



SOLIDARITY-BASED FARES REGIONAL TRANSPORT FOR EVERYONE



- **80% OFF**
EVERY DAY
- **FREE PERSONALISED**
CARD VALID FOR 1 YEAR

transports.nouvelle-aquitaine.fr



Région
**Nouvelle-
Aquitaine**

WHO IS ELIGIBLE?

The **Carte Solidaire** is reserved for people who live in Nouvelle-Aquitaine and meet one of the following criteria:

- Have a monthly household taxable income that meets the criteria; ⁽¹⁾
- Receive the Adult Disability Allowance (AAH);
- Receive the Asylum Seeker Allowance (ADA);
- Have resettled refugee status;
- Hold a Temporary Residence Permit (**Autorisation Provisoire de Séjour – APS**) under the European Union's temporary protection scheme.

(1) Are you eligible for the **Carte Solidaire**?
Check your eligibility online at transports.nouvelle-aquitaine.fr

WHAT ARE THE BENEFITS?

The **Carte Solidaire** allows you to travel on regional trains and coaches in Nouvelle-Aquitaine with a discount of 80% on the standard single fare. The card is issued in the holder's name, is free of charge and is valid for one year.

HOW DO I OBTAIN THE CARTE SOLIDAIRE?

- Apply online at transports.nouvelle-aquitaine.fr – it's much quicker!
Applying online allows you to submit your complete application via a secure portal and track its progress on your dashboard. Once your application has been processed and approved, the card will be sent to your home address within 15 days.
- Your card is renewable. Your renewal application must be submitted within the 45 days preceding the expiry of your card.

> **Further information is available at transports.nouvelle-aquitaine.fr**

or on 0 969 36 89 11 (non-premium-rate call)



HOW DO I BUY SOLIDARITY-BASED TRAVEL TICKETS?

- If you are travelling by **regional train**, buy your Solidarity Ticket (**Billet Solidaire**) at the station or online (TER Nouvelle-Aquitaine website).
- If you are travelling by **regional coach**, buy your Solidarity Ticket from the driver.
- When travelling, you must have **a valid Solidarity Ticket, your valid Carte Solidaire and an identity document with you.**
- **The discount is valid for the cardholder only.**

CARTE SOLIDAIRE APPLICATION FORM

A single card giving you an 80% discount
on travel by regional trains and coaches
on all routes in Nouvelle-Aquitaine.

mandatory field



- ☐ First application
☐ Renewal
☐ Request for a replacement card

Number of your most recent **Carte Solidaire**

☐ *Ms ☐ *Mr

*SURNAME: _____

*FIRST NAME: _____

DATE OF BIRTH: _____

*ADDRESS: _____

*POST CODE: _____

CITY: _____

TELEPHONE: _____

*EMAIL: _____

Signed in (place): _____

Date: _____

Applicant's signature:

PHOTO

Yes, I wish to benefit from the Regional Solidarity fare
and I accept the General Terms and Conditions of Use on
the basis of:

- ☐ Household taxable income below €960 per month
☐ Recipient of the Adult Disability Allowance (AAH)
☐ Asylum seeker receiving the Asylum Seeker Allowance (ADA)
☐ Resettled refugee
☐ Beneficiary of temporary protection
under the European Union scheme.
☐ I agree to receive information about transport-related
activities, publications and news
from the Nouvelle-Aquitaine region.

*The information collected through the **Carte Solidaire** application form is subject to the processing of personal data by the Nouvelle-Aquitaine Region, in its capacity as the data controller, for the purposes of managing the **Carte Solidaire** scheme, sending information relating to transport services, and conducting satisfaction surveys and evaluations of regional public policies.*

This data is processed for the performance of a task carried out in the public interest and is secured by the service provider appointed by the Nouvelle-Aquitaine Region. The data is retained for a maximum of 13 months, in accordance with the contractual provisions.

In accordance with Regulation (EU) 2016/679 (GDPR), you have the right to access, rectify and erase your personal data.

To exercise these rights, please contact:

Carte Solidaire Nouvelle-Aquitaine
TSA 61236
57070 METZ CEDEX

APPLICATION FORM

Please complete the form and enclose the supporting documents listed on the reverse.

Please send to:
Carte Solidaire Nouvelle-Aquitaine
TSA 61236
57070 METZ CEDEX

IMPORTANT

Only complete applications will be processed.
Please do not use adhesive tape or staples.

USEFUL INFORMATION

To speed up the processing of your request,
please ensure you provide:

- legible supporting documents (scans or photocopies);
- a passport-sized photograph that meets official standards.

FIRST APPLICATION OR RENEWAL: WHICH SUPPORTING DOCUMENTS ARE REQUIRED?

1 IDENTITY DOCUMENTS

- A recent passport-sized photograph of the applicant in the official format⁽¹⁾
- A photocopy of an identity document
- Proof of address dated within the last year, showing your first name and surname.
For homeless people: a certificate confirming accommodation in a shelter or a certificate issued by the local social action centre (CCAS).

⁽¹⁾ WRITE the applicant's or eligible person's first name and surname on the back of the photograph.

A recent passport-sized photograph of the applicant in the official "ANTS" (French National Agency for Secure Documents) format.

2 SPECIFIC DOCUMENTS REQUIRED ACCORDING TO YOUR CATEGORY

HOUSEHOLD TAXABLE INCOME BELOW €960 PER MONTH

- A full photocopy of your latest tax assessment notice or income tax return, or a certificate of eligibility.
*If you are not the person named on the tax assessment notice but are included in the same tax household, please provide a full copy of your birth certificate or a photocopy of your family record book (**livret de famille**). If your circumstances have recently changed, or if you have recently returned from abroad, you may provide supporting documents confirming your new circumstances. For example, a family income certificate (**attestation de quotient familial**) issued by the CAF (French family benefits office) or proof of income for the last 10 months (payslips, certificates of payment of social security benefits (RSA or another benefit) or documents issued by France Travail).*

PEOPLE WITH DISABILITIES

- Proof of payment of the Adult Disability Allowance (AAH) for the current month or the previous month, issued by the CAF.

ASYLUM SEEKERS

- The asylum application certificate or acknowledgement of submission.
- Proof of receipt of the Asylum Seeker Allowance (ADA), or a certificate of eligibility.

RESETTLED REFUGEES

- Proof of entry into France within the last 18 months, as part of a resettlement programme.

BENEFICIARIES OF TEMPORARY PROTECTION

- The Temporary Residence Permit (**Autorisation Provisoire de Séjour – APS**) under the European Union's temporary protection scheme.

IMPORTANT: REGULATED USE!

The use of this card is strictly regulated. Failure to comply with the General Terms and Conditions of Use (GTCU) may result in the card being withdrawn and immediate exclusion from the scheme.

If the card is lost, a maximum of one replacement card may be requested.

APPLY ONLINE – IT'S MUCH EASIER

- Register online directly at **transports.nouvelle-aquitaine.fr**
- Further information on **0 969 36 89 11** (non-premium-rate call)

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