

Subsidised Staff Bay Flexi Bus Tickets – Terms and Conditions

Terms and Conditions of Stagecoach:

- a) Once the ordered Bay Flexi product is sent out by the University to the Stagecoach App account of the relevant member of staff, Bay Flexi tickets must be activated by the end user within 12 months. If it is not, the ticket will expire and cannot be used. No refunds are available.
- b) Once activated, Bay Flexi tickets are valid at all times until 03:00 the day after expiry.
- c) Travel is only permitted where evidence of a valid ticket can be provided to the driver as the passenger boards the vehicle. It is the passenger's responsibility to ensure their mobile phone battery has enough power to last their journey(s) - no power means no visible ticket and travel will be refused. If they are not able to power their phone to show their ticket to the driver, they will be required to purchase another ticket for their journey from the driver as they board.
- d) Users agree to the Terms and Conditions of the Stagecoach Bus App and the Privacy Policy of the Stagecoach Bus App.

Terms and Conditions of Lancaster University – General:

- e) Subsidised Bay Flexi tickets are valid only for eligible staff commuter travel between the employee's home location and the Lancaster University campus. This is for the purpose of paid employment by Lancaster University, as well as bus journeys undertaken whilst on University business. Journeys for any other purpose are strictly forbidden.
- f) Staff that are campus residents are not eligible. Campus residents should not submit an order as the order cannot be processed and payment will still be taken.
- g) Users must be at least 18 years of age.
- h) A valid Lancaster University staff email address *must* be used as the user's registered email address for their Stagecoach App account. Subsidised Bay Flexi tickets will only be issued to eligible staff using their Lancaster University email address within the Stagecoach App.
- i) The sharing of mobile devices, Stagecoach App accounts or Bay Flexi products between individuals whilst using a subsidised Bay Flexi ticket is strictly forbidden.
- j) Staff cannot apply for a subsidised Bay Flexi on behalf of a prohibited person.
- k) Should a staff user of a subsidised Bay Flexi ticket terminate their employment with the University whilst their product still has unused validity remaining on it, they must notify the Facilities Helpdesk team (facilities.helpdesk@lancaster.ac.uk) so that the ticket can be remotely cancelled from the date of employment termination. Failure to do so may result in charges being recovered.
- l) Staff prices for the subsidised Bay Flexi products will be reviewed annually and updated for each academic year. The price paid by staff is the agreed price at the time when the order is placed on the Online Store. The product is then valid for 12 months once activated or when the full allocation of bus travel days is used (whichever is sooner).
- m) Bay Flexi products are non-refundable.
- n) The Bay Flexi products are valid only in the Bay Megarider travel area which is the same area of validity as the Lancaster Unirider bus pass. The Bay Flexi tickets are not valid in the Unirider South travel area between Galgate and Catterall. Staff wishing to travel in the Unirider South area should apply for a subsidised Unirider South bus pass through flexible benefits.
- o) In order to issue the ordered product to the relevant employee's Stagecoach App account, it is necessary for the University's administrator of the scheme to enter the employee's Lancaster email address into the Stagecoach App.

Terms and Conditions of Lancaster University – Casual Staff:

- p) University staff eligible for the Bay Flexi include staff with a substantive employment contract and casual / PGA teaching staff (restricted eligibility). The separate subsidised Staff Unirider bus pass is for substantive staff only.
- q) Casual / PGA teaching staff are restricted to the following only:

- Casual / PGA teaching staff who are contracted to work for the University between 1 and 189 hours per annum (<0.1 FTE) are eligible to purchase 1 x Bay Flexi 10 ticket per academic year (1 Oct – 30 Sept). Maximum of 10 days subsidised bus commuting per year.
 - Casual / PGA teaching staff who are contracted to work for the University 190 hours or more per annum (>0.1 FTE) are eligible to purchase either 1 x Bay Flexi 20, or 1 or 2 x Bay Flexi 10 tickets per academic year (1 Oct – 30 Sept). Maximum of 20 days subsidised bus commuting per year.
- Casual / PGA teaching staff should check their annual contracted hours, over their 30-week or 52-week contract(s), before applying for a subsidised Bay Flexi 10 or Bay Flexi 20. All orders are checked and verified to ensure eligibility before processing. Orders that are not eligible will not be processed.
- r) Campus residents, Honorary / visiting staff, External Examiners, Consultants, ERS staff and zero-hour staff are not eligible and should not submit a Bay Flexi order.