

# Corporate Season Ticket scheme

From January 2019



# Get your staff the cheapest Metro ticket for regular travel

## What we can offer you

### Corporate Season Ticket scheme

Our Corporate Season Ticket scheme will help your staff make significant savings on their travel to work. And the best part is it won't cost you a penny.

Simply buy discounted all zones annual Season Ticket(s) on behalf of your staff and recoup the costs over the year from their salary. This gives your staff the cost saving benefits of an annual Season Ticket, with the convenience of being able to spread the cost.

There's no minimum purchase quantity and the more you order, the more cash your employees will save. It's as simple as that.

### Metro Business Pass

Did you know that you can make huge savings by encouraging your staff to hop on the Metro to get to and from meetings? This is a cost-effective alternative to using company cars or taxis for business travel.

With a Metro Business Pass your staff can travel anywhere on the Metro system between 9.30am and 5.00pm, Monday to Friday. Because the Metro Business Pass is linked to a company rather than an individual, it is transferable amongst all your employees. So any of your staff can use it.

### Validity

Corporate Season Tickets and Metro Business Passes are valid in all Metro zones, the Shields Ferry, Quaylink buses in the Quaylink Central Zone\* and local rail services between Newcastle and Sunderland.

\*Central Zone covers Q1 and Q2 between Central Station and Gateshead Interchange, and Q3 between Haymarket Bus Station and St Peter's Basin.

## Business benefits

Nexus corporate travel schemes aren't just about cheaper travel. Other benefits include:

- Mileage claims and business travel costs are reduced.
- Demand for expensive car parking is reduced.
- Workplace parking and congestion issues are reduced.
- Customer/staff base is widened.
- Environmental and social policies are met.

You can also receive advice on developing a travel plan for your organisation. This is a collection of simple measures you can implement to manage your staff transport needs in a more sustainable and environmentally friendly way.

## Pricing and payment

### Corporate Season Ticket

The Corporate Season Ticket is the most cost-effective Metro ticket available, starting from as little as £561. This allows unlimited travel across the entire system for a whole year.

Ticket prices:

1-19 passes	£571 each
20-39 passes	£566 each
40+ passes	£561 each

### Metro Business Pass

The Metro Business Pass costs just £179.50 and is valid for travel on the entire Metro system for a whole year. When compared to the expense involved with mileage claims and taxi journeys, it could result in a significant amount of savings for your organisation.

## How to apply

### Step 1

Complete the registration form and return by email to:

**corporate.ticketsales@nexus.org.uk**

or post to:

**Corporate Sales**

**Nexus House**

**St James Boulevard**

**Newcastle upon Tyne NE1 4AX**

### Step 2

Once we receive your registration form we'll send you an application form.

### Step 3

Return your completed application form(s) and we'll do the rest. Your Corporate Season Ticket(s)/ Metro Business Pass should arrive within ten working days.

All information is correct as of January 2019.

# Nexus Corporate Ticket Scheme Terms and Conditions

## Procedure

- All companies wishing to join the Corporate Ticket scheme must first put their request in writing.
- Once in receipt of an official request, a customer registration form will be sent for the company to complete and return.
- Once the form has been returned, and a company representative has been assigned, an electronic application form will be sent.
- Once a company representative is assigned, Nexus won't discuss or send any subsequent paperwork to any other individual. If the company representative needs to change, Nexus must receive written confirmation of the change with new contact details, before any further applications will be accepted.
- All applications made must be completed in full and only on the forms provided by Nexus. Failure to do so will result in applications being returned.
- Any errors made on applications that lead to an incorrect ticket being processed will result in a £10.00 administration fee.
- All travel ticket applications must be submitted at least 10 working days before the required start date.
- All payments must be made through the company only. Post-dated cheques won't be accepted. No minimum purchase.
- Companies wanting to pay by purchase order must send an order for the exact amount of travel tickets requested. Failure to do so may result in applications being returned.
- Tickets will be produced on request and sent by recorded delivery or can be collected from any Nexus TravelShop.
- If a Corporate Season Ticket holder leaves employment, their ticket must be returned to Nexus for a refund. See refund procedure opposite.
- Only employees of the company are entitled to join the Corporate scheme.
- Corporate Season Tickets are not transferable.

## Replacement tickets

- To apply for a replacement ticket, all applicants need to complete and return the official Nexus replacement form.
- All replacement requests will be checked and issued within 10 working days of receipt.
- Replacement tickets will be returned to the company for distribution unless advised otherwise by the company representative.

## Ticket refunds

- All refunds must be requested using the official Nexus refund form and returned within seven days of the pass being handed back.
- No refunds will be given without the original ticket being returned.
- No refunds will be given on replacement tickets.
- All refunds are subject to a £10.00 administration charge.
- All refunds will be paid to the company unless advised otherwise by the company representative.
- When a refund is granted, a cheque will be sent direct to the company with a covering letter.

## Business Pass terms and conditions

- This product is only available to Nexus Corporate customers – contact **corporate.ticketsales@nexus.org.uk** for details. All interactions between Nexus and the employer in question are managed through the assigned corporate representative (in other words, a designated employee of the organisation participating in the Nexus Corporate scheme).
- The Business Pass, an All zones product, is valid for all Metro services, Quaylink bus services and local rail services between Newcastle and Sunderland.
- The Business Pass is an annual product that's valid for one calendar year from the start date of the product.
- The Business Pass is only valid for journeys starting between 9.30am and 5pm, Monday to Friday, excluding public holidays and isn't valid on weekends.
- The Business Pass is for the use of any employees of an organisation, and is therefore not personalised to any one person, but rather to an organisation.
- All Business Pass holders are entitled to one replacement for a £15.00 fee. To apply for a replacement ticket, a corporate representative needs to complete and return the official Nexus replacement form, together with payment details of the fee. All replacement requests will be checked and issued within 10 working days of receipt by Nexus.
- Any subsequent losses won't be replaced and Business Pass holders (corporate representatives) must apply for a new ticket.
- This product is not refundable.

