



Register
now



Register now for your merseyflow discount

If you are an eligible Halton resident you can save money by registering for discounted travel across both the Mersey Gateway and Silver Jubilee bridges. You pay an annual fee of just £10 and there is no further charge for an unlimited number of personal crossings for a whole year.*

Go to **www.merseyflow.co.uk** to register or for more information.

*Correct as of March 2018. Terms and conditions apply, see www.merseyflow.co.uk/faqs

 **merseyflowtolls**

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merseyflow
Quicker, easier, more reliable journeys

The Mersey Gateway Bridge is now open, meaning **quicker, easier and more reliable journeys** across the river...

The new Mersey Gateway Bridge is a toll bridge. The Silver Jubilee Bridge will also be tolled when it re-opens.

There are no toll booths, so registering with merseyflow is the only way to get the special discount for eligible Halton residents. The quickest and easiest way to register is at **www.merseyflow.co.uk**

If you are an eligible Halton resident or Blue Badge holder you can pay a small fee¹ to register with merseyflow and can then make as many personal journeys across the bridges as you

like, at no further cost. But, this only applies if you register with merseyflow first.

Eligible Halton residents will only be able to register one vehicle on the discount scheme. If you have several qualifying residents all living at your address e.g. grown-up children living with you who own their own car (registered in their name), each of you will be able to register your vehicle.

To qualify for the discount scheme, you must:



Have a valid UK driving licence



Have a vehicle registered in Halton



Live in a property with a Council Tax band of A-F

¹A £10 annual administration fee applies to eligible Halton residents and a £5 registration fee applies to Blue Badge holders. Unlimited crossings apply to personal travel only. Correct as of March 2018. Terms and conditions apply, see **www.merseyflow.co.uk/faqs**

When registering for the Halton residents discount scheme you can only register a vehicle with merseyflow that is registered in your name. If your household has several eligible residents but all the vehicles are registered in one person's name, you may want to consider changing the registration details.

Only cars and small vans² used for personal use are eligible for the local user discount scheme. Any trips made for business must be declared and paid for. Taxis and driving instructors' vehicles, when used commercially, do not qualify for unlimited crossings.

Blue Badge holders

If you are a Blue Badge holder you can only register one vehicle to get your Blue Badge discount, so make sure you register the vehicle you will use most.

You don't have to be the registered owner of the vehicle to qualify for unlimited crossings but the Blue Badge holder has to be in the vehicle at the time of crossing for it to qualify as a discounted trip. If someone else is using the vehicle on their own, they will have to pay.

Remember, if you cross either of the bridges and don't pay and you aren't registered as an eligible Halton resident or Blue Badge holder, and don't have a monthly pass or pre-pay merseyflow account, you will receive a penalty charge of up to £60 for each crossing.

Register now at www.merseyflow.co.uk

If you are unable to register online, you can register between 9am and 7pm Monday to Friday and between 9am and 6pm Saturday, Sunday and bank holidays:

- In person at **merseyflow walk-in centre, 9 Howard Court, Manor Park, Runcorn WA7 1SJ**. You will need to bring your original valid/current documents with you.
- By phone on **01928 878 878**. You will need to email or post copies of your documents following registration.

For non-Halton residents or residents who are not eligible for the unlimited crossings, registering with www.merseyflow.co.uk is the cheapest and simplest way to pay to cross the bridges, saving up to 10% on the cost of every journey (admin fee applies).

²A small van is a van that weighs less than 3.5 tonnes.

How to register

The quickest and easiest way for eligible Halton residents to register is online at www.merseyflow.co.uk. Your registration may take a few days to process so registering now will ensure you can access your account when needed.

Halton residents



Step 1: If you're an eligible Halton resident (see page 2), scan or take a photograph of your valid driving licence, your current council tax bill and your vehicle registration document (the red and green V5C form) to prove you are eligible.

Step 2: Visit www.merseyflow.co.uk, click on Register and select Halton resident account.

Complete the registration process and upload copies of your valid driving licence, current council tax bill and V5C vehicle registration document.

Step 3: Pay the annual £10 administration fee.

Once you have successfully registered, you will receive a confirmation email and your special merseyflow sticker will be sent through the post.

Step 4: Fix your merseyflow sticker in your vehicle following the instructions provided.

Blue Badge holders



Step 1: Scan or take a photograph of both sides of your blue badge to prove you are eligible.

Step 2: Visit www.merseyflow.co.uk, click on Register and select Blue Badge holder account.

Complete the registration process and upload a copy of both sides of your blue badge.

Step 3: Pay the £5 registration fee.

Once you have successfully registered, you will receive a confirmation email and your special merseyflow sticker will be sent through the post.

Step 4: Fix your merseyflow sticker in your vehicle following the instructions provided.

Your questions answered

I live in Halton, how do I know whether I'm an eligible Halton resident?

To be eligible for unlimited crossings you must be registered with Halton Borough Council as living in a property in Halton with a Council Tax Band of A, B, C, D, E or F, or, be registered with Halton Borough Council as living in a property in Halton with a Council Tax Band of G or H and successfully apply to the council to be included in the local user discount scheme as a result of economic hardship or other special circumstances.

If you live in a band G or H house and want to apply for Halton Borough Council's special economic hardship scheme, you should email **hardshipscheme@merseyflow.co.uk**

The economic hardship scheme is for residents of Halton who live in a property with a Council Tax Band of G or H and have a household income³ below the benefits cap⁴.

³ The definition of household income will be based upon the definition used by Student Finance England to assess household income.

⁴ The benefit cap is defined at www.gov.uk/benefit-cap/benefit-cap-amounts

I am an eligible Halton resident, what happens if I don't register?

If you don't register, you will have to pay the full unregistered toll each time you use the Mersey Gateway or Silver Jubilee bridges. If you fail to pay the toll on time you could receive a penalty charge of £60.

I am an eligible Halton resident, how much does it cost to register?

There is an annual fee of £10 to cover the administration of your account.

I am an eligible Halton resident, what happens if I change my vehicle or move house?

If you change your vehicle or move house you will need to let us know your new details and pay another £10 administration fee. Once you have successfully re-registered, your new registration will be valid for 12 months.

Register now at www.merseyflow.co.uk

I am a Blue Badge holder, how much does it cost to register?

There is a registration fee of £5. You need to renew your registration when you renew your Blue Badge.

I live outside Halton / I'm not an eligible Halton resident, can I access other discounts?

Anyone, wherever they live, can save up to 10% on the standard toll by registering for a pre-pay sticker account and paying a £5 one-off fee.

I drive a leased / company car so I am not the registered keeper of the vehicle I drive. Can I still register the vehicle for the discount scheme?


Yes, as long as you can prove that you are the keeper of the vehicle on an exclusive basis.

Does the local user discount scheme apply to work vehicles like small vans, taxis and driving instructors' cars?


Yes, if you meet the other criteria for the local user discount scheme and are using your vehicle for private journeys, you can register for the scheme for private journeys only. All commercial trips across the river must be declared and paid for.

Further questions and answers can be found at www.merseyflow.co.uk in the FAQs section.

The Silver Jubilee Bridge is now closed to make essential repairs and improvements. It is expected the works will be completed by Spring 2019.

 01928 878 878
Monday to Friday – 9am-7pm. Saturday, Sunday and bank holidays – 9am-6pm

 info@merseyflow.co.uk

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