

## Concessionary Travel Policy

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### **Purpose**

This policy sets out the entitlement and process in order for employees and their family to receive free and discounted coach travel.

### **Scope**

This policy applies to all current permanent employees of National Express UK Bus, National Express UK Coach (NEL), National Express Ireland, National Express Leisure, National Express Group Corporate Functions, National Express Accessible Transport (NEAT) and National Express Transport Solutions (NETS).

Employees of National Express UK Coach (NEL), National Express Ireland, National Express Leisure, National Express Transport Solutions (NETS), including Lucketts Travel and National Express Group Corporate Functions are eligible for the following concessions:

- Free coach travel on National Express Ltd network of scheduled services\* without a booking fee (Limited to 40 journeys per complete month, per pass).
- Free coach travel on the National Express Ltd network of scheduled services\* for a **Nominated Person** without a booking fee. (Limited to 40 journeys per complete month, per pass)
- 50% discount code for **friends and family** on full fares on National Express Ltd network of scheduled services (Limited to 10 bookable journeys per complete month)

Employees of National Express UK Bus and National Express Accessible Transport (NEAT) are eligible for the following concessions:

- Free coach travel on National Express Ltd network of scheduled services\* without a booking fee (Limited to 40 journeys per complete month, per pass).
- 50% discount for **friends and family** on full fares on National Express Ltd network of scheduled services (Limited to 10 bookable journeys per complete month)

Please note this benefit (in part) is also available to temporary employees directly employed by National Express, (providing they are employed for a minimum of 6 months or longer), permanent Partner Operator Drivers (who are present on the Operators Crew List) and employees who retire from the company at age 65 or over.

**Agency employees** are not entitled to this benefit.

**Retired Employees** (who retire from the company at age 65 or over) and **Permanent Partner Operator Drivers** are eligible for the following concessions:

- Free coach travel on National Express Ltd network of scheduled services\* without a booking fee (Limited to 40 journeys per complete month, per pass)
- Free coach travel on the National Express Ltd network of scheduled services\* for a **Nominated Person** without a booking fee (Limited to 40 journeys per complete month, per pass)

\* This excludes event services, third party services and european services. Add-on products such as seat reservation may be available and are charged at the normal customer rate.

### **Definitions**

**Nominated Person:** A Nominated Person can be either family or friend and must be 14 years of age or older.

A nominated person can be changed every 12 months. Individuals wishing to change their nominated person will need to complete the application process, detailing the change required.

### **Applying for an Employee Concessionary Travel Pass**

In order for an employee and their Nominated Person to have a pass, an application form must be completed via Employee Self Service (<https://selfservice.nationalexpress.com>) or via the application form online at <https://www.nationalexpress.com/en/staff-pass-request-form>. The application must be made by the employee.

In order for Partner Operator Drivers and their Nominated Person to have a pass, an application form must be completed <https://www.nationalexpress.com/en/staff-pass-request-form> and authorised by the Concessionary Travel pass department before it is processed.

Retired employees if they do not have a pass before retiring or they wish to change their nominated person can complete the same application form <https://www.nationalexpress.com/en/staff-pass-request-form>.

The application can be found via the employee self-serve website, once logged in at (<https://selfservice.nationalexpress.com>) or via the online application (<https://www.nationalexpress.com/en/staff-pass-request-form>). Once the application has been completed and received by the Concessionary Travel pass department employees will receive an email confirmation asking them to upload a photo and reply back, where an application also includes a nominated pass (subject to entitlement) you are required to indicate which photo is yourself and which photo is your nominated person. Employees will then be issued with the employee pass and nominated pass. 50% discount for friends and family will be issued by a bespoke voucher code and no photos are required.

### **Important rules and regulations**

Employees are advised that the benefits outlined in this policy are non contractual and are granted at the discretion of the Company and any breach of this policy may result in the removal of this benefit and may be considered gross misconduct which could lead to dismissal.

Under no circumstance should you misuse any passes or voucher codes issued - either your own or Nominated person. Under no circumstances are any passes to be sold.

Current employees who have left the business for reasons other than retirement which include (but is not an exhaustive list of reasons); ill health, dismissal, seeking other

employment and redundancy will not be able to retain their passes.

Concessionary Travel Passes, offering a 100% discount are granted on the express condition that they are to be used only by the persons in whose names they are issued. Proof of identity may be requested by an authorised employee of the company. Any person who either books, or allows their travel pass to be used to book tickets for another person will be considered to be in breach of this policy.

When travelling on tickets using a 100% concessionary discount, a valid Concessionary Travel Pass must be shown with the ticket when boarding. If a valid Concessionary Travel Pass is not shown, or not available, then the ticket will be considered as invalid.

A Concessionary Travel Pass is non-contractual and remains the property of National Express Limited and may be cancelled, suspended or withdrawn at any time.

No sequential bookings of tickets for multiple journeys on one service or route should be booked e.g. Booking for the 040 service at 1230, 1330, 1430, and 1530 on the same date. This 'seat blocking' prevents the seats from being sold for paying customers.

Likewise no multiple seats for the same service using one Concessionary Travel Pass should be booked i.e 4 separate tickets for the 040 service at 1300.

Under no circumstances must an employee with access to the reservations system issue themselves or another staff member the ticket.

### **Ticket Types**

Ticket types are restricted to the "Restricted" or "Standard Fare" offering only, if you book a ticket which is not of this type, this will result in an error being displayed on the website. See user guide for further information. A standard ticket will have the ability to amend the booking via "My Account" or speaking with the contact centre.

### **Ancillaries**

Bookings for ancillary products will incur additional charges if an employee wishes to add these.

### **Travel Cancellation**

If a ticket is booked, but then subsequently not required, it is the responsibility of the employee to ensure the ticket is cancelled. Please email [staff.passes@nationalexpress.com](mailto:staff.passes@nationalexpress.com) to cancel your ticket. If your journey is due to depart in less than 72 hours you will need to contact the customer service centre on 03717 818181 or via the contact us page here <https://www.nationalexpress.com/en/help/contact>

### **Booking Feedback**

Employees are entitled to leave feedback about their travelling experience, this can be done by speaking to a representative in the Coach Stations or via the Contact Centre.

## **Frequently Asked Questions**

### **Do I need a ticket to travel with my Staff Concessionary Travel Pass?**

Yes - standby travel is no longer permitted and travel must be booked in advance of travel obtaining a ticket to travel.

### **When will I receive my pass/passes?**

Current average processing times will be displayed on the application form webpage.

### **Do I need to renew my pass annually?**

No, digitally issued Concessionary Travel Passes will no longer expire annually. Voucher codes and passes will expire upon leaving the business.

### **Do I need to show my pass when travelling?**

Yes, either on your mobile device or a print out of your Concessionary Travel Pass as it must be shown with your ticket for travel to the driver.

### **How do I obtain a concessionary Travel Ticket from the website?**

A ticket can be obtained by accessing the Company website at [www.nationalexpress.com](http://www.nationalexpress.com).

**Important:** Please remember when travelling the Concessionary Travel Pass must be available for inspection at all times.

### **How do I purchase a 50% discount ticket for my family or a friend?**

All NX employees will be given a code for 50% discount on NX services which can be shared with friends and family for up to 10 uses each month on a rolling basis.

Details of how to purchase tickets are in the [user guide attached](#).

### **Does this benefit allow travel on National Express West Midlands?**

No it doesn't and it doesn't allow on any other bus network.

### **How do I obtain a Bus Pass for free travel on National Express West Midlands?**

A separate application form for a National Express West Midlands travel pass must be completed, authorised by a Line Manager, and submitted to Card Services at NX House in order for an employee to travel free on National Express West Midlands and Coventry. The application form can be obtained from Card Services and has its own policy and terms and conditions associated with it.

## Concessionary Travel Policy - Supporting Information

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- [Coach Concessionary Travel Pass and 50% Discount Booking User Guide](#)

## Concessionary Travel Policy - Version Control

Date	Version	Change	Author
01/01/2022	2.0	Policy updated to reflect a move to digital passes and introduced to all UK functions	Natalie Harries
19/1/2022	2.1	Change to partner operator eligibility	Graham Price
24/02/2022	2.2	Change to policy scope	Natalie Harries