

Frozen Travelcard Policy: Covid-19 issued March 2020

Travelcards can be frozen from the date the Airport Commuter Centre has seen them destroyed so they are out of circulation.

You can do this by emailing a photograph of the travelcard cut up and then forwarding the destroyed card to the Airport Commuter Centre or you can post/hand in the Travelcard to the Airport Commuter Centre but please note the frozen days will be counted from when we receive it.

Travelcards can then be unfrozen on your return to work. Please contact the Airport Commuter Centre to arrange this by emailing InfoCommuter@stanstedairport.com

Travelcards can remain frozen for up to 2 years.

The normal refund policy set out on the terms and conditions, points 7 and 8 is still valid. An extract of this is included below for reference:

7. Refunds on unused 6 monthly and annual Airport Travelcards, or partly used 6 monthly and annual Airport Travelcards, will be pursued by the Airport Travelcard holder directly with the designated bus or coach operators. The Travelcard holder will need to contact the Airport Commuter Centre to commence the refund process. STAL and its issuing agent accept no responsibility for any loss which may have incurred as a result.

7.1 No refund will be given in respect of a valid monthly or 3 monthly Airport Travelcard.

7.2 A 6 monthly Airport Travelcard will be refunded at the following rates:

Refunded prior to start date or within 30 days	80%
If returned after 1 month	0%

7.3 An annual Airport Travelcard will be refunded at the following rates:

Refunded prior to start date or within 30 days	80%
Returned between 1 and 3 months	50%
If returned between 3 and 6 months	25%
If returned after 6 months	0%

8. On ceasing to be employed at the Airport, or its environs, the Airport Travelcard will be no longer valid and shall be returned to the Airport Commuter Centre where refunds will apply if the holder is in possession of a 6 monthly or annual Airport Travelcard. The date received will be viewed as the effective date for refund.

8.1 Failure to surrender Travelcard on ceasing employment may lead to prosecution. Refunds will not be given for monthly or 3 monthly Travelcards.

Contact:

Address, Airport Commuter Centre, Enterprise House, Stansted Airport, Essex, CM24 1QW.

Email, InfoCommuter@stanstedairport.com