



## **NIGHT SERVICE FOR SHIFT WORKERS DURING THE CLOSURE OF THE TYNE PEDESTRIAN AND CYCLIST TUNNELS 2013**

INTRODUCTION: The Tyne Pedestrian and Cyclist Tunnels between Howdon and Jarrow will close for refurbishment on the morning of **Monday 20<sup>th</sup> May 2013**. The tunnels' owner, the North East Combined Authority (NECA) has arranged a free timetabled SHUTTLE BUS service for both pedestrians and cyclists. It will operate between 6am and 8pm, 7 days a week for the duration of the closure. For more details of this service please see the tunnels' website at [www.tynepedestrianandcyclisttunnels.co.uk](http://www.tynepedestrianandcyclisttunnels.co.uk).

For those who need to use the tunnels outside of the shuttle bus hours, a separate NIGHT SERVICE has been arranged. In order to take advantage of the NIGHT SERVICE it will be necessary to REGISTER IN ADVANCE.

1. DESCRIPTION OF NIGHT SERVICE: A vehicle will be provided by tunnel operator, TT2 Limited, which will allow up to three people with bikes to cross the river per journey, picking up and dropping off at the designated daytime shuttle bus stops only. The service will initially operate to a provisional timetable, which has been organised around the journey times of shift workers, provided at registration.

Therefore the Night Service is to operate between 2130 and 0530. The first service will leave the shuttle bus stop on Tyne View Terrace, Howdon at 2130. The last departure will be a northbound journey leaving the shuttle bus stop on Tyne Street, Jarrow at 0530.

2. HOW DO I REGISTER FOR THE NIGHT SERVICE? Registration forms will be available from the tunnels' website, or from TT2 Reception. All sections of the form need to be filled in, including your employer's name, address and contact details. NECA reserves the right to contact your employer in order to verify your information. Please allow at least 2(?) working days for processing of your application.
3. WHAT HAPPENS ONCE I REGISTER? You will be issued with an identity card which you must produce to the Night Service driver on request. Failure to do so will mean you will not be allowed to make your journey.
4. Identity cards are for the exclusive use of the person registered on the Night Service and are not transferable to others. **ONLY PEOPLE WHO HAVE REGISTERED FOR THE SERVICE WILL BE PERMITTED TO USE IT.**



5. HOW WILL THE NIGHT SERVICE WORK? During registration for this scheme you will be asked to give shift pattern details and timings. Based on the information users provide, NECA will work out the most appropriate schedule of journeys.

We will make every effort to match the specific times requested by service users, however **YOU MAY NOT BE ABLE TO TRAVEL AT THE EXACT TIME YOU SPECIFY AND SO MAY NEED TO ADJUST YOUR JOURNEY TIMES ACCORDINGLY.**

6. WHAT IF MY SHIFTS / TRAVEL PLANS CHANGE? Users should call the NIGHT SERVICE mobile **07734 979521** or notify the tunnels' communication team at [tunnelvision@bradleyomahoney.co.uk](mailto:tunnelvision@bradleyomahoney.co.uk) as soon as possible and provide full details of their new requested pick-up times. If you need to change your arrangements at very short notice then you should call the NIGHT SERVICE mobile **07734 979521**. Repeated failure to turn up for journeys without notice may result in your exclusion from the service.
7. WHAT IF I HAVE A COMPLAINT? We will do our utmost to provide the service as described, but if you have any complaints then please send these to either [tunnelvision@bradleyomahoney.co.uk](mailto:tunnelvision@bradleyomahoney.co.uk) or [andrew.gibson@newcastle.gov.uk](mailto:andrew.gibson@newcastle.gov.uk).
8. WHAT IF I LOSE MY IDENTIFICATION CARD? Let us know at [tunnelvision@bradleyomahoney.co.uk](mailto:tunnelvision@bradleyomahoney.co.uk) or [andrew.gibson@newcastle.gov.uk](mailto:andrew.gibson@newcastle.gov.uk) and we will issue you with a new card.
9. HOW WILL YOU USE MY PERSONAL INFORMATION? The personal data we collect will only ever be used by NECA, TT2 and Bradley O'Mahoney Public Relations, in connection with the Night Service scheme. Once the tunnels are reopened we will ask you if you wish to remain on our database, or opt out.
10. NECA and TT2 reserve the right to withdraw the Night Service at any time.
12. NECA and TT2 will accept no responsibility for financial or other losses resulting from missed appointments, vehicle breakdowns, or withdrawal of the Service for whatever reason.

(7 May 2013)