

# Partner with Northern

The Northern Corporate Season Ticket Scheme offers our large employer partners significant employee benefits, all of which add to the attraction and retention of staff. Here is a small selection of our partners and what they say about the scheme:



Since the launch of the season ticket scheme in 2016, we have developed our relationship with Northern, who are now a key partner to enable our staff gain easier access to public transport and support our staff benefits programme and the Sustainable Travel Plan.

Northern attend many University campaigns and events and are always on hand to give advice and support at any time. We look forward to continuing our relationship over the coming years.

## City of Bradford MDC

[www.bradford.gov.uk](http://www.bradford.gov.uk)

City of Bradford MBC employees have benefited immensely from our involvement with the Northern Corporate Travel Scheme. The number of employees within the scheme continues to grow every year. From all the travel providers that I deal with Northern are one of the most responsive and efficient companies.

## MEDIACOM

Mediacom positively encourage staff to use public transport as part of our carbon reduction programme. Staff benefit from the 12 weeks free travel as part of the Corporate Season Ticket Scheme.



The Northern Corporate Scheme is of significant importance to our team at SALT.agency, who regularly commute from a wide variety of surrounding locations to our central Leeds office. Our employees' travel is made simple thanks to the scheme.



HCC have been using the Northern Corporate scheme throughout our four associated companies. We have a well-established relationship with the Northern team who are very helpful and prompt in their attention to detail.



Following the launch of the Corporate Scheme in 2018 we have had a lot of interest and take up of the scheme. Having the scheme has proven popular at our busy Manchester City Centre office and is a real benefit to existing employees and those we are looking to attract to the organisation. Having a named account manager and customer service team at Northern is really helpful and supportive in administering the scheme.



# Business travel

Northern has a dedicated Sales Office for all your business travel needs taking the hassle out of planning and booking your train travel.

- no booking fees
- no set up costs
- order tickets by email or phone
- tickets can be collected from a nominated ticket machine at any UK rail station
- tickets can be posted to your office. No postage charges except for Special or Recorded Delivery
- we compare all ticket options and give you the best price
- four weekly invoicing with a business account

## Find out more ...

Hello, my name is Elissa Robinson.

For more information please contact me:

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E: [elissa.robinson@northernrailway.co.uk](mailto:elissa.robinson@northernrailway.co.uk)

Elissa Robinson - Business Development Manager



**Northern Corporate  
Season Ticket Scheme**  
[northernrailway.co.uk/b2b](http://northernrailway.co.uk/b2b)

- Attract & retain staff
- Enhance your benefits portfolio



## Employer Benefits



### FREE TO SET UP

- No joining fee
- No administration fees



### FREE MARKETING MATERIALS

- Posters
- Articles for your intranet
- On-site promotional days



### ONLINE ORDERING

- Easy to use online application form for employees
- Online approval portal for administrators



### ATTRACT & RETAIN STAFF

- By enhancing your travel to work portfolio

## Employee Benefits



### 12 WEEKS FREE TRAVEL

- 52 weeks travel for the price of 40



### UNLIMITED TRAVEL

- Can be used on any train operator's service between two chosen stations
- Can be used anytime including evenings and weekends



### EASY MONTHLY REPAYMENTS

- Direct from your salary
- Interest free loan



### AVAILABLE ON SMART CARD

# Frequently asked questions

## What happens if an employee leaves the company?

If an employee leaves the company the season ticket needs to be returned to the scheme administrator. The season ticket should then be returned to the Northern Sales Office with a covering note confirming the date the ticket was surrendered.

Northern will issue a refund based on the number of days and months the ticket has been used up to 40 weeks. The credit will show on the next invoice due.

There is no refund value on a season ticket after 40 weeks. If an employee still has money outstanding on the loan, then the company will need to recoup the money from the employee.

If the employee wishes to keep the ticket then it is the company's responsibility to recoup the money from the employee's final salary.

Refunds can only be issued if the ticket is returned to the Northern Sales Office.

## How do we get a replacement for a damaged ticket?

If the season ticket is damaged, illegible or defective (for example it will no longer work in ticket gates), it can be replaced at any Northern ticket office.

Alternatively, the scheme administrator can inform the Northern Sales Office by phone or email that a replacement ticket is required.

## How do we get a duplicate for a lost/stolen ticket?

If a season ticket and/or photocard has been lost or stolen the scheme administrator should inform the Northern Sales Office, who will issue a duplicate season ticket. There is a £10 admin fee for this, which can be paid by the company or the season ticket holder.

If a new photocard is required then a passport sized photograph will need to be supplied.

If the ticket has been stolen then the employee should supply a crime reference number to the Northern Sales Office.

## What happens if the employee moves house?

If an employee moves house and needs to change their origin station then the ticket should be returned to the Northern Sales Office.

A new ticket will be issued and returned to the scheme administrator. The ticket will show the new origin station and the expiry date will remain the same.

There may be a credit or additional payment due if the fare changes as a result of the move and you will have to adjust the loan arrangement accordingly.

## How does an employee apply for a renewal?

The employee will receive a reminder email from Northern approximately four weeks before the expiry date of their existing ticket. The employee can then apply through the online portal for a new ticket.