



**Energy Saving Trust**

Prospect House  
5 Thistle Street  
Edinburgh  
EH2 1DF

[energysavingtrust.org.uk](http://energysavingtrust.org.uk)

[e. LEZfund@est.org.uk](mailto:LEZfund@est.org.uk)

# Low Emission Zone Support Fund

## Travel Better

### Terms and conditions (Households)

#### About you

1. You must be a household in Scotland that disposed of a LEZ non-compliant vehicle through the LEZ Support Fund for Households. We advise the main applicant retain funds from the vehicle disposal grant to cover their Travel Better purchases.
2. The fund is open to individuals to support personal journeys.
3. If you have been referred as a second applicant for this fund, you must reside within the same household as the referring party and all subsequent terms and conditions stated in this document will apply.
4. Applicants must be aged 18 or over.

#### Grant conditions

5. The grant is offered on a first come, first served basis and is subject to available funding. Energy Saving Trust reserves the right to remove or amend this offer at any time.
6. A maximum grant of £1,000 is available per household, limited £500 per adult, limited to two adult members of the household.
  - a. A household can opt to request the total £1,000 to support the purchase of a cargo or adapted cycle, suited to their households needs. Rationale for this choice may be requested.  
Cargo and adaptive cycles purchased must be legal and roadworthy cycles.  
Standard eBikes are not eligible for this funding level.
7. The grantee is entitled to make a maximum of two claims for their grant, with a minimum claim value of £80.
8. The purchase and claim of bikes and cycles is limited to one per applicant.
9. Items funded must be purchased from a bike retailer; purchases made through peer-to-peer sales, online marketplaces or auctions will not be funded.





10. Any electrically assisted cycle option must adhere to UK requirements and cannot exceed 15.5 mph with assistance or have a power output above 250 watts,
11. If the grantee submits a claim for public transport passes, tickets must be multi-journey passes. Day tickets will not be reimbursed. Multiple multi-journey passes can be claimed.
12. If the grantee submits a claim for car club credits, the credit must be loaded onto the customer's account after the grant acceptance date.
13. Grant offers are valid for three months, unless stated otherwise. If not claimed by the deadline on your letter the funding will be withdrawn and reallocated to another applicant. Please notify us of any delays as soon as possible and we may be able to apply an extension upon review of your request.
14. Applicants must notify Energy Saving Trust of their acceptance of the grant within 14 days of the offer being made or by 27 February 2026, whichever occurs first, or no funds will be allocated. To formally accept and secure funding the grant a completed grant acceptance form must be submitted.
15. Your chosen items must be purchased and claimed by the grant expiry date or 14 March 2026, whichever occurs first.
16. Funds will only be paid once the Grantee has purchased their Travel Better items and provided appropriate evidence in the form of a paid invoice/receipt and bank statement showing payment. Funds can only be reimbursed once spent by the applicant, no advance claims are possible.
17. Any items delivered must be delivered to the applicant address.
18. The Grantee must retain ownership of any equipment purchased for a minimum of 12 months from the date of receiving the grant payment. They must also commit to regular use of item and keeping any equipment in good working order.

## General

19. Terms and Conditions must be agreed to on application submission by the applicant themselves; any applications received by third parties on behalf of the applicant will be rejected.
20. Should applicants require a third party to communicate with Energy Saving Trust on their behalf, written confirmation must be submitted to [LEZFund@est.org.uk](mailto:LEZFund@est.org.uk) prior to the third party engaging with Energy Saving Trust. Energy Saving Trust retain the right to refuse any engagement with third parties where a conflict of interest is found.
21. All information you provide on the application and in any subsequent interactions with Energy Saving Trust must be correct and accurate. If you are unable to or subsequently fail to meet any of these criteria, your application will not be progressed.
22. If you are found to have breached any criteria after your grant has been paid, you will be required to repay the funding amount in full.

23. If any information provided in relation to this application is subsequently found to be untrue, inaccurate or incomplete, this may invalidate the entire application.
24. You must notify Energy Saving Trust at [LEZfund@est.org.uk](mailto:LEZfund@est.org.uk) without delay if at any time after this application is submitted there is any material change to any of this information, in particular to any information that would affect eligibility for any grant under the fund.
25. The Grantee shall keep and maintain for a period of 3 years after the expenditure occurs, adequate and proper records and books of account recording all receipts and expenditure of monies paid to it by the Energy Saving Trust by way of the Grant. The Grantee shall afford the Energy Saving Trust, their representatives, the Comptroller and Auditor General, his/her representatives and such other persons as the Energy Saving Trust may reasonably specify from time to time, such access to those records and books of account as may be required by them at any reasonable time in response to a written request for such access from the person seeking it. The Grantee shall provide such reasonable assistance and explanation as the person carrying out the inspection may from time to time require.
26. The information made available by the Energy Saving Trust on its website and elsewhere in relation to the grant fund and more generally in relation to vehicles and active travel is intended to act as a guide only, and accordingly the Energy Saving Trust cannot and does not accept any liability for any loss or damage that you may suffer as a result of using that information.
27. The Energy Saving Trust and/or the Scottish Government reserves the right, at its sole and absolute discretion and at any time, to change any of the eligibility requirements set out in this form and/or to introduce new or additional terms and conditions on giving notice to you.
28. Should the Scottish Government discontinue the grant fund, applicants who have received a formal written grant offer from the Energy Saving Trust will still be entitled to receive payment of the grant, assuming they still meet the eligibility requirement for the fund and the offer is in date.
29. The Energy Saving Trust reserves the right in consultation with the Scottish Government to suspend or reject grant applications at any time where a formal written grant offer has not been signed and returned, including where there are insufficient funds available to provide to all applicants.
30. The Energy Saving Trust reserves the right to reject any application for a grant and Energy Saving Trust's decision as to whether an applicant is eligible for a grant will be final. The Energy Saving Trust may seek further information to determine eligibility and you must provide this information within the specified time frame if you wish to continue with the application. Neither the Energy Saving Trust nor any of its officers, employees, agents or subcontractors shall be liable for any losses, damages or costs suffered by you which arise out of or in connection with the application process whether caused by the negligence of the Energy Saving Trust, any of the Energy Saving Trust's officers, employees, agents or subcontractors or otherwise.



31. The Energy Saving Trust reserves the right to and will at its sole discretion assess on a case by case basis applications that fall outside any of the eligibility requirements set out in this form. Such applications will be assessed on their merits, bearing in mind the intent of the Travel Better fund.
32. The arrangements applicable to this Travel Better fund will be governed by and construed in accordance with the laws of Scotland and will be subject to the non-exclusive jurisdiction of the Scottish Courts.
33. Failure to meet terms and conditions will result in your offer being withdrawn.

## Data protection

34. To monitor and administer the Travel Better Fund, we need to process your personal data. This may include passing your data to Transport Scotland (an agency of the Scottish Government), Audit Scotland and other funding bodies who will process it solely for the purposes of administering and auditing this fund.
35. By submitting your application, you acknowledge and agree that we may make searches at fraud prevention agencies who will supply us with your personal data. We may also share your personal data with financial and other organisations involved in fraud prevention to protect ourselves and others from theft and fraud. If you give us false or inaccurate information and we suspect fraud, we will record this. We and other third parties may use this information if decisions are made about you or others at your address(es) on credit or credit-related services or motor, household, credit, life or any other insurance facilities. It may also be used for tracing and claims assessment.
36. Energy Saving Trust may contact you in the future to assess customer satisfaction, participation in case studies or carry out evaluation of the fund.
37. The Energy Saving Trust's full Privacy Policy is available <https://energysavingtrust.org.uk/privacy-policy/> or upon request from the Data Protection Officer.