

The terms "Applicant", "Pass holder", and "Staff Member" apply to the person who is applying for, paying and using the travel pass. The terms "The Trust" or "Benefits Everyone" relates to Newcastle upon Tyne Hospitals and the team that offer and manage the travel scheme

The term "pass provider" or "provider" relates to the public transport organisation who has issued the pass.

The term "travel pass" or "pass" relates to the pass issued to the pass holder and can be either a physical pass or held on a smart card or mobile phone app.

1. General Terms:

- 1.1. If the applicant knowingly provides false information this may result in disciplinary action, and the applicant may be liable for prosecution and civil recovery proceedings, and may lose any entitlement to this staff benefit. The applicant consents to the disclosure of information (including personal and identifiable information) to and by the Trust, NHS Protect and the travel pass providers for the purpose of verification of this application, ordering of the requested travel pass and the investigation, prevention, detection and prosecution of fraud.
- 1.2. By applying for a Travel Pass the applicant is agreeing to abide by these terms and conditions and any future changes. The applicant will be notified of any changes by email and a copy of the latest terms and conditions will always be available on the Benefits Everyone Website (www.benefitseveryone.co.uk). It is the applicants' responsibility to provide a valid email address and check it on a regular basis for any relevant information. Changes to terms and conditions are valid from date of publication.
- 1.3. All travel passes commence on the 22nd of the month and this date cannot be changed. Any attempt to use a pass before the valid from date may result in the pass being confiscated and further actions being taken by the providers. Benefits Everyone will take no responsibility for invalid use of any pass.
- 1.4. Permanent members of staff - deductions are taken one month in arrears from salary (e.g. a pass starting 22 July will have the first deduction taken in August salary) over a 12 month period. Deductions are pro-rata for Network One passes as these passes always expire on the 21st March (i.e., a Network One pass purchased in November will be eligible for 4 monthly deductions).
- 1.5. NUTH Staff Bank/non-permanent members of staff deductions are taken one month in arrears, on the first Tuesday of each month, direct from a nominated bank account using a direct debit facility. Direct debit forms are available from the Benefits Everyone Team which must be completed and returned directly to the Benefits Everyone Team no later than midday 1st of the Month that the pass is due to start. Failure to do so will result in the pass not being ordered. Bank staff do have the option to pay by salary deduction providing a salary can be guaranteed for the full 12 month pass period.
- 1.6. Direct debit payments which cannot be collected are subject to an additional £25 charge per missed payment. Multiple failures to collect payments may result in the pass being recalled and future refusal to entry on the scheme.
- 1.7. Direct Debits must not be cancelled without contacting Benefits Everyone first.
- 1.8. It is the pass holder's responsibility to ensure that deductions are taken from salary/bank account for the duration of the pass validity. The pass holder must check each month that the deductions are being taken and must contact Benefits Everyone if a deduction is missing or incorrect.
- 1.9. Missed payments will be taken in full from the next available salary with no prior notice or by invoice if no salary is available. Please note that invoices may also carry an additional administration charge.
- 1.10. The pass holder must notify the Benefits Everyone Team via email (benefits.everyone@nuth.nhs.uk) of any changes in circumstances that may affect payments, e.g., change of payroll number, sick leave, maternity leave and flexible retirement, at the earliest opportunity. Failure to do so may result in additional charges.
- 1.11. If the Benefits Everyone Team is not in receipt of the Travel Pass then it is considered to be still in use and the pass must be returned to the Benefits Everyone team directly by the pass holder. No cancellation of payments can be provided until the pass is received into the Benefits Everyone Office at the address given on the contacts section of the website by a member of the Benefits Everyone Team. Please see section 6 for further details.
- 1.12. Communication regarding a travel pass must be with the Benefits Everyone Team only. Communication with any other person, (including line manager or similar) or department regarding a travel pass will be disregarded. Benefits Everyone can be contacted on 0191 282 0735 or via email benefits.everyone@nuth.nhs.uk.

- 1.13. All travel pass applications must be completed using the online application form on the Benefits Everyone website. The applicant will receive a confirmation of the application submission only to the email address provided on the application. The applicant understands that it is their responsibility to ensure that all details are correct and the full payroll number for the substantive post is provided, including any dash numbers where applicable. Failure to do so may result in additional charges or the pass not being issued.
- 1.14. If there are any errors the applicant must contact Benefits Everyone at the earliest opportunity.
- 1.15. The email address provided will be used for any other correspondence where Benefits Everyone require further information to process the application. The applicant will not be notified when the pass is available for collection nor will they be contacted when a pass is due for renewal. It is the applicants' responsibility to provide an email address that is regularly monitored. This can be a personal email address.
- 1.16. The Trust will pursue all outstanding payments. The applicant understands that failure to pay any outstanding debts may affect their ability to obtain employment within the Trust in the future.
- 1.17. All travel passes obtained under this scheme are also subject to the Terms and Conditions of use and travel of the appropriate pass provider. Staff applying for a pass under this scheme should also make themselves fully aware of the Terms and Conditions of those providers. Failure to do so or adhere to those Terms and Conditions may render the pass invalid or the staff member subject to fines or confiscation of their travel pass by the provider. In these circumstances, the pass holder will be liable for payment of fines or other costs and may be subject to prosecution.
- 1.18. The travel pass remains the property of the pass provider at all times.

2. Applying for a pass / Renewing a pass:

- 2.1. The deadline for receipt of online applications to Benefits Everyone is strictly 12:00 noon on 1st of each month to guarantee processing. Any attempt to apply after this deadline will be automatically entered for the following month via the system. Benefits Everyone is unable to amend this within the system.
- 2.2. Passport Photographs – where photographs are required (see online application for details) a current passport photograph must be attached to the document that is available for download once the online application is completed and the applicant's name and payroll number should be clearly written on the reverse of the photo. No other photograph will be accepted. Photographs must be of the size, style and quality similar to that required for a passport application. The photograph must be a hard copy, on photo quality paper (standard printer paper is not acceptable) and electronic photographs will not be accepted. Photographs (and envelopes where appropriate) must be received into the Benefits Everyone Office by the deadline above to ensure processing. Should they arrive after this deadline the application will be processed for the following month. If Benefits Everyone does not receive requested information or photograph after delaying the application Benefits Everyone reserve the right to cancel the application with no further notice.
- 2.3. Benefits Everyone does not issue reminders of any kind for the renewal of Travel Passes. It is the applicants' responsibility as the pass holder to ensure they are aware of the expiry date of their pass and to complete a renewal request in sufficient time via the online application. Renewal request can be made up to three months in advance.
- 2.4. The online application form must be completed in full. Failure to do so will delay the processing of the Travel Pass request.
- 2.5. It is the applicants' responsibility to ensure that they apply for the correct pass in the correct month. The Benefits Everyone Team will not check applications against previous applications. The Benefits Everyone Team will not take responsibility if the applicant orders a pass that renders any part of their journey invalid, where the applicant ordered incorrectly and Benefits Everyone processed the requested pass. The applicant understands that ordering a travel pass in the incorrect month may result in double deductions if 2 passes have been issued in a 12 month period and that a refund may not be possible. Please contact the Benefits Everyone Team for clarification about passes.
- 2.6. Where an error is picked up by the pass provider, to ensure that the order is processed promptly, Benefits Everyone reserves the right to remove the request if required information is not received and this will delay the issuing of the pass.
- 2.7. The Benefits Everyone Team does not send confirmations that applications have been processed with the supplier. If there is no further contact from the Benefits Everyone team requiring further information, then the travel pass will be available at the requested location as detailed in section 3.

- 2.8. Renewals for Arriva and Go Northeast are uploaded onto existing cards. Do not dispose of these passes at the end of the 12 month period if renewing.

3. Collecting a pass:

- 3.1. The Travel Pass will be sent to the collection point selected on the online application form and Benefits Everyone is unable to amend this. Details of chosen collection location is included on the submission confirmation email.
- 3.2. The Travel Pass will be available for collection from the selected collection location on the 21st of the month (should the 21st fall on a weekend then the Friday before¹) during the collection locations business hours. Early collection of passes is not guaranteed and the applicant should ensure that they are able to collect their pass on the 21st. Uncollected passes will be held at the collection location for a period of 1 month when any uncollected passes will be collected and held at the Benefits Everyone Office at Regent Point for collection. Uncollected passes will still be charged for and no refund will be given where the pass has not been collected.
- 3.3. Collection dates will be published on the Benefits Everyone website, however these dates are subject to change at short notice.
- 3.4. If the applicant selected the Travel Pass to be posted, a Stamped Self Addressed Envelope must be provided which must be received by Benefits Everyone with the same deadline as the Travel application.
- 3.5. A Travel Pass sent by Royal Mail is at the applicants own risk. The Trust holds no responsibility for travel passes which are delayed or lost in the post. A Travel Pass which is not received via Royal Mail will be treated as a lost pass and an insurance claim will be required to order a replacement (see section 4). Sufficient postage must be used on the envelope and the Trust will not be held liable for any excess postal charges where the incorrect stamps have been applied.
- 3.6. The applicant will not be contacted to remind them that the travel pass is ready for collection. The collection dates will be advertised on the Benefits Everyone website.
- 3.7. Passes must be collected by the applicant only and Trust ID will be required to be shown for collection. The pass will not be handed over if the applicant does not produce a valid staff ID badge. The applicant understands that they cannot request that another person collects the travel pass on their behalf.

4. Lost, damaged or stolen travel passes – see additional note at the end of the T&C's:

- 4.1. A one off, non-refundable, insurance payment of £20 will be deducted from the first payment for a Network One, MetroPOP or Mainline Rail pass. This payment will entitle the holder to one replacement pass in the event of loss, theft or damage which renders the pass unusable.
- 4.2. Additional replacements in subsequent pass periods after the first loss will be charged at £20/£25 (depending on pass provider).
- 4.3. Multiple pass losses in one pass period may result in double deductions. This is as only one replacement pass is permitted by the pass provider and remaining on the scheme after a second loss within one pass period is only possible through reapplying for another pass, which will result in double deductions as there will be two active passes in use. (Please see below for a further explanation and an example)
- 4.4. Insurance charges for other travel pass providers are charged only when the pass is lost, stolen or damaged at the following rates:
Go North East - £20, Arriva - £25, Stagecoach - £25.
- 4.5. Only one claim is allowed within the 12 month duration of the pass.
- 4.6. Replacement passes cannot be returned, transferred or exchanged under any circumstances. Should the applicant wish to leave the scheme and holds a replacement pass, the pass holder will be liable for the full remaining amount of the pass, and the pass holder will be required to make arrangements to pay for this prior to the final date of employment.
- 4.7. If a Travel Pass is lost or becomes invalid due to a lost photo card, until it is replaced any additional costs will be paid for by the pass holder and no refund is available.
- 4.8. Replacement travel passes must be collected from the Benefits Everyone office at Regent Point only. For Metro only an option of Haymarket Travel shop can be arranged with prior agreement.

5. Exchanging Passes – please also read sections 4 and 6 fully for further information

- 5.1. Should the pass holder wish to exchange a travel pass part way through the travel pass period this is classed as an Exchange. The pass holder will be required to complete a new application form and submit it by the first of the month.
- 5.2. When carrying out an exchange to a different pass provider, the current pass will be cancelled and associated cancellation fees will be charged. The new pass will, if applicable, also have the associated insurance fee charged.
- 5.3. When an exchange to a different provider is requested, the existing pass can be kept until the new pass is collected, however this will result in double deductions being taken. To prevent this, the old pass should be returned to Benefits Everyone as laid out in section 6, i.e. by midday on the 14th of the Month (or the Friday before if the 14th falls on a weekend/bank holiday). No refund will be given for the period between returning the old pass and the new pass becoming valid.
- 5.4. If the pass holder wishes to exchange ticket type, but remain with the same provider, the pass holder can retain the existing ticket until 21st of the month when they will need to collect the new ticket from the Benefits Everyone Office.
- 5.5. Exchanges can only be collected from Benefits Everyone Office at Regent Point and the old pass must be handed over at the time of exchange (if not done previously). Exchanges must take place no later than the 22nd of the month.
- 5.6. If the pass holder wishes to exchange an Arriva Connect or Go Northeast Key cards and are not changing providers, these do not need to be returned to the department; however it must be indicated on the form in the relevant section that this is an exchange. Failure to do so will result in double deductions. The new ticket will be automatically uploaded onto the existing card.
- 5.7. If the old pass is not returned the pass holder will be charged for both passes until the expiration of the old pass.

6. Leaving the Trust / No longer require pass:

- 6.1. The pass holder must notify the Benefits Everyone Team as soon as possible when they are leaving the Trust, or when they no longer require the Travel Pass. If the pass holder is leaving the Trust, the pass must be returned no later than the final date of employment. If the final date of employment does not provide enough salary in the final payslip to cover the deduction and cancellation fee, the pass should be returned by the deadline of the previous month.
- 6.2. The Travel Pass must be returned to the Benefits Everyone Team (no other person/department should return it on behalf of the pass holder) no later than 12:00 noon on 14th of each month¹ (should the 14th fall on a weekend or bank holiday then the deadline is the Friday before¹). Please note that this date will be earlier in December and the pass holder should contact the Benefits Everyone team to confirm this date. Unless advised otherwise the deadline of the 14th is not applicable in December.
- 6.3. There will be a £20 cancellation fee charged for this for most passes. Please note the early cancellation of a rail pass can result in a substantial cancellation fee and cannot be returned after 40 weeks of use. This should be taken into consideration when applying for a rail pass.
- 6.4. When returning a pass it is the responsibility of the pass holder to ensure that there will be sufficient money available in the next pay to cover the costs. Failure to do so will result in an invoice being sent which incurs additional administration charge.
- 6.5. Passes received after midday on the 14th of the month¹ will be processed for the following month and all additional charges will still apply.
- 6.6. The Travel Pass should be delivered by hand where possible or recorded delivery if posted via Royal Mail. Benefits Everyone recommends that it is not sent via internal post. Should a pass be sent via the Royal Mail and be lost in transit this will be treated as a lost pass and will be replaced and will therefore not be eligible for return. In these circumstances the pass holder will remain liable for the full outstanding amount of the pass.
- 6.7. If the Benefits Everyone Team is not in receipt of the Travel Pass then it is considered to be still in use and the relevant charges will still be applied.

- 6.8. The pass holder will be liable for all outstanding payments should the pass holder not return the pass. This will be deducted from salary or by invoice if no salary is available. Additional administration fees will apply if an invoice is generated.
- 6.9. The Trust will pursue all outstanding payments to the full extent of their ability and failure to pay any outstanding debts may affect future employment with the Trust.

¹This date may change when bank holidays occur and in December it will be substantially earlier – please contact Benefits Everyone to confirm.

Lost, damaged or stolen travel passes – an example of how replacement charges will work:

Note: For Metro, Rail and Network 1 you will be charged a £20 insurance fee when you first apply for a pass of this type. This provides insurance for ONE replacement pass for the duration of your time with that provider. If you lose your pass any further times you may be charged £20 for each time you lose your pass in any subsequent pass period. However, you are only entitled to ONE replacement pass per 12 month pass period. If you lose the pass a second time within the same 12 month pass period you will not be eligible for a replacement pass. You will only be able to gain a pass through the scheme by applying again and paying for both passes.

For Go NorthEast, Arriva and Stagecoach, no insurance is charged up front, but at the point of loss. It should be noted however that the rule relating to the pass periods still apply.

If you lose your pass during subsequent pass periods you will be eligible for replacement but may be charged.

Example

You obtain a pass in March and in the first year (therefore the first 12 month pass period) you lose your pass in September. This pass will be replaced (see information relating to insurance charges).

You reapply in the following March (which is now your second year and therefore your 2nd 12 month pass period) and lose the pass in August. This pass will be replaced but may be subject to a charge.

You reapply in the March which is your third year on the scheme (3rd 12 month pass period) and lose the pass in April. This pass will be replaced but may be subject to a charge. You then lose the pass in the September of the same year. We are not able to replace this pass AND you will continue to be charged.

If you wish to regain use of a pass through the scheme you would need to reapply and would therefore be paying double (one payment for the lost pass and one payment for the new pass) and this would continue until the lost pass was paid off.

Year/Pass	Network 1	Metro	Arriva	Stagecoach	Go Northeast	Rail
1 st year	Free	Free	£25	£25	£20	Free
2 nd year	£20	£20	£25	£25	£20	£20
3 year - 1 st Loss	£20	£20	£25	£25	£20	£20
3 year - 2 nd Loss	Reapply - Double deductions triggered	Reapply - Double deductions triggered	Reapply - Double deductions triggered	Reapply - Double deductions triggered	Reapply - Double deductions triggered	Reapply - Double deductions triggered