

## Greater Nottingham Light Rapid Transit Advisory Committee

15 September 2020

### Correspondence from a Member of the Public

**From:** [REDACTED]  
**Sent:** 01 September 2020 15:58  
**To:** Adrian Mann  
**Subject:** FW: FW: NET Update: Tram2Work Pass Extensions

Hi Adrian,

Sorry to contact you with this directly but I am so annoyed with this.

I am told I have to contact Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC) in regards to this matter and from searching your name has popped up.

I have tried calling but received your Voicemail can you please look into this for me.

If it is not you can you please pass this onto the relevant department/person to deal with.

Thank you

Kind regards,

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**From:** [REDACTED]  
**Sent:** 01 September 2020 15:52  
**To:** NET Customer Relations Team <[info@thetram.net](mailto:info@thetram.net)>  
**Subject:** RE: FW: NET Update: Tram2Work Pass Extensions

Hi,

Thank you for your response,

Whilst I understand you have policy's in place this is a very different scenario to the norm. I don't want to cancel my pass, I am being forced because our office isn't opening due to the pandemic. This is clearly not my fault this is happening. I am not reaching out to you for any other reason to cancel and have a refund I am being forced by your decision that no extensions are happening despite the fact I can't use the pass.

People are struggling financially over everything that is happening and you as a business are standing behind a policy to take money off people in financial difficulty during a very difficult time.

In regards to telling me you have posted this on your social media and your website, I am on minimal social media and do not follow your company and lastly when was it my responsibility to check your website regularly for updates in regards to this. A letter should have been sent to me personally so I could take action. You have my details from sign up and therefore should of posted or at least emailed me directly not through [REDACTED] considering I was furloughed until today and had no access to my work email.

Due to not having any other way please process the refund for my pass and let me know what details you require I will then chase through GNLR after.

I will also be reaching out to the local media due to the disgrace of your actions during a worldwide pandemic and people in difficult times.

Kind regards

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**From:** NET Customer Relations Team <[info@thetram.net](mailto:info@thetram.net)>  
**Sent:** 01 September 2020 15:40  
**To:** [REDACTED]  
**Subject:** Re: FW: NET Update: Tram2Work Pass Extensions

Good afternoon [REDACTED],

Thank you for contacting Nottingham Trams.

As my colleague may have already explained to you, a decision was made to have a cut off date for pass extensions for any unused time due to Covid-19. If we hadn't been contacted by 12th August, customers would then be offered refunds instead. This date was posted on our website and social media pages to alert customers, so a choice could be made on an extension or refund.

As with all of our travel passes, when applying for a travel pass, a customer agrees to the terms and conditions of the pass. This includes the refund policy and both of these can be found on our website but for your convenience please click on the links below:

<https://www.thetram.net/terms-and-conditions.aspx>

<https://www.thetram.net/Userfiles/About/NET%20Season%20Ticket%20Refund%20Policy.pdf>

We are sorry you are not happy with the information you were given and as my colleague advised, you do have a choice to take the matter further should you wish. Please find the details below:

Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC)

GNLRTAC, c/o NET, Project Office, Loxley House, Station Street, Nottingham, NG2 3NG

Kindest Regards,

**Karen**

**Customer Relations**

T: 0115 824 6060

E: [info@thetram.net](mailto:info@thetram.net)

F: [www.facebook.com/thetram.net](https://www.facebook.com/thetram.net)

t: @NETTram

Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

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On Tue, 1 Sep at 2:05 PM , [REDACTED] wrote:

Hi,

I have just received notice from my employer that I am to contact you in regards to a refund for my travel pass.

I have just rung to speak with your advisor to find out the process.

I am on the understanding that you will only refund whole months back yet I have only found out today that you restarted this on 12<sup>th</sup> August and from this date you made the decision to stop the extension. Additionally to this you're going to charge me £10 admin charge for the benefit of you giving me my money back for something that I can't use.

I would like to raise this as a formal complaint. I have just gone through and still going through financial difficulty due to being furloughed and only received government cap to now being told you are going to charge me extra for something I haven't had use of and still done have use of due to the offices not re opening.

Please can you come back to me swiftly with your response so I can get in touch with GNLRT to get this resolved should your response not be satisfactory.

My details are as follows:



I look forward to your response to this matter.

Kind regards,

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**From:** Tram2Work <[tram2work@tramlinknottingham.co.uk](mailto:tram2work@tramlinknottingham.co.uk)>

**Sent:** 23 July 2020 09:09

**To:** Tram2Work <[tram2work@tramlinknottingham.co.uk](mailto:tram2work@tramlinknottingham.co.uk)>

**Subject:** NET Update: Tram2Work Pass Extensions

**Important Information about extending your Tram2Work pass**

This week, the Department for Transport are advising that people may use public transport. People should walk or cycle if they can, however where this is not possible, people can use public transport or drive.

As many businesses begin to reopen and we're seeing more people return to work, we will be re opening our Travel Centre & starting to run a full service again from Monday 3 August.

From this date, we will no longer be able to accept further requests for Tram2work extensions.

If your employees are currently not using their passes, there are now two options available to them:

- Contact us directly to extend their pass by the period since it was last used, providing this is at least four consecutive weeks since 16 March.

OR

- Contact us to apply for a refund. This will be processed as per our standard cancellation policy and backdated from the individual expiry date to the closest full month from when it was last used.

Please be aware we will be unable to refund extended time, so if your colleagues are uncertain when they will need to use their pass again, cancellation may be the best option.