

Benefits Everyone Travel Scheme Terms and Conditions

General Terms:

1. If I knowingly provide false information this may result in disciplinary action, I may be liable for prosecution and civil recovery proceedings, and I may lose my entitlement to this staff benefit. I consent to the disclosure of information to and by the Trust and NHS Protect and the travel pass providers for the purpose of verification of this application and the investigation, prevention, detection and prosecution of fraud.
2. By applying for a Travel Pass you are agreeing to abide by these terms and conditions and any future changes. You will be notified of any changes and a copy of the latest terms and conditions will always be available on the Benefits Everyone Website.
3. Travel passes commence on the 22nd of the month and this date cannot be changed.
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).
5. Nurse 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.
6. It is the pass holder's responsibility to ensure that deductions are taken from salary/bank account for the duration of the pass validity. Please ensure that you check each month that the deductions are being taken. You must contact Benefits Everyone if you are missing a deduction.
7. Missed payments will be taken in full from the next available salary with no prior notice or by invoice if no salary is available.
8. Direct debit payments which cannot be collected are subject to an additional £25 charge per missed payment.
9. You must notify the Benefits Everyone Team of any changes in your 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.
10. If the Benefits Everyone Team is not in receipt of the Travel Pass then it is considered to be still in use. No refund or cancellation of payments can be provided until the pass is received in the Benefits Everyone Office by a member of the Benefits Everyone Team.
11. Communication regarding your travel pass must be with the Benefits Everyone Team only. Communication with any other person or department regarding your travel pass will be disregarded. Benefits Everyone can be contacted on 0191 282 0735.
12. All travel pass applications must be completed using the online application form on the Benefits Everyone website. You will receive a confirmation of your application submission to the email address you provide on the application. This email address will be used for any other correspondence.
13. The Trust will pursue all outstanding payments.
14. All travel passes obtained under this scheme are also subject to the Terms and Conditions of use and travel of the appropriate travel 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.

Applying for a pass / Renewing a pass:

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. We are unable to amend this within our system.
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 you have completed your online application and the applicant's name clearly written on the reverse. No other photograph will be accepted. Photographs must be of the style and quality similar to that required for a passport application. 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.
3. The Trust does not issue reminders of any kind for the renewal of Travel Passes. It is the staff members' responsibility 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
4. The online application form must be completed in full. Failure to do so will delay the processing of your Travel Pass.
5. It is the employee's 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 employee orders a pass that renders any part of their journey invalid, where the employee ordered incorrectly and Benefits Everyone processed the requested pass. Please contact the Benefits Everyone Team if you want clarification about your pass.
6. The Benefits Everyone Team do 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 your travel pass will be available at your requested location.

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Collecting a pass:

1. The Travel Pass will be sent to the collection point selected on the online application form and we are unable to amend this.
2. The Travel Pass will be available for collection from your selected site on the 21st of the month (should the 21st fall on a weekend then the Friday before¹) between 8.30am and 5.00pm. Early collection of passes is not guaranteed and staff 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 they will be collected and held at the Benefits Everyone Office at Regent Point for collection. Uncollected passes will still be charged for.
3. If you selected the Travel Pass to be posted a Stamped Addressed Envelope must be provided
4. A Travel Pass sent by Royal Mail is at your 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.
5. Staff 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.
6. Passes must be collected by the named member of staff and Trust ID will be required to be shown for collection

Lost, damaged or stolen travel passes:

1. A one off insurance payment of £20 will be deducted from your 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. Additional replacements after the first loss will be charged at £20.00 and may result in double deductions.
2. Charges for other travel pass providers as charged only when the pass is lost, stolen or damaged at the following rates:
Go North East - £20, Arriva - £25, Stagecoach - £25.
3. Only one claim is allowed within the 12 month duration of the pass.
4. Replacement passes cannot be returned, transferred or exchanged under any circumstances. Should you wish to leave the scheme and hold a replacement pass, you will be liable for the full remaining amount of the pass.
5. If a photo card is lost the Travel Pass becomes invalid until it is replaced which may incur a cost.
6. 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

Exchanging Passes

1. Should you wish to exchange your travel pass part way through the travel pass period this is classed as an Exchange. You will be required to complete a new application form and submit it by the first of the month.
2. Exchanges can only be collected from Benefits Everyone Office at Regent Point and your old pass must be handed over at the time of exchange. Exchanges must take place no later than the 22nd of the month¹.
3. If your old pass is not returned you will be charged for both passes until the expiration of the pass.

Leaving the Trust / No longer require pass:

1. You must notify the Benefits Everyone Team as soon as possible when you are leaving the Trust, or when you no longer require the Travel Pass.
2. The Travel Pass must be returned to the Benefits Everyone Team (no other person/department should return it on your behalf) no later than 12:00 noon on 14th of each month¹ (should the 14th fall on a weekend then the deadline is the Friday before¹). 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.
3. When returning a pass it is the responsibility of the staff member 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 of £20.
4. Passes received after the 14th of the month¹ will be processed for the following month and all additional charges will still apply.
5. The Travel Pass should be delivered by hand where possible or recorded delivery if posted via Royal Mail. We recommend that it is not sent via internal post.
6. 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.
7. You will be liable for all outstanding payments should you not return the pass. This will be deducted from your salary or by invoice if no salary is available. An additional £20 administration fee will apply if an invoice is generated.
8. The Trust will pursue all outstanding payments.

¹This day may change when bank holidays occur.