

STR10/V1 National Rail Staff Travel Cards Application for retired staff

Staff Travel, 4th Floor 5 Endeavour Square, London E20 1JN

National Rail Staff Travel Cards

To be eligible for a Staff Travel Card you must:

- Have been employed by London Transport (excluding staff employed by London Buses), London Regional Transport or Docklands Light Railway before 1 April 1996
- hold a 1st class Privilege Ticket Authority Card (PTAC)

You can only use your Staff Travel Card on **National Rail services**.

How to apply for a Staff Travel Card

You must complete the application form attached

- Read the Conditions of Use overleaf
- Complete and sign the form, which confirms that you accept the Conditions of Use
- Send it to:
Staff Travel,
4th Floor
5 Endeavour Square
London E20 1JN

Staff travel will authorise the application and post the Staff Travel Card(s) to you.

Further information

- You must check the details on the front of the card are correct then sign the back of your Staff Travel Card in the box provided as soon as you receive it. (If the card holder is a child under 16 then the employee/retired employee or widow(er) should sign the card)
- Before starting a free journey, the day and the month of the journey must be entered clearly in ink in the next available box on the card. The boxes on the card must be used in number order and completed using Arabic numerals, with a zero in front of single digits (i.e. 07 for the 7th and 08 for August)
- Please take care when entering the date of travel on your card. You can let somebody else to do this for you, ensuring they do so in accordance with the conditions of use. Failure to abide by these rules is considered to be fraudulent use and may result in the permanent withdrawal of this travel facility
- You do not need to buy a separate ticket to travel. Your Staff Travel Card once dated is your ticket
- The card will expire on 30th June. Therefore, if you plan to travel on this day, free travel is only permitted up to 24.00hrs
- Although the free travel year runs from 1st April to 31st March, Staff Travel Cards are valid for 15 months (i.e. 1st April to 30th June the following year). So for 3 months of the year, you will have two valid Staff Travel Cards. Either may be used to travel for free during this period (if boxes are available)
- You can use all the boxes on the Staff Travel Card for travel if you don't make any errors
- Cards issued to dependent children who reach 16 or 25 years of age during their validity will expire on the day before the holders birthday and are endorsed accordingly
- You should continue to use their Privilege Ticket Authority Cards (PTACs) to buy privilege rate tickets. You cannot use your Staff Travel Card for this.
- If your Staff Travel Card is lost or stolen, you must complete a lost, stolen, withdrawn form and send it to Staff Travel. You will need to pay a fee of £15 for a replacement. A deduction in the number of boxes available on the card which will be calculated based on the original number of boxes and how long you have card
- You can only get one replacement Staff Travel Card per financial year. A second loss will not be replaced until the next reissue

- You must book Irish travel or Stena line ferries through Staff Travel
- If your dependent or partner misuses their Staff Travel Card and it is classed as fraudulent then it will be withdrawn permanently
- If you misuse your Staff Travel Card and it classed as fraudulent then all Staff Travel Cards issued to you (including Partner and dependent Staff Travel Cards) will be withdrawn permanently.

If you have any queries please contact Staff Travel on 0800 0155 073.

Staff Travel Cards - Conditions of Use

- Your allocation of free travel is printed on the card in the form of boxes
- Staff Travel Cards must only be used for **leisure** travel. They must not be used for residential (travel from home to work or an educational establishments), duty, business or trading purposes
- Cards are automatically issued mid to late March each year and are valid from 1 April to 30 June the following year.
- If you lose your card or it is stolen, please report this to Staff Travel as soon as possible. You will need to pay a replacement fee of £15 and the card will be reissued with a pro-rata allocation of free travel (boxes).
- To make a free leisure journey the boxes printed on the card are to be used as follows:
 - Before starting your journey, you must enter the day and month of travel in **ink** (using a good quality ballpoint pen in the first available box (divided into sections marked as “DAY” and “MTH”) on the card. Use Arabic numerals with a zero in front of single digits i.e for 7 August enter 07
08
- Alterations to dates previously entered are not permitted under any circumstances and dates must not be overwritten to make them clearer. Dates must not be erased and re-entered. Pencil entries are not allowed
- If you make an error when entering a date, that allocation of free travel is forfeited. The error must be crossed through neatly with an X, and the correct date entered in the next box.
- Regardless of the reason for doing so, alteration, overwriting and erasure of dates already entered on the card is considered to be a breach of the Conditions of Use for which the penalty is a minimum 12month withdrawal of all travel facilities from the holder. If this is the prime cardholder the penalty will also be applied to all holders within the family
- If you attempt to make a free journey without dating a box, Revenue Protection Staff are instructed to cancel the first available box on the card and ask you to date the next one
- If you attempt to make a free journey using an incorrectly dated box on your card, Revenue Protection Staff are instructed to cancel the first available box on the card and ask you to date the next one
- If you attempt to make a free journey using a card with no unused boxes available this will be reported as a travel irregularity for which the penalty is permanent withdrawal of travel facilities
- Staff Travel Cards are not transferable and must only be used by the person named on the card. Allowing someone else to use your card is an act of dishonesty for which the penalty is **permanent withdrawal** of all travel facilities

Privacy Notice

1. Transport for London (TfL), its subsidiaries and service providers, will use your personal information for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention.

2. You will also be authorising TfL to share your personal information with relevant Train Operating Companies TOCs) so that they can use it for the same purposes. Your personal information will be properly safeguarded and processed in accordance with the requirements of privacy and data protection legislation.
3. In certain circumstances, TfL and relevant TOCs may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention and detection of crime.
4. We will not use your data for marketing purposes.



Application for National Rail Staff Travel Card (Retired)

Complete this form and return it to:
TfL Staff Travel, 4th Floor, 5 Endeavour Square, London E20 1JN

Your Details (Please complete in black/blue ink using BLOCK CAPITALS)

Mr/Mrs/Ms/Miss First name Surname
Please delete as necessary

Retired No:

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 (As shown on your Retired Privilege Ticket Authority Card)

Address

Postcode Phone Number

Additional Staff Travel Cards

Please add details for your partner or dependent children (if they have a valid PTAC)

Name of applicant(s)	Privilege Ticket Authority Card number										
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Date Staff Travel Card required by

Declaration

I confirm that the above information is correct. I understand that the card(s) may only be used by the person named on it/them and as set out in the Conditions of Use.

Signature Date

Staff Travel, 4th Floor 5 Endeavour Square, London E20 1JN

MAYOR OF LONDON