

## **Frequently Asked Questions.**

### **1. How Does Scheme Work?**

You agree to take part in scheme and sign an agreement to that effect with Merseyrail.

You decide how and when you want to approve your staff are eligible for an interest-free travel loan from you as their employer, which you then deduct from their salary monthly. So for example you may choose to limit this by number, value or to certain times of the year, it's completely up to you. We are flexible and happy to co-operate with you to meet your requirements, including help with promoting the scheme to your staff, with content for your intranet or e-shots etc.

Once your staff have their loan application approved by you. You give them a letter of authority, which they can exchange at any our 66 Wirral or Northern Merseyrail Stations for their annual Railpass, Trio or longer distance Annual Rail Season Ticket.

These letters are then collated by us and we will issue you with an invoice every four weeks for all season tickets issued in the previous four weeks.

You pay all invoices supplied by Merseyrail within 28 days of the invoice date. Alternatively you may want to collate all your applications and pay for these with a company cheque in one go.

All staff need to do is once their loan is approved, fill in an application form and have their photo taken, *(There are photo booths at many of our stations)* plus bring their letter of authority from you. Their annual season ticket (for longer journeys from Manchester, Crewe etc), Railpass or Trio ticket can then be collected from their nearest staffed Merseyrail station so staff can start seeing the benefits of travelling by rail without having to queue for a ticket. Because your staff pay for only 10 months travel with an annual Railpass, they effectively enjoy two months travel free!!

### **2. Many of my staff drive or use the bus so why is the scheme good for my company?**

Ultimately travelling with Merseyrail is often cheaper than the car when you consider tunnel fees, car parking & fuel costs, plus with an annual season ticket you make great savings of up to £500 per annum, compared with weekly tickets.

We have 29 Merseyrail Car parks that are free for our passenger to use. Effectively offering your staff park and ride service. Plus our fast journey times and frequent 15 minutes services mean it's often quicker in rush hour to use the train than travel by road.

With 66 stations across our network there's often a station close by. We also have an on-line journey planner and the latest service updates on our web site and facilities available at each station.

For those companies with a bike to work schemes we also have free secure cycle storage at 22 of our stations and this is expanding. This gives your staff the opportunity to park their cycle one of our

stations and use the train for the remainder of their journey as opposed to cycling the whole of their journey.

Staff can also use the same pass for their leisure journeys providing they cover the geographical area they have purchased. We have lots of great ideas for days out near our network.

This is an easy way to offer your staff a great benefit and fulfill any well-being, travel planning or carbon reduction agenda's you may have at the same time.

### 3. How much do tickets cost?

Scheme is free to set up and administer. You re-coup annual cost of tickets through your individual monthly employee payroll deductions.

This cost of tickets depends on the type of ticket staff purchase:

- Railpass for local rail journeys within Merseyrail Network
- Trio for combined local rail & bus journeys within Merseyside
- Longer distance **annual rail season tickets** for those travelling from outside of the Merseyside area.

And also the distance in area to be covered:

Merseyside is split into travel zones and areas, the more zones and areas you need the higher the cost of the ticket.

Here are some popular examples of a local Railpass costs which apply to most staff:

<b>Geographic Distance Covered by Ticket</b>	<b>Adult Annual Cost</b>	<b>Monthly Salary Sacrifice x 12</b>	<b>Annual Season Ticket Saving vs Weekly Season Ticket</b>
1 Zone	£497	£41.42	£241.40
2 Zones or 1 Area	£621	£51.75	£304.60
3 Zones or 1 area plus 1 zone	£776	£64.66	£394.00
All zones Across the County	£1006	£83.84	£496.80

For more prices and information on zones visit our RAILPASS & TRIO Season Ticket section.

### 4. What happens if an employee leaves the company?

In the event that a relevant employee is no longer entitled to the benefits of a Season Ticket you the employer must:

- Notify us in writing that the relevant employee is no longer eligible for that Season Ticket and return the Season Ticket to us at the same. The Season Ticket must be returned to us in order for it to be cancelled.

Upon receipt of covering note from you and the returned tickets we will cancel the ticket.

On cancellation of a Season Ticket a £10.00 cancellation fee will be charged. The discount given for purchasing an annual ticket will also be deducted from the amount refunded to your organisation.

It is the company's responsibility to adjust the outstanding loan amount with the employee.

Or if the employee wants to keep the ticket then it is the company's responsibility to recoup the money owed from the employee's final salary.

**5. What happens if a member of staff changes their mind part way through the year?**

If an employee wants to leave and cancel their pass, they must provide both their employer and Merseyrail 28 days- notice and give their pass back to the person responsible in their organisation, who can then arrange cancellation with us.

Upon receipt we will calculate the remaining value of the Season Ticket plus a Season Ticket a £10.00 cancellation fee will be charged and re-reimburse this final amount to your organisation, to forward on to their employee.

**6. What happens if a member of staff has their pass lost or stolen?**

Please refer to our "When things go wrong" section for the latest advice.