



Terms and Conditions for the Heathrow Travelcard Products and other discounted options

1. Heathrow Travelcard products are solely for use by Heathrow employees in possession of a valid Airport Identity Card, or a letter from the employing company confirming employment at Heathrow Airport and its environs in lieu of an Airport Identity Card. Upon presentation of such proof of employment to HAL, airport employees are entitled to purchase and use the Heathrow Travelcard products on routes agreed by the operator.
2. A valid Heathrow Travelcard product must be produced for all journeys; otherwise the full fare will become effective. All Heathrow Travelcard products are issued according to residential postcode. If you require a higher value travelcard, then we will need a headed, signed letter from your employer stating that you need it for work purposes.
3. The Heathrow Travelcard is only valid on services specified by the latest version of the Heathrow Travelcard Product Network.
4. All Heathrow Travelcard products are subject to the conditions of carriage of the designated operator.
5. HAL and its issuing agents accept no liability for any loss of liabilities as a result of disruption to any public transport service.
6. Heathrow Travelcard products are not transferrable.
7. Any expired Travelcard products remain the property of the operator and their agents.
8. Any Heathrow Travelcard products not delivered by Royal Mail must be pursued by the employee directly. Employees must wait seven days from the issue date to make a claim and any claim must have been received in writing by Heathrow Commuter within 14 days of the issue date for this to be processed. Any claim received outside this time will not be processed and HAL or its issuing agent accepts no responsibility for any loss which may be incurred as a result.
9. HAL accepts no liability for incorrectly purchased Heathrow Travelcard Products. Date or product amends will only be granted in extenuating circumstances and at the discretion of HAL.
10. HAL will accept no liability for any loss incurred as a result of loss or theft of any Heathrow Travelcard products.
 - 10.1 At the sole discretion of the designated operator and by letter from the designated operator to HAL or the issuing agent, a duplicate monthly or annual Heathrow Travelcard may be permitted. A fee may be applicable.
11. Any misuse of a Heathrow Travelcard product, either by the holder of any third party in possession of the Heathrow Travelcard may result in legal proceedings from the designated operator where misuse and/or fraud are suspected. Heathrow Travelcard products will not be valid if defaced, illegible, torn or tampered with. A penalty fare of £100, payable to the operator will be charged on top of any revenue defraud charged at the daily return rate.

12. HAL reserves the right to suspend any Heathrow Travelcard account or decline any purchase of Heathrow Travelcard products at any time.
 - 12.1 Any physical, written or verbal abuse towards HAL and its Heathrow Commuter Staff will not be tolerated and will result in the suspension of Heathrow Travelcard accounts and will be escalated accordingly.
 - 12.2 Employers will be notified of any misconduct carried out by their staff towards HAL and its Heathrow Commuter staff.
13. Refunds on annual travelcards will be pursued by the employee directly. HAL and its issuing agent accept no responsibility for any loss which may be incurred as a result.
 - 13.1 No refund will be given in respect of a valid monthly Heathrow Travelcard.
 - 13.2 Annual Heathrow Travelcard products must be returned to HAL where refunds will apply if necessary (see 14.4 for further details). The date received will be viewed as the effective date for refund.
 - 13.3 Annual Heathrow Travelcard products will be refunded at the following rates:
 - Refunded prior to or within 30 days of start date 80%
 - Returned between 1 and 3 months of start date 50%
 - Returned between 3 and 6 months of the start date 25%
 - Returned after 6 months of the start date 0%
 - 13.4 After an Annual Heathrow Travelcard has been approved for refund, user accounts will be suspended and no product purchases permitted for a period of three months.
14. On ceasing to be employed at the airport, or its environs, Heathrow Travelcard products will no longer be valid and should be returned to the HAL where refunds will apply if necessary (see section 14 for further details).
15. A Heathrow Travelcard product includes any monthly or annual travelcard ticket purchased through the Heathrow Travelcard purchasing site heathrow.com/travelcard.
16. All Heathrow Travelcard products are subject to the latest terms and conditions.