

DIRECTOR'S NOTICE

Subject: Airport Commuter Centre – Reopening Process DN 04320

Date of Issue: 3rd June 2020

It is the responsibility of all employers to ensure that relevant DN's are brought to the attention of their staff. However, individuals remain responsible for their own actions and those who are in any doubt should consult their Supervisor or Manager.

1. Introduction

This Director's Notice is to advise all airport staff and stakeholders of the plan to re-open the Airport Commuter Centre (ACC).

2. Information

Currently the Airport Commuter Centre (ACC) is operating on a Tuesday and Thursday with minimal staff during June and all Airport Travelcard renewals are to be completed on-line or by telephone.

The ACC will re-open Monday to Friday from Wednesday 1st July 2020.

You must continue to purchase your Airport Travelcard renewal online or via the telephone as per the instructions below. All Airport Travelcards will be posted, there will be no collection service until further notice. Therefore, please ensure you purchase in advance of needing your Airport Travelcard and allow plenty of time for it to reach you in the post.

Only new applicants for an Airport Travelcard will be allowed into the ACC, please email infocommuter@stanstedairport.com or phone 01279 663322 for an appointment.

Please ensure you keep to your appointment time and adhere to the social distancing rules during your visit.

For all other enquiries such as Liftshare, please contact the ACC via email or phone.

If you need to unfreeze your Airport Travelcard, please contact the ACC via email and we can arrange for a Travelcard to be posted out to you covering the days owed. Please ensure we have the correct address to which to send your Airport Travelcard. Please ensure you allow plenty of time for the travelcard to reach you in the post.

Airport Travelcard Renewal:

Please remember during June the ACC is only staffed on a Tuesday and Thursday so please allow extra time.

- Go to our purchasing website www.airport-commuter-shop.co.uk
- Click Login on the menu at the top.
- Log in using the email provided during your original application
- Enter your password. You may need to set your password so click the reset link. Please make sure you check you spam and trash inboxes for the reactivation email. Once password has been set, click the login button and it will take you to your account.
- Follow the instructions. Make sure you select the correct price Travelcard. Select to have it posted as there is currently no option to collect. Please make sure we have the correct address otherwise it will take longer to get to you. If you change your address in the payment area you must also change it in your actual account setting or email InfoCommuter@stanstedairport.com

Alternatively, you can call us on 01279 663322. Please leave a message and we will call you back as soon as we are able. Leave your name and telephone number stating it clearly.

Airport Bus Saver Tickets

If you use local bus services to and from the Airport, you may be interested in the Airport Saver Ticket which can be bought as a book of 20 single tickets for £32.50 or £42.50 (depending on which service) and can be used as and when you like. They never expire, so they are useful if you have forgotten to renew your Travelcard in time or if you are only working for a few days.

You can order them by phoning the ACC on and paying for them via debit or credit card. They will then be posted out to you. If you haven't had a Travelcard previously we will require you to send us a photo of your Airport ID or confirmation of your employment on company headed paper.

The Bus Saver tickets are valid on the following Arriva Bus Services only.

Bishops Stortford: 309, 508, 509 and 510 – cost £32:50

Harlow: 509 and 510 – cost £42.50

Braintree: 133 – cost £42.50

Please ensure you order in plenty of time as postage is taking a little longer at the moment.

Summary

- ACC is staffed Tuesdays and Thursdays during June but the office is closed to customers.
- From 1st July ACC will open Monday to Friday, new Airport Travelcard applications strictly by appointment only.
- Please purchase your Travelcard renewal online or over the phone. As per instructions above. All travelcards will be posted to home address. Allow plenty of time before they are needed due to postal services taking a little longer at present.
- Airport Bus Saver tickets can now be purchased via email or over the telephone to be posted to home address.
- There is no collection service. Please do not attend the ACC unless you have an appointment time for your first Travelcard. You will not be permitted to enter.
- Certain times will get busy, so please leave an answerphone message or email us and we will endeavour to get back to you.

3. Questions

If you have any other questions please email InfoCommuter@stanstedairport.com or visit our website for the most up to date information.

Public Transport information for Stansted Airport Staff is also posted on the website.

We thank you for your cooperation during this time.



Ken O'Toole
Chief Executive Officer