



Merseytravel Staff Concessionary Walrus Conditions of Use

1. Walrus cards must be returned to HRD on change of concession or leaving employment.
2. Walrus cards which are lost, stolen or damaged must be reported immediately to HRD by letter or email stating the circumstances. If the Walrus has been stolen, you must report this to the Police and provide HRD with a crime number.
3. Where a Walrus has been stolen and a crime number has been provided, the employee will be provided with a replacement card.
4. For lost cards, a replacement card will not be issued until 7 days after the reported date. This is to give time for the lost pass to be handed in or found. A temporary staff ID pass will be issued during that time. Damaged cards must be handed in before a replacement can be issued. Where the employee is required to have a valid Walrus for business use, the employee's Manager must provide HRD with written confirmation and authorisation to provide an immediate replacement.
4. All lost, stolen and damaged Walrus cards will be subject to a non-refundable charge of £10 for the 1st replacement card, £15 for the 2nd replacement card and £20 for the 3rd replacement card within a one-year period.
5. Whilst using the Walrus card to travel on the public transport network, employees are expected to act as the "eyes and ears" on the network. If you become aware of an incident, fault or problem, e.g. route failures, persistent late running of service, vandalised or broken stops and shelters etc., you are expected to make a report through Merseytravel's Customer Comments Portal.