

Frequently Asked Questions

Purpose of interest free public transport loans

The University offers an interest free loan to help employees budget for travel to work to cover the cost of an interest free public transport annual season ticket.

What happens if I leave the University before the whole loan has been repaid?

An employee may only apply for and be granted one season ticket loan at any one time from the University for the purposes of purchasing an annual season ticket. The University reserves the right to delay or refuse an application for a season ticket loan.

What happens if I no longer want or need the interest free season ticket loan?

Once the ticket has been returned to the supplier, the balance of the loan will immediately become repayable. The supplier will issue a refund directly to the University and the outstanding balance will be recovered from the employee's next pay. If the balance of the outstanding loan is larger than the employee's next net salary payment, individual arrangements will be made with the employee for recovering the balance.

What happens if I lose my season ticket?

You will be required to pay any re-issue charges directly to the travel provider.

If I am going on holiday for 4 weeks, can I therefore extend the validity of my ticket to take account of this?

Contact your season ticket supplier. Generally, no refund or extension is granted in such cases.

What happens if I am ill and I'm not able to use my ticket?

Unless the operator is sent the season ticket before the illness, days lost through illness cannot be claimed back retrospectively.

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