



## **ANNUAL ZONE CARD SCHEME - TERMS AND CONDITIONS**

As part of the ongoing implementation and development of the Travel Plan for NHS Greater Glasgow and Clyde ("NHS GG&C"), the organisation is providing staff currently employed with NHS GG&C with the opportunity to purchase an annual ZoneCard which they can pay for in manageable monthly/weekly instalments.

The following Terms and Conditions apply:

### **Who can apply for a loan?**

An interest free annual ZoneCard loan will only be issued to NHS GG&C employees who meet the following criteria:

- You must be a salaried member of NHS GG&C staff with a Payroll number, i.e. have a contract of employment issued from Human Resources;
- You must have a contract of employment that covers the full period of the annual ZoneCard;
- Your annual ZoneCard must cost no more than one tenth of your gross annual salary including any superannuable allowances.

### **The application process**

- Annual ZoneCard application forms are available from the NHS GG&C Intranet, Cash Offices at each Board site and directly from the Travel Plan Office, Queen Elizabeth University Hospital, Central Medical Block;
- The completed application must be returned to the Travel Plan Office at Queen Elizabeth University Hospital, Central Medical Block;
- The Travel Plan Office will then confirm your application with SPT, who will send your ticket by registered post to the home address on your application form, in advance of the ticket commencing ;
- Loan repayments will only commence following the date of issue of the annual ZoneCard;
- In the event that the value of the loan exceeds or is less than the value of ZoneCard issued and invoiced by SPT, you will be required to complete a new mandate form. You will be advised of any discrepancy before purchasing your ZoneCard on presenting credit letter to SPT;
- SPT will invoice NHSGG&C directly;
- Please allow up to 14 days for your application to be processed.

### **Repaying the loan**

Repayment of the NHSGG&C annual ZoneCard loan made to you will be by direct deduction in 12 monthly installments from your salary or 52 weekly instalments if the you are paid weekly. If the deductions do not commence within 1 month / 4 weeks, then it is your responsibility to contact the Travel Plan Office or your Payroll Officer. When your mandate reaches Payroll and there is a balance due, Payroll will deduct the outstanding balance from your next weekly / monthly salary to compensate.

### **Procedure if member of staff leaves NHSGG&C**

If you leave NHSGG&C before the loan has been repaid the outstanding balance of the loan will immediately become repayable and will be recovered from your final salary. If however the outstanding balance is more than your final salary then you must repay the total outstanding balance before your last working day.

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### **Procedure if member of staff undergoes change of circumstances**

If you experience a change in personal circumstances, such that you are no longer able to use the annual ZoneCard, or no longer wish to use it, at any time before the whole loan has been repaid, you may return, the annual ZoneCard to SPT, by registered post. Once the annual ZoneCard has been returned the balance of the loan will immediately become repayable and will be recovered from your next pay. If the balance of the outstanding loan is larger than your next net salary payment, individual arrangements will be made with you for recovering the balance. NHSGG&C will request a refund of the outstanding balance of the annual ZoneCard from SPT. Refunds are only available on unused complete weeks. SPT charge an administration fee of £3.00 for this service. When NHSGG&C receive the refund from SPT it will be repaid to you through the payroll.

### **Lost or Stolen ZoneCard**

Care of the annual ZoneCard is your responsibility. If the card is lost or stolen you should inform the Travel Plan Office who will approach SPT on your behalf, however SPT do not normally give a refund or a replacement for lost or stolen cards. It is therefore recommended that your annual ZoneCard is adequately insured against loss as the outstanding balance of the NHSGG&C loan is still repayable.

### **Renewing an annual ZoneCard**

An interest free loan for the annual ZoneCard is not renewed automatically. You must submit a new loan application form to the Travel Planning Office at least three weeks before the card expires to ensure the card is renewed in time.

### **Conditions of and Liability for Travel**

You understand and agree that the conditions of, and all liability for, travel through the use of the annual ZoneCard (and in particular damage to property, injury, death, and every kind of financial loss resulting from such travel) are all exclusively as between you and SPT and/or any relevant transport operators and are not in any way the responsibility or liabilities of NHS GG&C or any other NHS entity.

### **How we use your information**

All employee information will be held in accordance with the General Data Protection Regulation (2018). Information will be shared between operator and NHS Greater Glasgow & Clyde for the purpose of providing your season ticket, statistical analysis and monitoring. In addition to travel route and season ticket start date, your name, address, mobile number and e mail address and photocard ID provided as part of your application is shared with the operator for verification purposes.

### **Declaration:**

I have read and accept the above Annual ZoneCard Loan Terms and Conditions set out on this and the one preceding page.

**Name (Please Print)**

**Date**

**Sign**

June 2020