



merseyflow

Quicker, easier, more reliable journeys



# Your guide to registering for Merseyflow's Local User Discount Scheme

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/halton-resident](http://www.merseyflow.co.uk/halton-resident) to register or for more information.



\*Correct as of April 2023. Terms and conditions apply  
[www.merseyflow.co.uk/terms-and-conditions](http://www.merseyflow.co.uk/terms-and-conditions)

# The Mersey Gateway and Silver Jubilee Bridges provide **quick, easy and reliable routes** across the River Mersey in Halton.

Eligible Halton residents get their special discount on the cost of crossing of the bridges once they are registered for a Local User Discount Scheme (LUDS) plan with merseyflow.

The quickest and easiest way to register is online at [www.merseyflow.co.uk](http://www.merseyflow.co.uk)

If you are an eligible Halton resident you can pay a £10 annual administration fee 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.

Things to consider before you register

- To qualify for a LUDS plan 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



**Have a valid UK driving licence**



**Have a vehicle registered in Halton**



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

## I live in Halton – how do I know if I’m an eligible 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-F.

If you live in a property in Halton with a council tax band of G or H you may qualify for help from the Halton Local User Discount Support Scheme – see [www.merseyflow.co.uk/HLUDSS](http://www.merseyflow.co.uk/HLUDSS) for more info.

## How many and what type of vehicles can I register?

- Each eligible Halton resident can only register one vehicle on their LUDS plan. If you have several eligible residents all living at one address e.g. grown-up children living with you who each own their own car (registered in their name), each of you will be able to register your vehicle.
- You can only register a vehicle that is registered in your own name. If your household has

more than one vehicle and more than one eligible resident, but all the vehicles are registered in one person’s name, you may want to consider changing the registration details.

- Only cars and small vans (weighing less than 3.5 tonnes) can be registered.
- Taxis and driving instructors’ vehicles can be registered, but any trips made for business must be declared and paid for.

## I am a Blue Badge holder, what should I do?

If you are a Blue Badge holder you should apply for a Blue Badge plan see [www.merseyflow.co.uk/blue-badge](http://www.merseyflow.co.uk/blue-badge) for details

## 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 Bridge.

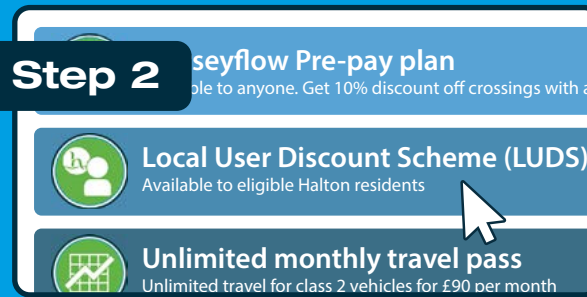
If you fail to pay on time you could receive a penalty charge notice of £60.

# How to register for a LUDS plan



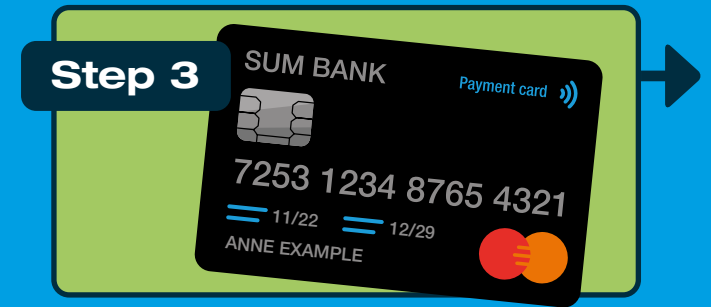
**Step 1**

Scan or take photographs of your current driving licence, current council tax bill and V5C vehicle registration certificate ready to upload. Please check all documents are valid first. Our handy guide to uploading your documents overleaf will help you. Each document must be less than 5MB



**Step 2**

Visit [www.merseyflow.co.uk](http://www.merseyflow.co.uk), click on 'I want to register for an account' and select 'Local User Discount Scheme' as your plan type. Complete the registration process and upload copies of your valid documents. Each document must be less than 5MB



**Step 3**

Pay the annual £10 administration fee



**Step 4**

If you don't want the hassle of sending us your documents each year to renew your plan, simply select 'Auto-renew my LUDS plan' and set up Direct Debit as your preferred payment method. Your plan will automatically renew each year providing you are eligible



**Step 5**

You will receive a receipt by email for your payment. Once your documents have been approved, you will receive confirmation from us by email (this can take around five working days)



**Step 6**

Your special merseyflow sticker will be sent to you through the post. Please follow the instructions included with your sticker to attach it to your windscreen or visit [www.merseyflow.co.uk/resources](http://www.merseyflow.co.uk/resources) for more information

**That's it** – you can enjoy a year of quick, easy and reliable journeys across the Mersey Gateway and Silver Jubilee bridges at no further cost

# Our guide to uploading your documents

## UK Driving licence

- Must be valid, so please check your expiry date (photocard licences last ten years).
- Must show your address in Halton.
- Provisional licences are accepted.
- If your driving licence requires an update contact us for further details on how we can approve your plan in the short term.

For more info on how to update your licence, go to [www.gov.uk](http://www.gov.uk)

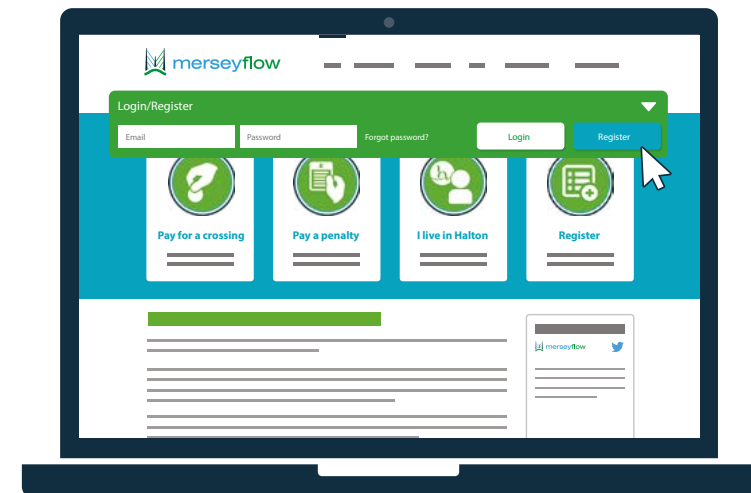
## V5C vehicle registration certificate

- Must show your name and your address in Halton.
- **I've got a lease car** – we can accept a copy of the hire/lease agreement. This needs to include your name, address, registration number and the start and end date of the hire/lease plan.
- **I've got a company car** – we can accept a letter of authorisation on company-headed paper confirming your name, address, registration number and stating you have sole use of the car.
- **I've got a Motability vehicle** – we can accept the Motability vehicle document (showing that you have sole use) instead of the V5C.
- **I'm a Motability-nominated driver** – we can accept a letter of confirmation of the nominated driver's details from Motability. The account will be set up in the nominated driver's name and we will require their council tax bill and driver's licence.
- **I've got a personalised registration plate** – we can accept the number plate authorisation certificate from the DVLA.

## Council tax bill

- **Must be your current council tax bill** – download a copy by registering for an online account with Halton Borough Council at [www3.halton.gov.uk/Pages/CouncilandBenefits/Counciltaxinformation.aspx](http://www3.halton.gov.uk/Pages/CouncilandBenefits/Counciltaxinformation.aspx)
- **Must show your home is in Halton and is in property bands A-F**. If you are in council tax band G or H you may qualify for help from the Halton Local User Discount Support Scheme – see [www.merseyflow.co.uk/HLUDSS](http://www.merseyflow.co.uk/HLUDSS) for more info
- **My name's not on the bill** – don't worry. As long as the property is within the required council tax bands and the address on the bill is the same as your driving licence and V5C, we can accept it.
- **I'm a tenant with council tax included in my rent** – please provide a copy of your tenancy agreement detailing this information.

Each document must be less than 5MB



# Your questions answered

## What happens if I change my vehicle?

If you change your vehicle 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.

## What happens when my LUDS plan runs out in a year's time?

If you have selected Auto-renew and set up a Direct Debit then, providing you are still eligible for a LUDS plan on your renewal date in a year's time, we will contact you

to let you know we're checking your details and updating your account.

If you haven't done this, we will contact you to inform you what you need to do to renew your LUDS plan.

As per merseyflow's terms and conditions, if you do not renew your Local User Discount Scheme plan you will be switched to a pre-pay sticker plan and you will have to pay for each crossing you make.

Further questions and answers can be found at [www.merseyflow.co.uk/faqs](http://www.merseyflow.co.uk/faqs)

Other ways to register are available:



[www.merseyflow.co.uk](http://www.merseyflow.co.uk)



**Merseyflow's Walk-In Centre**, Howard Court, Manor Park, Runcorn, WA7 1SJ

**Opening hours:** Mon-Fri 9am-7pm, Sat-Sun and Bank Holidays 9am-6pm



**01928 878 878**

Register now at [www.merseyflow.co.uk](http://www.merseyflow.co.uk)