

## NCG Travel Scheme Information

The NCG Travel Scheme is now open all year round to accommodate your commuting needs.

To qualify for a pass through the scheme you must:

- have a contract of at least 0.25 FTE
- have passed your probationary period
- have a contract of at least 12 months from the start date of your pass.

The providers used are Nexus, Go North East, Arriva and Stagecoach for bus and metro travel passes through the scheme:

- **Nexus** | [Welcome to nexus.org.uk | nexus.org.uk](https://www.nexus.org.uk)
- **Go North East** | <http://www.gonortheast.co.uk/>
- **Arriva** | <https://www.arrivabus.co.uk/north-east>
- **Stagecoach** | <https://www.stagecoachbus.com/>

If you require a rail pass, you can obtain this directly through Abellio by using the link below:

- **Rail travel** | [Abellio Corporate Travel](#)

### Applying for a Travel Pass

To apply for a pass your completed application must be submitted by the **10<sup>th</sup> of each month** for your pass to commence on the **1<sup>st</sup> of the following month**. For example, if you apply for your pass by 10<sup>th</sup> March 2024, your pass will start on 1 April 2024.

This is to allow time for the providers to process your application and dispatch your pass in time for the start date.

The new **[application form](#)** is a Microsoft Form and can be located on the People Portal under the Payroll and Pensions section. You can use this **[Quick Link](#)** or scan the QR code below (*please note you must sign into your Microsoft 365 to access the form*):



**It is your responsibility to renew the pass annually before its renewal date, simply complete the form one month before your pass expires to ensure a smooth transition.**

### **Payment of the Pass**

NCG will purchase the annual pass on your behalf and you will repay the full value of the cost of your pass in 12 monthly instalments deducted from your salary, the first payment of which will be the same month the pass starts.

If you leave NCG before the pass has been paid in full, any outstanding amounts will be recovered from your final salary.

### **Refunds/Replacements**

If you no longer need your pass you can return it and we can apply for a refund of the balance remaining, less any administrative charges required by the provider. You may be required to return the pass directly to the provider but you should contact Payroll in the first instance for advice.

If you lose your pass, we can apply for a replacement from the provider however please note some providers do charge a fee for a replacement which will be added to your annual cost.

**Please note that your travel ticket is for your personal use only, and fraudulent use will result in removal from the scheme with the total remaining monies being deducted from your salary.**