

**Customer Guidance
Covid-19 Commuter Service Relaunch**

Ticketing

Following the Covid-19 lockdown announced on 23rd March 2020 and the suspension of commuter services from 6th April 2020, the validity of all customer commuter tickets was suspended. Customer tickets will be reinstated upon request via this online form:

https://docs.google.com/forms/d/e/1FAIpQLSetuST59kjOtsNYPBO7aTbgXmPHL9_vCxb2QKhEQeJ7Ybdw/viewform

At the point of reinstatement, customers can request to transfer fixed period Season tickets to Single journeys to reflect changes to work patterns post Covid-19. Customer ticket validity will be extended in recognition of the period that tickets were frozen.

As our commuter services are now operated by Kings Ferry vehicles, Clarkes customers should access their Clarkes ticketing account via this link and press the “Migrate Now” button when prompted:

<https://mticket.clarkescommute.co.uk/webapp/login.aspx>. This will move your account and current tickets to the Kings Ferry ticketing system.

Per our terms and conditions, refunds are available on our Annual Season tickets and Flexi Bundle tickets only. For details on how refunds are calculated, please click this link:

<https://ne-transportolutions.com/commuter-services/terms-and-conditions>.

If you have either an Annual Season ticket or one of our Flexi Bundle tickets, please complete this form to request your refund:

https://docs.google.com/forms/d/e/1FAIpQLSci7lpAqNJFxFxGUXRNZHZ9z2D_RWU4oeXraK5bBtcOvYmHWgA/viewform. Once complete, we will arrange payment to your nominated account within 60 days.

The Services

From February 2021, The Kings Ferry Group have been operating 9 services, 1 per route covering Swale, Medway, Maidstone and Gravesham. AM drop off locations in London include Canary Wharf, the City and Westminster. PM pick-up locations are located in the City and Canary Wharf.

All services will be operated by Kings Ferry liveried vehicles.

Our emphasis remains on the benefits of the park and ride sites located at Wigmore, Bluebell Hill and Cyclopark where customers have the greatest service choice and quickest journeys. Park and ride site details can be found on The Kings Ferry website:

<https://www.thekingsferry.co.uk/commuter-services/park-ride>

Through our park and ride sites, we are able to offer customers journeys to Canary Wharf from as little as:

Cyclopark P&R- 42 minutes

Bluebell Hill P&R-52 minutes

Wigmore P&R- 65 minutes

Our relaunched commuter services have been devised based on current customer journeys and the feedback we received from customers in our ongoing customer survey. To complete our survey, please click here:

https://www.surveymonkey.co.uk/r/NETSCommuter?utm_campaign=Commuter&utm_medium=email&_hsmi=131159772&_hsenc=p2ANqtz--4xXXP7bKhOWZNet-CSLf4rG62ejve2beN2SSW5Srs2Xu2K-YWHTSIUxH1vpBdHajnxWe50E_qHMEmaIOHwKHSB4G6DqHxn6cg_ivOZ3STQSyao&utm_content=131159772&utm_source=hs_email

The services in operation have been scheduled to operate at the times favoured by the majority and through the areas where there is most demand at this time. This is our initial introduction of services and as demand increases we will then re-evaluate to see how this could be expanded further to best suit those travelling.

Safety

The Kings Ferry Group has always put safety as its number one priority. We want our customers to be confident and feel secure when travelling with us, and our staff to have peace of mind when at work.

We have increased our onboard cleaning and hygiene regime as follows:

- Enhanced cleaning of touch points
- The introduction of regular aerosol based disinfection with a high performance antiviral solution - sometimes called 'fogging' - on board vehicles.
- The installation of an additional coach air filter to reduce bacteria and corona type viruses
- The use of face coverings are expected on board our services but no longer mandatory.
- Hand sanitiser available onboard all of our vehicles
- Disposable gloves, face masks and visors available to all colleagues

Please view our COVID-19 safety page: <https://ne-transportolutions.com/about-us/covid-19-safety/>

Customer FAQ's

Please click here to view our Covid FAQ's: <https://ne-transportolutions.com/about-us/faqs/>.