

Corporate Travel Club for BT Staff

Employee Information

10 Easy Steps

Step 1: Employee visits FirstGroup website at www.firstgroup.com to ensure that First operate bus services that are convenient with their weekly travel patterns and to enable them to select the correct ticket type. (Use of this site is for information only purposes and the ticket price may differ when contacting the CTC Ordering Hotline)

Or

For further information see www.grassroutes.info/offers for local BT travel information.

Step 2: Employee rings the CTC phone number (0844 854 2569) ensuring that they have the following information to hand: the Area in which they wish to receive their ticket (i.e. Ipswich), the ticket type they wish to purchase (i.e. Ipswich Zone 1) and a valid credit/debit card for payment purposes.

Step 3: Employee chooses option to purchase.

Step 4: Employee will be asked for the company name of their employer and their employee/staff number (eligibility for the scheme). **Please mention that you work at 'BT Adastral Park' when asked for employer name then give normal employee number.**

Step 5: Employee confirms which "area ticket" they want to purchase, they then receive the CTC monthly ticket price*

Step 6: Employee agrees to purchase monthly ticket by a monthly Debit (for a minimum of three months for contracted staff) providing the Operator with the address to which the ticket is to be delivered each month.

Step 7: Employee agrees when they want the monthly ticket to start (Min of 5 working days notice must be given) e.g. - if you want the first monthly ticket to start on the 25th of the month – you will need to ring by the 20th.

Step 8: First payment taken over the phone and monthly ticket posted directly to employee's home address, along with a direct debit mandate form

Step 9: Employee signs & return the direct debit mandate form. On receipt of the form First will then freeze the price of the monthly ticket for a period of twelve months from that date. The Employee will receive written confirmation of any price increase in month 12, or when rejoining the scheme, and has the option of opting out of the CTC scheme at any time.

Step 10: Employee will receive the relevant monthly ticket 5 days before the current ticket expires provided that the credit/debit account has been successfully charged the equivalent ticket cost.

(Example price as per June 2010)

First Zone 1 - £49.17
(Normal Monthly Ticket - £59.00)

First Zone 2 - £70.00
(Normal Monthly Ticket - £84.00)



*All CTC tickets are valid as per the equivalent monthly product and infer no extra privilege. Please refer to terms and conditions of travel at www.firstgroup.com for more details. CTC Price may vary from prices advertised on FirstGroup web site.

www.firstgroup.com



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**Discounted bus tickets
sign up to
monthly debit payment**

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First Zone 2 - £70.00
(Normal Monthly Ticket - £84.00)

www.grassroutes.info/offers
for details

Grass Routes
The Adastral Park Travel Plan

