



STAFF BRIEF

CAMBRIDGESHIRE TRAVEL FOR WORK PARTNERSHIP SEASON TICKET SCHEME

The Cambridgeshire Travel for Work Partnership (TfW) is pleased to offer the employees of all full members of TfW a special discount rate on season tickets and bulk buy tickets purchased for travel to work by train. The season ticket discount is 10% and is being made available for travel on the First Capital Connect and Greater Anglia routes (shown below).

Purchasing Tickets:

- Season tickets may be purchased for travel between a selection of Greater Anglia or First Capital Connect stations (excluding London Kings Cross) to Cambridge, Ely, St Neots or Huntingdon stations. See network route maps below for further details.
- The duration of the season ticket can be from one calendar month up to one year. Odd period season tickets may also be purchased if required, for example 3 months and 10 days.
- A special discount rate of 10% will be applied to all season tickets purchased for travel to work by train. See sample fares below.
- There are now three ways to purchase a discounted season ticket, with a new online option available for First Capital Connect only.
 - 1) Direct from the **ticket office** at Cambridge, Ely, St Neots or Huntingdon Stations.
 - 2) By **telephone** from the Customer Services Centre on 0845 600 7245 option 3 then option 2.
 - 3) **Online** purchase of First Capital Connect tickets. Season tickets valid on First Capital Connect services (as shown on map) can be purchased online by full member employers of TfW with access to the promotion code.

There is a £2 charge for credit card purchases and £5 for posting tickets by special delivery. There is no charge for debit card purchases and sending tickets by first class post.

- Additional benefits for purchases of an annual season ticket include:
 - discounted travel on other train journeys within the “Network Card” area for yourself (the season ticket holder) and up to three other adults and four children – restrictions apply
 - a railcard for your partner for just £1 (normal price £25) which enables them to travel independently with up to three other adults and four children and to benefit from discounted travel – restrictions apply.
- A bulk buy option allowing the purchase of 20 tickets (Greater Anglia) or a Carnet booklet of 10 single journeys (First Capital Connect) at a 10% discount:
 - 20 tickets at a 10% discount to the “anytime” ticket price; valid for a period of 3 months from the date of purchase. This discount is only available to routes on the Greater Anglia network.
 - A Carnet booklet gives you 10 single journeys for the price of just nine*, available to routes on First Capital Connect. You can use each ticket for one journey – either from your local station **to London or back from London** to your local station. Tickets are valid for 3 months and you can buy books of Peak (Anytime) or Off-Peak tickets to mix and match as you need. See www.firstcapitalconnect.co.uk/carnet for further information. Booklets are currently only available from Huntingdon and St Neots Stations.

*The individual ticket journey price is based on half the relevant ‘Anytime Day Return’ or ‘Off-Peak Day Return’ fare discounted by 10%.

What Does the Customer need to Provide to Buy a Ticket?

The season ticket discount is only available to employees of full members of TfW and will only be allowed to proceed with the purchase by providing proof of their employer. The employer name will be validated at time of purchase against a list provided by TfW to both Greater Anglia and First Capital Connect. A list of companies eligible is available at TfW website <http://www.tfw.org.uk/about.php#Fullemps>

Customers will visit either Cambridge, Ely, St Neots or Huntingdon stations and ask to “purchase a monthly/quarterly/annual season ticket under the **Cambridgeshire Green Travel Discount Scheme**". The ticket office will need to see the company identity card or a letter on company headed paper indicating that you are an employee of the company. The ticket office will validate the company name against the full TfW membership list.

The ticket office will require the following information:

- date ticket to start
- duration of ticket
- origin and destination stations
- photocard number (if held, otherwise a new one will issued with your first ticket – passport sized photo will be required)
- payment (by credit or debit card only)

By telephone from the **Customer Services Centre**

Call **0845 600 7245** Greater Anglia Telesales and select option 3 and then option 2 – you will be directed to the business travel team who will be able to process your order. Ask to “purchase a monthly/quarterly/annual season ticket under the **Cambridgeshire Green Travel Discount Scheme**”.

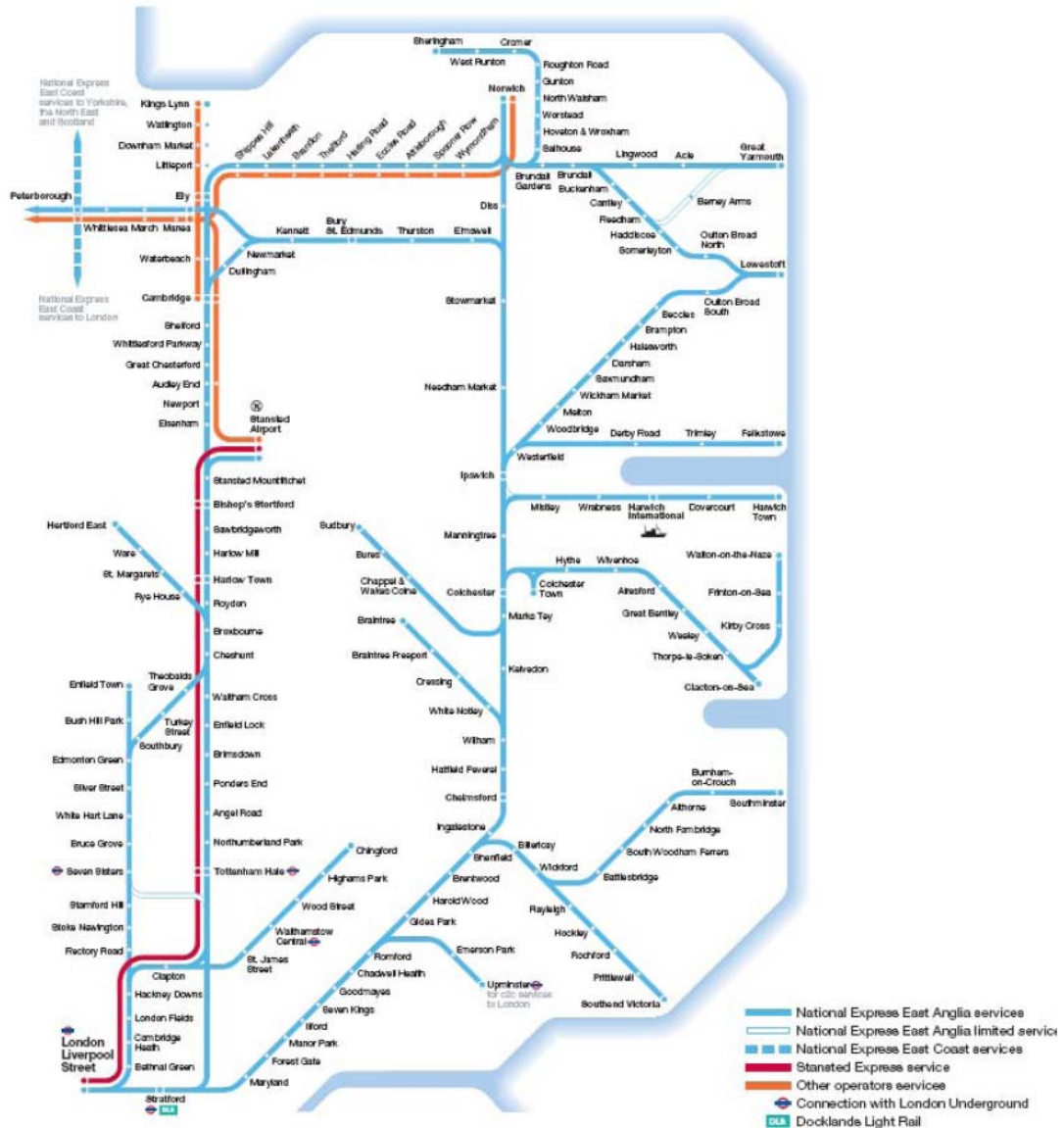
The business travel team will ask for the following information

- employee name
 - employee number
 - employer name (to be validated against the full TfW membership list)
 - date ticket to start
 - duration of ticket
 - origin and destination stations
 - photocard number (if held, otherwise a new one will be sent with your first ticket – passport sized photo will be required)
 - payment (by credit or debit card only)
 - address to send ticket to
- On-line option available for First Capital Connect only. Season tickets valid on First Capital Connect services (as shown on map) can now be purchased online using the promotion code. If you cut and paste the link available from TfW into your browser, this will give you access to the promotional season ticket site.

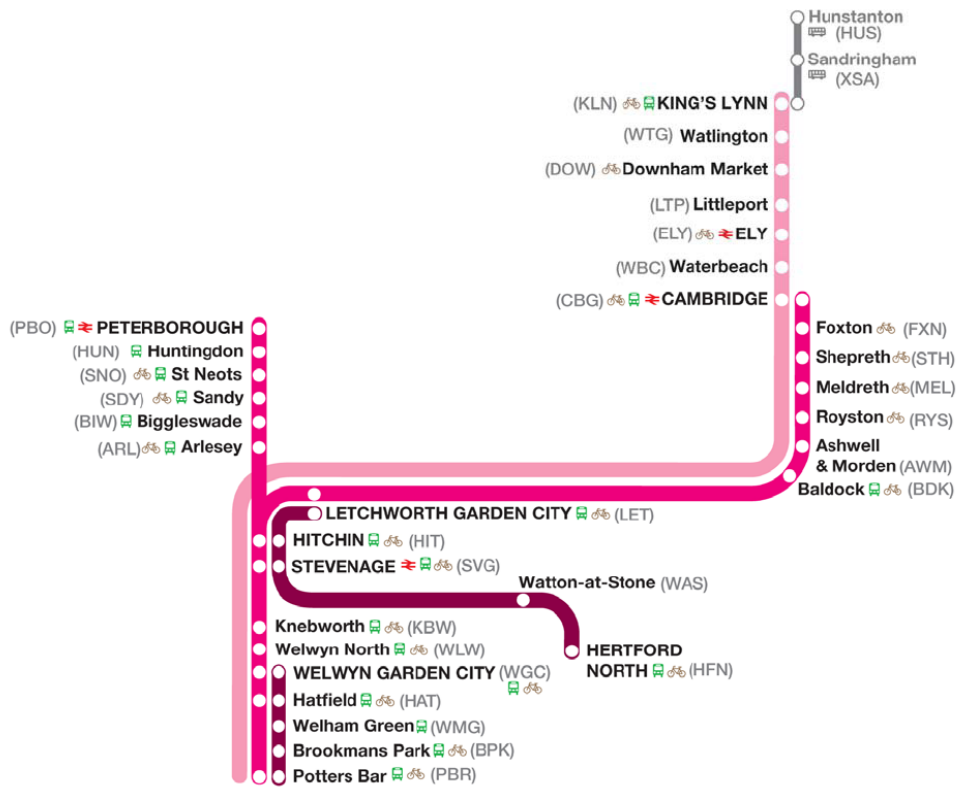
The following Promotion Code will trigger the 10% discount on appropriate tickets. Discount is applied on the payment confirmation page.

Where can tickets be purchased to travel for?

National Express East Anglia route map



First Capital Connect – Network Route Map



Tickets are only valid to purchase for stations north of Potters Bar and Hertford North on the Great Northern route between Kings Cross and Cambridge.

Frequently Asked Questions

Some of the key questions likely to be raised are below:

- **Will these tickets be available to purchase from any other FCC station?**

NO, these tickets can only be purchased at Cambridge, Ely, St Neots and Huntingdon stations, through the Greater Anglia Telesales number shown above or on-line using the First Capital Connect Season Ticket code made available to full Cambridgeshire Travel for Work Partnership (TfW) employers only.

- **How it works?**

Customers will have to follow the procedure outlined above, and do require to show evidence of employment at a TfW Partnership company listed in the brief.

- **Where are Season Tickets available from?**

Season tickets are available for travel between any rail station served by First Capital Connect and Greater Anglia on the map shown to Cambridge, Ely, St Neots and Huntingdon. Reduced rate tickets will only be issued in conjunction with Company ID or a letter from the employer listed.

- **Can tickets be purchased online?**

Tickets can be purchased online for First Capital Connect only. See details in this briefing document. A link will need to be used as supplied by TfW to access the site and a promotion code entered to activate the promotion. Tickets for Greater Anglia are not available via this web link. There is a £2 charge for credit card purchases and £5 for posting tickets by special delivery. There is no charge for debit card purchases and sending tickets by first class post.

- **Will any further identification be required to purchase a ticket?**

YES, customers will be required to show evidence of employment at a full TfW employer company at the station when purchasing a ticket. For example, a company ID or letter from their employer.

- **Can a ticket be purchased for one month only?**

Card holders can purchase a reduced rate Season Ticket for the specified journey for periods between **One Month and One Year**.

- **What is the discount?**

The offer is 10% off the normal Season Ticket price. There is a £2 charge for credit card on-line purchases and £5 for posting tickets by special delivery. There is no charge for debit card on-line purchases and sending tickets by first class post.

- **Can it be used to purchase a First Class ticket?**

Tickets are only valid for travel in Standard class accommodation.