon as you report the loss or theft, then you will no longer be liable for journeys made using that Tag. A replacement tag can only be issued once a £10 replacement fee is paid by you – this can be taken from your Fast Tag account funds if you prefer.

Q. I only have an old-style (non-photo) driving licence. Will that be accepted as suitable proof when applying for the resident discount scheme?

A. The old paper licence is valid and will be accepted. However, you must also provide a copy of the other documents as requested.

Q. I use a hire car on a regular basis, am I able to apply for the residents' discount?

A. The discount is only eligible to residents of the Liverpool City Region, for personal use, not business. Therefore, if you hire a car and use it for personal reasons, not business, you are able to apply for a Fast Tag account and receive discounted tolls. Please ensure the Fast Tag is removed from the hire car when you have finished using it or you will be charged for journeys that you have not made.

Q. I have no documents confirming my residency, am I still able to apply?

A. No. This discount is only available to people who can confirm residency of an address within the Liverpool City Region – see previous detail. Until you can do this, we cannot offer you discounted tolls.

Q. Does my eligibility for this discount expire – do I need to renew?

At this point there is no requirement to renew your application annually.