

Payment of travel pass fees by salary deduction: FAQs

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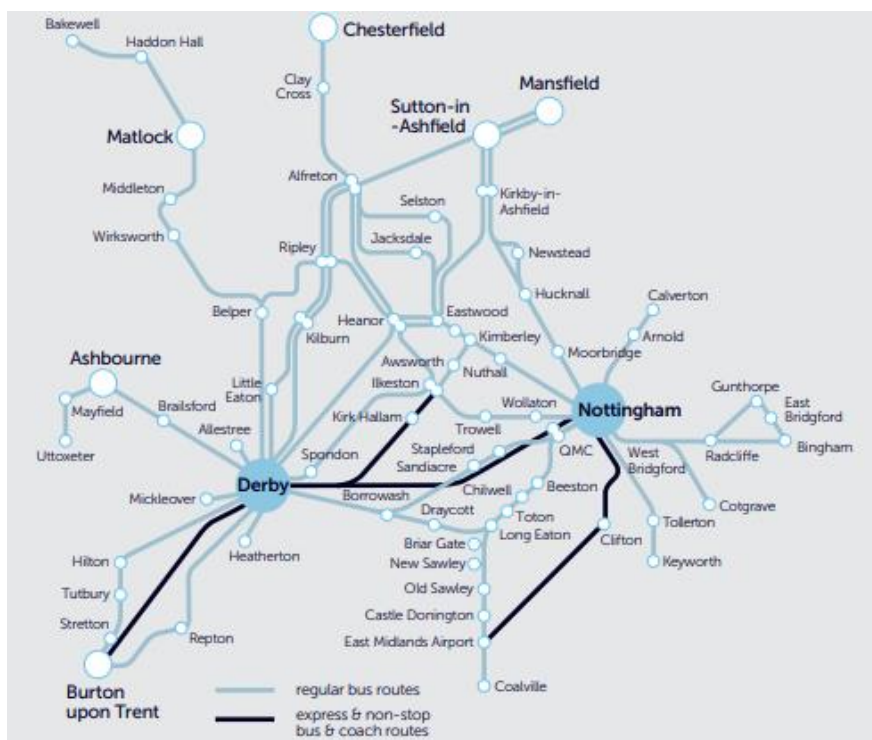
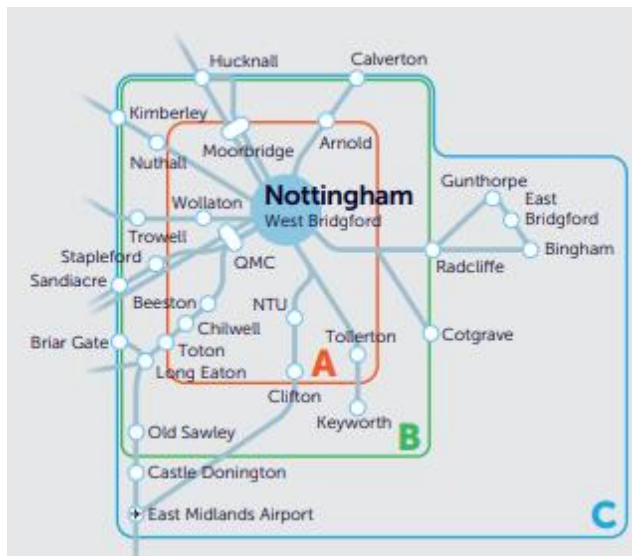
How do I contact the transport operators?

What passes are available to buy through salary deduction?

A range of bus passes are available from **Nottingham City Transport (NCT)** and **Trent Barton**; tram passes are available from **NET** and annual rail tickets are available from **East Midlands Rail**.

A multi-operator card, **Robin Hood**, is also available. This allows unlimited travel on all bus, rail and tram operators within the Robin Hood boundary, which covers Greater Nottingham and includes the tram to Hucknall. It is issued by Nottingham City Council.

Trent Barton's Saver pass provides 365 consecutive days of travel on Trent Barton buses. If you travel by bus less frequently, Trent Barton's MANGO may be more suitable as it can be used on a 'pay as you go' basis. MANGO is an 'electronic purse' and gives 15% off the single cash fare of every journey you make, at any time, on Trent Barton buses and the tram. The maps below show Trent Barton's network, indicating the three zones in Nottingham (A, B and C), along with trentbarton land which covers the entire Trent Barton and Kinchbus network.



NCT offer an Easyrider Everyday card that provides 365 consecutive days of travel on NCT buses. NCT's Easyrider Anyday card provides 100 or 150 days of bus travel to use on a 'pay as you go' basis on NCT buses. There is no expiry date on the Anyday card. With NCT's Easyrider Further cards (Everyday or Anyday), you can travel beyond the city area to Southwell or Loughborough on NCT's Pathfinder and South Notts buses. NCT passes can be used on NCT buses only - they are not valid on the tram.

How do I join the scheme?

Once you've decided which travel pass you wish to purchase, you will need to ensure that your monthly net pay will cover the monthly deductions.

Then, please complete an application form for the relevant transport operator. Email the form to benefits@nottingham.ac.uk or post the completed form to: Pension and Benefits Services, Financial Operations, The University of Nottingham, King's Meadow Campus, Lenton Lane, Nottingham, NG7 2NR.

Please ensure that you include an email address on the application form, as the transport operator may use this to notify you when your application has been processed. It does not need to be a University email address, but you may need to print out the email notification.

East Midlands Rail

Please use the season ticket price grid to obtain the price for your chosen journey. If your journey is not listed in the price grid, call East Midlands Rail on 03457 125678 (8.30am – 5.30pm, Monday to Friday). You will need a photocard to apply for and validate your season ticket. If you do not already have one, a photocard can be obtained by taking a passport photo to the ticket office at any train station.

How do I get my pass?

Each transport operator has slightly different collection arrangements, but you will usually be able to receive your pass at least 3 days prior to the start of the pass. See How do I contact the transport operators? for their addresses and opening times.

East Midlands Rail

East Midlands Rail will post your season ticket to the address provided on your application form.

NCT

NCT will email you a 'joining letter'. Please print the letter and take your University card and the letter to NCT's Travel Centre in Nottingham city centre to get the travel loaded on to your University card. (If you do not have an email address, NCT will post the letter to the address provided on your application form.)

NET

Pension & Benefits Services will email you a 'joining letter'. Please print the letter and take it to NET's Travel Centre in Nottingham city centre to receive your tram pass. (If you do not have an email address, the letter will be posted to the address provided on your application form.)

Robin Hood

Pension & Benefits Services will email you a 'joining letter'. Please print the letter and take it to Victoria Centre Bus Station to receive your Robin Hood card. (If you do not have an email address, the letter will be posted to the address provided on your application form.)

Trent Barton

Trent Barton will post your season ticket to the address provided on your application form.

How long will it take to get my travel pass?

It depends on when your application is submitted! All travel passes start on the 1st of the month. Application forms must be received by the 14th of the month prior to the month you wish the travel pass to commence i.e. to obtain a travel pass for November applications must be submitted by 14th October.

When do I start paying for my travel pass?

Deductions will be taken directly from your net salary every month for 12 consecutive months. The first deduction will be taken in the month prior to the start of the travel pass.

What happens if fares go up?

When you join the scheme the travel pass price is frozen for 12 months, so your monthly deductions will remain the same throughout the 12 months. If you have an annual pass or NCT Anyday card, you will not bear the cost of any fare rises within the 12 month period. If you have an electronic purse (e.g. MANGO), you will be charged the rate for the date that you travel, so may pay higher prices if fares rise during the 12 month period.

I've lost my travel pass. How do I get a replacement?

If you use your University card as a travel pass and lose this card, please inform the 24 hour University Card Helpline on 0115 951 5759 or report it in person to the Security Office (rear of the Hallward Library, University Park) during office hours. You will be asked to pay a charge to cover part of the cost of making the replacement University card. You should then contact NCT to arrange for travel to be re-loaded onto your University card. Please note that NCT may charge for this.

If you use the transport operator's pass and lose this card, please contact [Pension and Benefits Services](#) and they will contact the relevant transport operator to request a replacement card. Please note that there may be a small charge for this that you will pay direct to the transport operator.

I'm on a temporary / fixed term contract – can I join the scheme?

If you are paid through the University's payroll and have at least 12 months remaining on your employment contract, you can join the scheme. If your pay varies from month to month, please ensure that your pay will cover the monthly deductions for the travel pass.

What happens if I leave the University?

If you leave the University before your travel pass expires, you should notify [Pension and Benefits Services](#) of your leaving date.

You can continue using the travel pass until it expires by paying the outstanding balance on the travel pass scheme from your final month's salary. (Please note for NCT passes on University cards, you will need to take your University card to the NCT Travel Centre in Nottingham city centre to have your remaining days of travel transferred on to a NCT travel pass. University cards should then be returned to the Security Office in accordance with University procedure for leavers.)

Alternatively, if you will not require the travel pass after you've left the University, you can cancel it. Please see **What happens if I no longer need the travel pass?** (Please note that for NCT passes on University cards, returning your University card to the Security Office does not cancel the travel pass.)

What happens if I no longer need the travel pass?

If you wish to cancel your travel pass, you should contact [Pension and Benefits Services](#).

Each transport operator has slightly different cancellation arrangements (see below), but all charge an admin fee for processing cancellations. Please be aware that Pension & Benefits are unable to make any

refund or final adjustment to your deductions until they receive the credit note from the transport operator.

East Midlands Rail

Please ask [Pension and Benefits Services](#) to obtain the 'surrender value' of your season ticket as refunds are issued on a sliding scale (e.g. 9 months use charged at 86% of annual cost, plus a £10 admin fee). Please return your season ticket to Pension and Benefits Services. On receipt of the pass, they will calculate your balance then make any final deductions or provide a refund for any overpayment.

NCT

Pension and Benefits Service will calculate your balance then make any final deductions or provide a refund for any overpayment. NCT's admin fee will be deducted from your balance. This is 10% of the value remaining on the card; for Everyday passes the value is based on full months remaining.

NET

Please return your pass to [Pension and Benefits Services](#). On receipt of the pass, they will calculate your balance then make any final deductions or provide a refund for any overpayment. NET's admin fee (10% of the value of full months remaining on the card and £10 admin fee) will be deducted from your balance.

Robin Hood

Please return your pass to [Pension and Benefits Services](#). On receipt of the pass, they will calculate your balance then make any final deductions or provide a refund for any overpayment. Nottingham City Council's admin fee (10% of the value remaining on the card and £10 admin fee) will be deducted from your balance.

Trent Barton

Please return your pass to [Pension and Benefits Services](#). On receipt of the pass, they will calculate your balance then make any final deductions or provide a refund for any overpayment. Trent Barton's £15 admin fee will be deducted from your balance.

If you leave the University but have not notified Pension and Benefits Services of your leaving date, your outstanding balance on the travel pass scheme will be deducted from your final month's salary, enabling you to continue benefiting from the scheme until your pass/credit expires.

What happens if I go on maternity leave or sabbatical?

You can continue to use your travel pass. If the University is unable to collect a month's payment (because you do not receive any pay that month), the payment will be taken from the following month's pay.

If you decide to cancel your travel pass, please notify [Pension and Benefits Services](#). Please see **What happens if I leave the University?** for further guidance on cancelling your travel pass. If you wish to return to the travel pass scheme once you return to work, you will need to re-apply for a new pass.

Can I use my pass on the tram?

Of the passes available through the travel pass scheme, the following are valid on the tram network:

- NET passes
- Robin Hood season cards

If you travel by bus as well as by tram, the multi-operator Robin Hood card may be more suitable than a NET pass as it can be used on all bus, rail and tram operators within the Robin Hood boundary.

Nottingham City Transport passes are no longer valid for travel on the tram.

How long will the MANGO credit last?

mango and all credit on mango remain valid until two (2) years from the later of the last top-up of credit to your mango account or the last journey or other service you paid for using mango. As credit is deducted per journey rather than per day, the number of days the card lasts will depend on the number of journeys you make and the fare zone you travel in. For further details on using a MANGO please see <https://www.trentbarton.co.uk/mangoapp>

I can't find my train journey on the price grid - can I still join the scheme?

Yes! Please call East Midlands Rail on 03457 125678 (8.30am – 5.30pm, Monday to Friday) to obtain a price for your journey.

Can I reserve a seat on the train if I use a season ticket?

No, you cannot make seat reservations if you are travelling on a season ticket.

I already have a travel pass – can I still join the scheme?

Yes! You should continue using the operator's travel pass until it expires, but can apply to join the scheme. All travel passes will start on the 1st of the month. If your existing pass expires in the middle of the month, you will need to buy a short-term travel pass from the transport operator to use in the interim.

Please note that NCT travel passes will be issued by loading travel on to your University card – you will not require a card from NCT.

What happens at the end of the 12 months?

At the end of the 12 month period your salary deductions will stop. If you have an annual pass (rather than a 'pay as you go' pass) the travel pass will no longer be valid. It is your responsibility to re-apply to the scheme to arrange a new pass. If you have any days/credit remaining on your 'pay as you go' pass, you will be able to continue using the pass beyond the 12 months as it does not have an expiry date.

Can I use the scheme to buy travel passes for my family?

No – the scheme is for employees of the University of Nottingham only.

You must not loan your travel pass to others. If NCT notices another person using your University card on NCT buses, NCT will 'blacklist' your card making it unusable for travel on NCT buses. In this situation, the University will not issue a refund for lost travel.

How do I contact the transport operators?

Nottingham City Transport

NCT Travel Centre, 5 South Parade, Old Market Square, Nottingham, NG1 2JS
Tel: 0115 950 6070

See www.nctx.co.uk/contact for further details, including opening times of the Travel Centre

Trent Barton

Victoria Travel Shop, Victoria Centre Bus Station, Nottingham, NG1 3QN
Tel: 01773 712265

www.trentbarton.co.uk

East Midlands Rail

Tel: 03457 125 678

www.eastmidlandsrailway.co.uk

Robin Hood

Tel: 0115 876 1300

<https://robinhoodnetwork.co.uk/>

NET

NET Travel Centre, 4 King Street, Nottingham, NG1 2AS

Tel: 0115 942 7777

See www.thetram.net for further details, including opening times of the Travel Centre

[Traveline](#) – an online journey planner, including timetables for local bus operators

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