

Annual rail season ticket FAQs

What happens if I leave the NHSBSA or no longer need a ticket?

You have two options.

1. **Pay the outstanding balance** - You can arrange to pay the outstanding balance due on your ticket through Payroll. If you choose this option you'll be able to continue to use the ticket until its expiry date. If you leave the NHSBSA you must make the payment prior to your leaving date.
2. **Surrender your ticket** - If you no longer need your ticket, contact Melanie Maughan with details of why and the date you'd like to surrender it. We will then contact our travel provider and ask for a refund value for the ticket. Your scheme administrator will contact you to agree a time and date to return the ticket.

Any refunds will be at the discretion of the provider and in accordance with their refund policy. Please note the refund value is calculated on the number of days and months it has been used up to 40 weeks and is not calculated as a pro rata amount of the annual season ticket. There is no refund value on an annual season ticket after 40 weeks' use.

Your scheme administrator will advise whether any money is outstanding on the loan, based on the refund value provided and the amount paid up to the surrender date. This amount will be deducted from your next available pay.

A £10 administration fee is payable if you surrender your season ticket.

All surrendered tickets must be returned in person to the scheme administrator.

Should the refund not be granted you will have to continue to pay the remaining outstanding balance for your ticket under the terms and conditions you originally agreed.

Refunds for duplicate tickets will be at the discretion of the provider according to the National Rail Terms and Conditions of Carriage.

Tickets which are not surrendered

If you arrange to surrender your ticket and then fail to do so, the full balance of the outstanding amount will become due.

If you are leaving the NHSBSA and do not make arrangements to surrender your ticket, the full balance of the outstanding amount will be deducted from your final salary.

If there is insufficient salary to repay the full amount due, the balance must be paid prior to leaving, otherwise this will be recovered from you as a debt.

What happens if I lose my ticket?

To apply for a duplicate season ticket, contact your scheme administrator who will arrange for a duplicate ticket to be issued.

There is a £10 admin fee for the replacement of a lost ticket payable by the season ticket holder.

If a new Photocard is required, a passport sized photograph must be supplied.

The provider is not obliged to offer a second replacement ticket during a one year period.

What happens if I damage my ticket?

Replacements can be issued for damaged tickets. You need to contact your scheme administrator and they will arrange for a replacement ticket to be issued. You will be informed when your ticket is ready for collection.

The decision of the provider is final. Should a replacement ticket not be authorised any remaining balance for the original ticket must be paid for in full. This can either be done by paying the remaining balance in a lump sum through their salary deductions, by monthly deductions or by cash or cheque.

What happens if I don't meet the payments?

Should a member of staff not meet their monthly payments because, for example, they don't have sufficient funds in their salary, they'll be invoiced for the payment not made. Failure to pay this invoice may result in legal action being taken.

Terms and Conditions

A decorative horizontal bar with a blue gradient, wider on the left and right sides and narrower in the center.

All employees must agree to the terms and conditions for repaying their loan.

The care of the ticket is the responsibility of the employee. Your company or provider of the ticket cannot take any responsibility for any losses arising from theft, loss or damage.

Tickets will not be renewed automatically. We can only offer loans for passes that are valid for 12 months. Any decision made is final.