

Business Travel Services/ Specialist Services Terms – Terms of free service offer

Use of words:

our, us and **we**: meaning Business Travel Services/ Specialist Services, the railplus website or Greater Anglia

you and **your**: meaning yourself, the booker, the ticket holder, or the department/ Business **you** represent/ place bookings on behalf of, your accounts payable department.

1. The service we provide is a free service*
2. Orders placed before 11am on a weekday will be fulfilled the same working day
3. Orders placed after 11am or not on a weekday will be fulfilled the next working day
4. Working days are considered as Monday to Friday and exclude Saturdays, Sundays as well as bank holidays
5. When an order is placed **you** will receive an order confirmation email from **us** (Business Travel).
6. Order, delivery, cancellation, lost/ stolen tickets and ticketing queries must be made with **us** directly at Business Travel
7. A £20.00 fee is payable on the request of a duplicate ticket/ Smart Card should it be lost or stolen
8. There is no fee for a replacement where the ticket/ Smart Card is damaged or faulty
9. All daily paper tickets (except those where a high quantity have been ordered) will be sent to the origin station you have selected for collection from a ticket machine. You will be sent the collection reference before the date of travel. A credit/ debit card will be required to collect the tickets from the ticket machine. This is for identification purposes only. No money will be debited from the card.
10. Group tickets where more than 10 have been ordered will be posted
11. Season tickets will be sent to the Smart Card where the ticket holder will need to activate the ticket prior to its' first use. It will be posted to the customer if it is their first ever Greater Anglia rail ticket (see card activation details below)
12. Should a ticket be posted, **you** can request a number of different delivery levels (see delivery options below)
13. Greater Anglia Business Travel may change these **Terms of free service offer** at any time. You will be notified by email

Activating a ticket sent to your Smart Card

Please ensure that **your** Smart Ticket is loaded on to **your** Smart Card, before **you** travel

The simplest and quickest way to load **your** ticket is via the Greater Anglia Mobile App.

Simply download the Greater Anglia app from **your** relevant app store to get started. Please allow up to 2 working days for **your** ticket to be uploaded to **your** Smart Card before activating.

If **you** are an Android phone user, **you** can load **your** Smart Ticket straight to **your** Smart Card. After **you** have purchased **your** ticket, open the GA app and hold **your** Smart Card on the back of **your** phone.



For Apple devices, open the GA app on **your** mobile phone, select 'Smart Card' from the menu and hold **your** Smart Card to the phone to load **your** ticket –it will automatically upload onto the Smart Card. (*please note iPhones must have iOS 13.1 software or later)

Alternatively, Load **your** Smart Ticket from **your** chosen Greater Anglia station. **Your** Smart Ticket can be loaded on **your** Smart Card when **you** touch it onto the yellow ticket barrier reader, Platform Validator or by collecting from a ticket vending machine by following the screen options.

Touching in and Touching out

Once **you** have collected **your** Smart Card Ticket **you** can travel as normal. To 'touch in' at the start of **your** journey, place **your** Smart Card on the reader as **you** pass through the automatic ticket barrier or on a Platform validator. Similarly, at the end of **your** journey place **your** Smart Card on the reader as you pass through the automatic ticket barrier or on a Platform Validator to 'touch out'.

Don't forget to keep **your** Smart Card separate from **your** other 'contactless' cards such as Oyster and bankcards. This will avoid card clash when touching the reader.

If **your** ticket is lost, stolen or damaged **you** will need to contact **us** on 0345 6007245 (option 3). Ticket offices are unable to process replacements, duplicates or refunds. This must be requested with the Business Travel Team.

Please ensure that you always carry your photo card or photo ID with you whilst travelling.

Choosing your Delivery options

There are a few ways **you** can have your ticket(s) sent to you.

Option for Existing Smart Card holders

Upload to Existing Smart Card

Please allow 2 working days. Your ticket will need to be validated prior to us.

Ways to validate **your** ticket



- Using **your** Android Mobile or iphone. Download the Greater Anglia 'GA' App. Click on Smart Card from the Menu. Present **your** card to the NFC zone of **your** device. Once the ticket details appear on-screen, it has been validated
- At ticket gates. Simply present **your** Smart Card on the yellow pad when entering the gates at platforms. **Your** ticket will be validated and allow **you** through the gates (during the ordering process you must name/nominate the station **you** are going to validate your ticket)
- Smart Card enabled ticket machine. Select Smart Card on the ticket machine at **your** nominated station. Present **your** Smart Card on the yellow pad. **Your** ticket will be validated
- Validation posts. These are blue and yellow posts situated at the entrance to a station or platform. Present **your** Smart Card on the post and **your** ticket will be validated

Options for non-Smart Card holders or those receiving a new Smart Card

Postage via Royal Mail services

Our carrier for all postal items is Royal Mail. Orders placed before 11am will be fulfilled and dispatched the same day. Orders after 11am will be fulfilled and dispatched the next working day. There are a number of options available.

FREE postage option

This is dispatched using the Royal Mail Tracked service. Items are tracked throughout their journey. Updates are sent to **you** via email or SMS throughout its journey.

Please allow 5 working days from the dispatch date for items to arrive.

A signature is required on delivery.

Royal Mail Tracked 24

Not available for Scholar Academic Passes

Items are tracked throughout their journey. Updates are sent to **you** via email or SMS throughout its journey.

Royal Mail aim to deliver these items the next working day but this is not guaranteed. **We** advise to allow 2-3 working days after the dispatch date for **your** item to arrive.

A signature is required on delivery.



A £2.65 fee applies for Tracked 24.

Royal Mail Special Delivery Guaranteed by 1pm

Not available for Scholar Academic Passes

Your item will be guaranteed by Royal Mail to arrive by 1pm the next working day. Items are tracked throughout their journey. Updates are sent to **you** via email or SMS throughout its journey. Orders placed after 11am will not be dispatched until the following working day.

A signature will be required on delivery.

A £6.70 fee applies for Special Delivery.

Please note due to Coronavirus Royal Mail have made the following changes:

- guaranteed delivery for Special Delivery Guaranteed by 1.00pm the next working day will change to by 4.00pm the next working day

Find out more at www.royalmail.com/coronavirus

Additional information for postal items

The delivery journey of **your** item can be viewed at www.royalmail.com/track-your-item.

If **you** are not in when an attempt to deliver your item is made, a card will be left through your door. This will allow **you** to re-arrange delivery or give information on how **you** can collect your item from the local sorting office.

If your item does not arrive

If **your** item has not arrived within our recommended timeframe as detailed above, please contact us on 0345 600 7245 (option 3).



You will need to purchase tickets for travel until **your** ticket arrives. Only tickets for travel purchased beyond our recommended delivery timeframes will be considered for a refund. You must retain the ticket(s) **you** have purchased and return them to us for refund.

If **you** have paid an additional fee for Royal Mail Tracked 24 or Royal Mail Guaranteed Next Day Delivery and it has not arrived within **our** recommended timeframe, **you** will be entitled to a refund for the additional fee **you** paid for that service only.

Returning items to us

If **you** require a refund on any paper ticket issued by **us**, **you** must return it to the following address. Business Travel Refunds. Greater Anglia. The Hub. Colchester North Station. North Station Road. Colchester. Essex. CO1 1JS.

We strongly recommend that **you** return these via Registered post as items which do not reach **us** or are lost in the post without proof of postage will not be refundable.

Ticket Machine/ Office Collection

Available for daily tickets only. Not available for Season Tickets.

Once **your** ticket has been uploaded to the ticketing system, **you** will receive an email containing a collection reference. Please allow at least 2 hours before attempting to collect **your** ticket(s)

You will need a credit or debit card to collect your ticket(s). This is for identification purposes. No money will be debited from **your** card. Simply follow the on-screen instructions at the station ticket collection machine. Please ensure **you** collect all of your tickets.

You can hand your ticket collection reference to one of the ticket office staff who will be happy to print **your** ticket(s) for **you** (proof of identification may be required).

