

## 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/or discounted travel as per this policy.

### **Scope**

This policy applies to all employees of National Express UK

All employees are eligible for the following concessions:

- Free bus travel on National Express West Midlands & Coventry network of scheduled services
- Free coach travel on National Express Ltd network of scheduled services\* without a booking fee (Limited to 40 journeys per complete month, per pass).
- A choice between either:
  - Complementary 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)

Or

- Complementary bus travel on the West Midlands Travel Ltd network of scheduled services for a **Spouse or Partner (no other relation)**
- 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)

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)

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

**Retired Employees** (who retire from the company at age 65 or over) 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)
- To continue to be eligible for free bus travel a retired employee must have been in continuous service for 25 years or have retired due to ill-health.
- A retired employee is not eligible for a partner pass

In England retired employees receive a bus pass for free travel when they reach the [State Pension age](#).

Please refer to separate policy for Permanent Partner Operator Drivers

\* 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 (For Coach Travel):** A Nominated Person can be either family or friend and must be 14 years of age or older.

**Nominated Person (For Bus Travel):** A nominated person is restricted to spouse or partners (no other relation), who live in the same household

A nominated person can be changed every 12 months (from the date of issue). Individuals wishing to change their nominated person will need to complete the application progress, detailing the change required.

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

#### **Coach Passes**

To apply for a coach employee pass and/or nominated person pass an application form must be completed online at <https://www.nationalexpress.com/en/staff-pass-request-form>.

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>.

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 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.

#### **Bus Passes**

To apply for a bus employee pass an application form must be completed via google, using this link <https://docs.google.com/forms/d/e/1FAIpQLSfnPUhLgArxiUF42CpqB9iDkUpfrLCU9TPEpwUUPOApKGBuAq/viewform?vc=0&c=0&w=1&flr=0>

To apply for a partner pass or replacement Swift card for bus travel an application must be completed via google, using this link

<https://docs.google.com/forms/d/e/1FAIpQLSeFogABnPP7zNVEWCGusJJqr0Y48FfMkfsROSBIdoL1tKCKTw/viewform?vc=0&c=0&w=1&flr=0>

Passes issued are not transferable.

### **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.

Each pass is issued with relevant terms and conditions that the individual must comply with and any breach of these terms may result in the removal of the 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 / Partner. 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 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.

### **Coach 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>

### **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

#### **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 Coach 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% coach 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 will be provided to you are in the [user guide attached](#).

## 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
01/10/2022	3.0	Merge of Bus and Coach Travel Benefits	Natalie Harries