

National Rail Guide to Tickets

ADVANCE

OFF-PEAK

ANYTIME

SEASON



National Rail

Britain's train companies working together

We want you to buy the best value ticket for your journey.

This guide is designed to help you make your choice with confidence. It also provides a summary of our commitments under the National Rail Conditions of Carriage and Train Company Passenger's Charters.



A good starting point for information is to visit the National Rail Enquiries website www.nationalrail.co.uk; or you can go to the website of the train company you will be travelling with. Otherwise, please call **08457 48 49 50*** or visit your local staffed station for help planning and buying tickets for any rail journey in Great Britain.

* All calls are charged at local rate and may be recorded.

How to get the best fare...

- Be flexible with the date and time of your journey
- Book in advance for longer journeys to get the best deal
- To search for the cheapest ticket for your journey, go to www.nationalrail.co.uk/cheapestfare
- Go to www.bestvaluefares.co.uk, a website run by the train companies, to find out about the latest offers

Other hints to help you save money

- Avoid the busiest times - travel outside the peak periods on Mondays to Fridays. On longer journeys, Friday and Sunday afternoons are best avoided if you're looking for the cheapest Advance tickets.
- Cheaper fares may be available if you are prepared to be flexible on your route or journey time.
- On longer distance journeys, if you travel in the peak period one way but return when it is quiet, you can mix and match Advance, Anytime and Off-Peak Single tickets to get the best fare.
- Check if there is a Railcard for you - see page 6 to see if you could save money.
- Ask about a Season ticket (see page 5) or a Rover ticket (see page 7) if you are making the same journey regularly, or several journeys in the same area.

Choosing your ticket

On a national basis, there are just four types of ticket offered by train companies:

- **Anytime**
- **Off-Peak**
- **Advance**
- **Season Tickets**

Anytime – travel any time

Anytime tickets allow you to travel at any time. You may need to travel by a specific route or train company but the ticket will state this. You are allowed to break your journey.

- Anytime Single or Day Return tickets are valid for one single or return journey on the date shown on the ticket.
- Anytime Return tickets are valid for one return journey. The outward portion is valid for five days and the return portion is valid for one calendar month from the start date shown on the ticket.

These tickets are refundable.



Off-Peak – travel off-peak

Off-Peak tickets are cheaper than Anytime tickets and are valid on trains that are less busy. You may need to travel at specific times of the day, days of the week and sometimes on specific routes or operators.

On some journeys, there are cheaper tickets called Super Off-Peak; these are valid on the least busy services.

The times when you may use your Off-Peak or Super Off-Peak ticket will depend on the journey you are making and you will be advised when buying your ticket. The National Rail Journey Planner at www.nationalrail.co.uk will automatically work out which tickets are valid for your journey.

You may break your journey in most cases. Where this is not allowed it will be stated in the conditions for that ticket.

- Off-Peak Single or Day Return tickets are valid for one single or return journey on the date shown on the ticket.
- Off-Peak Return tickets are valid for one return journey. The outward portion is valid for travel on the date shown on the ticket. The return portion is valid for one calendar month from the start date shown on the ticket.

These tickets are refundable.

E

A

SIMPLE

Advance – travel on specific trains

Advance tickets are single fares offering great value for money on many longer and some shorter distance journeys.

You must book in advance up to the day before travel and these tickets are subject to availability. Generally, the earlier you book the better the deal - tickets are available up to 12 weeks before travel.

You will need to choose a specific train at the time of booking and must travel on that service. No break of journey is allowed except to change between trains.

There are **no refunds** on Advance tickets, but you can change your journey prior to travel (up to departure) for a £10 fee plus any difference in the fare payable.

Choosing your ticket (continued)

Season tickets - for regular travellers making the same journey every day

Season tickets allow unlimited travel between two stations for a specified period of time. Season tickets are available for periods of seven days, or for any period from one month to one year.

Season tickets offer great savings for regular travellers and you can usually make savings even if you travel only 2 or 3 days a week. If you buy an Annual Season ticket you get 52 weeks travel for the price of 40.

These tickets are refundable.

When you buy an Annual Season ticket for a journey in the London and South East area your ticket will be issued as a Gold Card. This gives the card holder a range of special benefits. Visit www.nationalrail.co.uk/goldcard for further details.



First Class Travel

Many services have First Class as well as Standard seating. In these cases First Class Anytime and Season tickets will be available, and you may also be able to buy First Class Off-Peak and Advance tickets for these trains.

On some longer distance services you can upgrade to First Class on Saturdays, Sundays and Bank Holidays on payment of an additional fare. Check www.nationalrail.co.uk or the website of the train company who you will be travelling with for details.

Railcards

Railcards offer 1/3 savings on many fares. They are very popular as holders generally find that they save far more than the initial cost of the Railcard. Railcards available include:

16-25 Railcard

for people aged 16 – 25 years or 26+ in full time education

Family & Friends Railcard

for adults travelling with children aged 5-15

Senior Railcard

for people aged 60+

Disabled Persons Railcard

for people with a disability

Network RAILCARD

for leisure travel in the London and South East area

HM Forces RAILCARD

for members of the Regular Armed Forces

For more information or to buy a Railcard, visit www.railcard.co.uk (www.hmforces-railcard.co.uk for the HM Forces Railcard) or ask at your local staffed station.



Local Railcards

In some regions there are local Railcards that offer discounts on local journeys. Check train company websites for details or ask at your local station.

Choosing your ticket (continued)

As well as the range of tickets available on a national basis, train companies also offer more specialised tickets aimed at specific journeys.

Rover and Ranger tickets

These tickets offer flexibility and great value for money if you want unlimited travel in a specified area. Some include travel on associated bus and/or ferry services.

Rover tickets are available in a number of areas for a specified period of travel. Ranger tickets are generally valid for one day.

All Line Rover tickets are also available, allowing unlimited travel across the National Rail network for periods of 7 or 14 days.

Time restrictions apply on the use of some Rover and Ranger tickets.

Details of Rover and Ranger tickets are available at www.nationalrail.co.uk/rovertickets.



PLUSBUS – Combined rail and bus tickets

PLUSBUS is a discount price 'bus pass' that you buy with your train ticket. It gives you unlimited bus travel around town, at the start, the finish, or both ends of your train journey. Available to over 270 towns and cities across Great Britain. Visit www.plusbus.info for more details.



Group Travel

Many train companies provide discounts for larger groups (usually 10 or more people) travelling together at off-peak times. You must book in advance and should contact the train company directly - see pages 13-14 for contact details.

GroupSave

GroupSave tickets enable three or four people travelling together to pay the same price as two adults. GroupSave discounts are available for many off-peak journeys, including those in the London and South-East area and some other parts of the country. For full details visit www.nationalrail.co.uk/groupsave.



Tickets for travel in the Greater London area

If you are travelling around Greater London, Travelcards allow unlimited travel on National Rail (except High Speed services between St Pancras International and Stratford International), London Underground, Docklands Light Railway, Croydon Tramlink and most London Bus services. You can buy Travelcards valid for travel on a single day or Travelcard Season tickets.

Oyster is a travel 'smartcard' available in the Greater London area. It allows you to travel on all forms of public transport by simply touching your card on the yellow readers at the stations where you begin and end your journey.

Travelcards can be issued on Oyster cards. You can also choose to use your Oyster card as a 'pay as you go' card by loading credit onto it.

Oyster pay as you go can be used on all National Rail services in Greater London, except those to Heathrow and High Speed services between St Pancras International and Stratford International. Visit www.nationalrail.co.uk/oyster for details.



Choosing your ticket (continued)

Sleeper services

Overnight sleeper services provide accommodation with beds. Sleeper services link London Euston with Scotland, and London Paddington with south west England. Tickets can be booked at staffed stations or from www.scotrail.co.uk (for journeys to/from Scotland) and www.firstgreatwestern.co.uk (for journeys to/from south west England).



Through tickets to Europe

Train companies in partnership with Eurostar offer through tickets from a growing number of National Rail stations to Paris, Lille and Brussels. Visit www.eurostar.com for more details.

Special deals and offers

Check www.bestvaluefares.co.uk or visit the website of the train company you will be travelling with to see if there are any special deals or offers.

Buying your ticket

At stations

A full range of tickets is available from staffed ticket offices at stations throughout Great Britain. Information on ticket office opening times can be found at www.nationalrail.co.uk/stations.

Self service ticket machines at stations offer a wide range of rail tickets for immediate travel. At most stations, you can also use the machines to collect tickets you have booked online or over the phone.

If there are no ticket buying facilities at the station, you should be able to buy your ticket on the train or at the end of your journey - notices will tell you if this is the case.



Online

The easiest way to buy tickets for longer journeys is online. You can use the National Rail Journey Planner at www.nationalrail.co.uk to plan your journey, and find links to train company and other retailer websites that allow you to buy tickets for any train journey in Great Britain.

Tickets can be posted to you or, in many cases, collected at your departure station. In some cases they can be printed at home. Fees apply on some sites but these are always shown before you commit to purchase.

Telephone sales

You can buy most rail tickets over the phone from train company or other retailer telesales offices. Tickets can be posted to you or collected at your departure station. For details of numbers to call, contact National Rail Enquiries on **08457 48 49 50**.

Travel Agents

Some travel agents are licensed to sell rail tickets. Look for the National Rail sticker in the window.

Our commitment to you

Rail passengers in Great Britain enjoy a wide range of rights. Some of the key train company obligations and commitments have been summarised below.

Visit the National Rail website – www.nationalrail.co.uk – for copies of the National Rail Conditions of Carriage, all train company Passenger’s Charters, and other useful information.

Refunds and Compensation

- If you have an Anytime, Off-Peak/Super Off-Peak or Season ticket you can have a refund, less an administration fee (max £10 per application), on any unused or part used tickets if you decide not to travel. Advance tickets are not refundable.
- For any other ticket type, the refund conditions will be explained at the time of purchase.
- If a train you intend to travel on is cancelled or delayed and you decide not to travel, the train operator will give you a full refund on any completely unused tickets, with no administration fee.
- Additionally, if you are delayed on your journey for an hour or more due to a reason within the rail industry’s control, the train operator will give you compensation.
- Each train company has a Passenger’s Charter which sets out compensation arrangements in the event of delays to your journey. Some offer compensation after just thirty minutes delay. For more information go to www.nationalrail.co.uk or contact the train company direct - see pages 13-14 for contact details.



Travelling on the correct train

- If you buy an Advance ticket you must use that ticket on the train services specified. However, if you miss this service because your connecting train was delayed you will be able to travel on the next service provided by the same train company without penalty.
- If you try and use your Advance ticket on a train other than the one specified, you will be charged the full fare for your journey.
- This policy helps ensure that as many cheap Advance tickets as possible are always available.
- If you board a train at a time when your Off-Peak/ Super Off-Peak ticket is not valid, you will be charged the difference between the fare you’ve paid and the cheapest valid fare for the service concerned. The same principle will apply if you wish to upgrade to First Class accommodation.
- In designated Penalty Fare areas, you must upgrade your ticket before you board your train, or you may be required to pay a Penalty Fare (see below).



Penalty Fares

- In order to deter the minority of people who try to avoid paying the correct fare, on some routes train companies operate Penalty Fare Schemes. Stations and trains on which these schemes operate are clearly advertised.
- On these routes and stations, if you board a train without a valid ticket when you had an opportunity to buy one, you may be charged a Penalty Fare. More information on Penalty Fare Schemes can be found at www.nationalrail.co.uk/penaltyfares.
- On other routes, you may be charged the full Anytime Single or Return fare without the benefit of any Railcard discount to which you might be entitled if you board a train without a ticket at a station where there is the facility to buy tickets.

Comments and Feedback

Comments and Feedback

- We want you to be happy with the service that train companies offer. If you have a comment or concern, please contact the train company directly – see below for contact details.
- If you are not satisfied with the train company's response, you can contact Passenger Focus, or London TravelWatch (if your journey is in Greater London) - see details on the back of this leaflet.

Train Companies

Arriva Trains Wales 0845 6061 660
www.arrivatrainswales.co.uk

c2c 0845 6014 873
www.c2c-online.co.uk

Chiltern Railways 08456 005 165
www.chilternrailways.co.uk

CrossCountry 08447 369 123
www.crosscountrytrains.co.uk

East Coast 08457 225 333
www.eastcoast.co.uk

East Midlands Trains 08457 125 678
www.eastmidlandstrains.co.uk

First Capital Connect 0845 026 4700
www.firstcapitalconnect.co.uk

First Great Western 0845 7000125
www.firstgreatwestern.co.uk

First Hull Trains 0845 676 9905
www.hulltrains.co.uk

First TransPennine Express 0845 600 1671
www.tpexpress.co.uk

Train Companies

Grand Central 08456 034 852
www.grandcentralrail.co.uk

Heathrow Express 0845 600 1515
Heathrow Connect 0845 678 6975
www.heathrowexpress.com
www.heathrowconnect.com

London Midland 0844 811 0133
www.londonmidland.com

London Overground 08456 014 867
www.tfl.gov.uk/overground

Merseyrail 0151 702 2071
www.merseyrail.org

National Express East Anglia 0845 600 7245
www.nationalexpresseastanglia.com

Northern Rail 0845 00 00 125
www.northernrail.org

ScotRail 0845 601 5929
www.scotrail.co.uk

South West Trains/Island Line 0845 6000 650
www.southwesttrains.co.uk

Southeastern 0845 000 2222
www.southeasternrailway.co.uk

Southern 0845 1272 920
Gatwick Express 0845 850 1530
www.southernrailway.com
www.gatwickexpress.com

Virgin Trains 0845 000 8000
www.virgintrains.co.uk

Wrexham & Shropshire 0845 260 5200
www.wrexhamandshropshire.co.uk

List correct at May 2010



National Rail Enquiries

Website:



www.nationalrail.co.uk

Contact Centre:



08457 48 49 50

All calls are charged at local rate and may be recorded.

TrainTracker™:



0871 200 49 50

For up-to-the-minute automated journey planning, with fare and ticket availability for today and beyond. Calls cost 10p a minute from a BT fixed phone. Charges from other operators may vary.

TrainTracker™ Text - text station name to:



8 49 50

For live departure and arrival times direct to your mobile. TrainTracker™ texts cost 25p for each successful response (plus usual text costs).

Textphone:



0845 60 50 600

For customers with hearing impairments

Passenger Focus & London TravelWatch

Passenger Focus and London TravelWatch are independent organisations set up by the Government to represent rail passengers' interests.

Passenger Focus

FREEPOST (RRRE-ETTC-LEET)
PO BOX 4257,
Manchester M60 3AR
Telephone: 0300 123 2350
Mon-Fri 0800-2000
Sat-Sun 0800-1600
Textphone: 08458 501 354
Fax: 08458 501 392
info@passengerfocus.org.uk
www.passengerfocus.org.uk

London TravelWatch

6 Middle Street
London EC1A 7JA
Telephone: 020 7505 9000
Mon-Fri 0900-1700
Fax: 020 7505 9003
enquiries@londontravelwatch.org.uk
www.londontravelwatch.org.uk

While all reasonable efforts have been made to ensure that the information contained in this leaflet is correct at the time of printing, information covered is subject to change. May 2010.

All tickets are sold subject to National Rail Conditions of Carriage
www.nationalrail.co.uk/nrcc