

Staff Travel - Frequently Asked Questions

Retired Travel Facilities

Retired Oyster cards

I am due to retire shortly, how do I get the retired versions of my passes?

If your leaving action has been processed through HR Services, we will check and confirm your eligibility in retaining travel facilities in retirement. Once confirmed, these passes will be reissued as Retired versions and sent to you at your home address. We will try to process these before your final leaving date where possible.

I currently have a pass for my Nominee, will they still get a pass?

If you are eligible to retain an Oyster card on leaving and already hold a Nominee Oyster card then your nominee would also retain their Oyster card. Again, this would be reissued as a Retired version and sent to you along with your own pass.

How long do I have to wait for my Oyster card?

This would depend on how soon your leaving action is processed. If this is due to paperwork and documents being signed and returned, this may take slightly longer. In general, we aim to reissue Retired passes out to you before you leave service or if not, within two weeks of you leaving.

Can I use my Oyster card on National Rail?

You can use your Oyster card on the services described in the "Conditions of Use" which you will receive with your Retired Oyster card.

Can we use our passes on River services?

A one-third discount can be obtained on Thames Clipper services by showing your Retired Oyster card and Photocard when purchasing a ticket.

My Oyster card (or Nominee's Oyster card) is faulty and will not operate the barriers on the station or on the buses, what do I need to do?

You can contact us by phone on 0800 015 5073 to request a replacement pass if your current one is damaged. However, when it is for the Nominee Oyster card, you must provide proof of address to confirm your Nominee resides at the same address, therefore a letter from yourself would be required.

Who do I call to report a lost pass and what happens next?

You should call us on 0800 015 5073 to report the loss. We will take your details and 'Hotlist' the lost pass. This will stop anyone trying to use it and limit fraudulent use. We will advise you to write in to apply for a replacement for a Nominee Oyster card along with the proof of address and you will also be advised if a fee is involved.

Can I come and collect the new pass or how does the pass get delivered to me?

All passes will be sent to you at your home address unless alternative arrangements have been made with us.

What time is your office open for collection of passes?

Staff Travel opening times for collections are 08:30 to 15:15 Monday to Friday excluding Bank Holidays. We are based at 14 Pier Walk and the nearest station is North Greenwich.

I sent in an application form/letter months ago, why have I not heard anything?

Having ascertained what the application was for, we would look at your record on our system and explain why the application has not been processed. This could be that we have not yet received the application to date, or it has been incorrectly completed in which case a query letter/email would have been sent back to you for further clarification.

How do I change my nominee pass to someone else?

You need to complete a new Retired Nominee Oyster card application form (available on request), attach acceptable proof of address verification and send it to Staff Travel along with returning the current nominee Oyster card. If you are unable to return the current nominee Oyster card you must report it as lost/stolen/withdrawn application in its place, stating why you cannot return the pass.

Privilege Season Tickets

Why can't I get a Privilege Season Ticket (PST) anymore?

Season tickets are only available for staff in service as these are used for Residential purposes, i.e. from home to work.

Can I still get a Privilege Season Ticket (PST) for my dependant child?

Yes, you may still apply for a PST for your dependant child providing they still hold a valid PTAC and are using it for education purposes, i.e. travelling from home to school, college or university.

Why do I need to submit my PST application at least 20 days in advance?

This is to ensure that Staff Travel is given enough time to process the application and return it to you prior to the start date of the PST.

If I attend Staff Travel office in person, can you authorise my PST while I wait?

Staff Travel does not have the resources available to do this.

PTACs

Are there any concessions available to my children?

Privilege Ticket Authority Cards are available to children aged 5-24. Children aged over 16 must be in full time education and a headed letter from the school, college or university must be supplied confirming their studies. Any income the child has must be declared on the application form.

My child has a PTAC and is due to attend work experience as part of their course. Can they use their PTAC to buy daily tickets or a season ticket?

Confirmation would need to be provided to show that no expenses were being paid to the child and this would then be considered by Staff Travel. Please note however that you cannot use your PTAC to buy daily tickets for any reason other than leisure purposes and the minimum length for a privilege season ticket is one month.

Privilege Rate Oyster single fares (Pay As You Go)

I have lost the Oyster card or Oyster Photocard holding my privilege discount entitlement?

You'll need to contact the Oyster helpline on 0845 330 9876 to report the loss to prevent fraudulent use of your card and to arrange a refund of the money on your card. You will then need to reapply using the Oyster card privilege discount entitlement application form. You will have to pay a further £5 deposit when you get a new Oyster card following loss of a card. Under-16s will also need to apply for a replacement Oyster Photocard before taking their application to the ticket office where a fee may be payable.

My Oyster card with Privilege rate concession does not work, how can this be corrected?

You will need to ask for help at any London Underground ticket office.

What happens to my Oyster privilege-rate concession when it expires?

The privilege discount entitlement will expire when your PTAC expires. Once your PTAC has been renewed, you'll need to visit any LU ticket office to get the privilege discount entitlement updated on your Oyster card or Oyster Photocard. You do not need to pay a fee or complete another application form when your Privilege Travel Authority Card is renewed or replaced – you just need to inform the ticket office you have a PTAC replaced.

Free Tickets

Am I still eligible for a Free Ticket?

If you retain a First Class Privilege Ticket Authority Card (PTAC) on leaving service you are eligible for a free ticket. The allowance is one per year unless your grade was Band 4 or higher in which case you are eligible to 2 per year.

If you hold a standard class PTAC you are no longer eligible.

If you have any further questions or require an application form for any reason, please do not hesitate to contact Staff Travel on 0800 015 5073