



Merseytravel Staff Concessionary Fast Tag Conditions of Use

1. The Fast Tag is for use by the account holder only and must not be passed to any other person to use. The Fast Tag may be used by the concession holder in any class 1 vehicle provided that they are present in the vehicle either as a driver or as a passenger.
2. The Fast Tag should be fitted wherever possible to the vehicle in which it is being used, in accordance with the fitment instructions provided with the Fast Tag. If the tag is not fitted correctly it may fail to operate.
3. The Fast Tag can only be used to make a staff concessionary journey in an Attended Toll Lane. The user must inform the Toll Officer that this is a staff concessionary journey and show the Toll Officer their Staff ID Badge. Failure to show your ID will mean that you will not be able to make a concessionary journey and you will be required to pay cash for your journey. Once you have shown your Staff ID the Toll Officer will classify your journey and you should then drive slowly forward, you will see a green traffic and the barrier will lift automatically. If there are 10 or less journeys remaining on your account the traffic light will show amber to warn you of this fact.
4. When travelling through the Tunnel to attend work, the concessionary tag **MUST** be used to travel through the toll plaza. Avoidance of the toll system may result in disciplinary action.
5. If your Fast Tag is lost or stolen the fact must be reported as soon as practicable, either in writing or via email to Janet Roach, Customer Delivery Manager, No.1 Mann Island, Liverpool L3 1BP. There will be a charge for replacement of a lost or stolen tag. For a 1st replacement this will be £10, £15 for a 2nd replacement and £20 for a 3rd replacement. These charges are refundable if the lost/stolen tag is returned at a future date. The loss or theft of a tag will be reported to Human Resources and Internal Audit for monitoring purposes.
6. If you use all of your 470 journeys before 31st March your Fast Tag account can be “topped up” with a monetary value. You may do this online using a Debit or Credit card and journeys will attract the toll discount available to public customers. These “cash” journeys can be made through any toll lane by any person you allow to do so.