

# **A GUIDE TO THE TRAVEL FACILITIES GRANTED TO ACTIVE 'NON-SAFEGUARDED' TOC EMPLOYEES WHO ENTERED RAILWAY EMPLOYMENT AFTER 31 MARCH 1996**

The information contained in this guide sets out the main travel facilities entitlements of TOC New Entrants (TOCNE) for themselves and their eligible dependants. If you need more information please get in touch with the office which administers your travel facilities (see [Contacts](#)).

## **Introduction**

TOCNE are staff who entered TOC employment after 31 March 1996. They are not eligible for the same level of travel facilities that are granted to staff who entered Railway employment before that date but, on a non-contractual entitlement basis, are granted the concessions contained in this guide.

The purpose of this guide is to provide a basic outline of the principal features of the travel facilities and concessions that are available to you. It is not possible, however, to provide comprehensive or up to the minute details of all travel concessions; this guide should not be regarded, therefore, as definitive. However, information on special offers is available on [News & Offers](#). Further information may be obtained from the office which administers your travel facilities (see [Contacts](#)).

## **General**

It should be noted specially that employees to whom travel facilities are issued for themselves and their families are responsible for their proper use. Such employees also have absolute discretion as to whether they allow their dependants to enjoy these facilities. Any person who is found to improperly use a travel document, transfers or causes to be transferred such a document, or attempts to do so, will be liable to prosecution, withdrawal of travel facilities and, if an employee, to possible dismissal.

## **Privilege Rate Leisure Travel Arrangement**

This arrangement grants TOCNE employees, upon completion of one month's service (6 months for Southeastern and First ScotRail staff), privilege rate travel facilities (75% discount of the full public fare) for themselves, their partner and dependent children on the rail services of all TOCs (excluding ScotRail's Strathclyde PTE services). The means for obtaining privilege rate travel is a TOC Privilege Card.

The agreement that underwrites this arrangement is reviewed annually by the participating TOCs. At that stage they decide whether they wish the arrangement to continue and for how long.

Dependent unmarried children of employees are granted this concession subject to certain conditions, which include:

- they are either living with the employee or temporarily resident away from home for school or advanced education purposes
- they are under age 25 years and earning below a set scale
- they are permanent invalids, irrespective of age, who have never been able to follow any employment and are eligible for state benefits.

Part-time staff employed for 15 hours or more per week are also granted this facility.

Facilities are normally issued at standard class. Employees who are graded at MS4 (or equivalent) or above may be granted first class privilege rate travel facilities

### **Residential Travel**

All TOCs, except First ScotRail, participate in what is known as the Reduced Rate Season Ticket arrangement. This enables TOCNE staff of participating TOCs to purchase Reduced Rate Season Tickets (which offer a 75% discount over the price of full fare Season Tickets) to enable travel to work from their residential station.

Full details of how to obtain such a ticket and the arrangements which apply are to be found on form [RSTL 87151](#). The arrangement is not available to TOCNE employed by ScotRail.

Reduced Rate Season Tickets issued under this arrangement are not valid on any London Underground service.

### **Staff Travel Documentation**

Upon presentation of a valid TOC Privilege Card at a booking office or on board a pay train the holder may obtain privilege rate tickets (at one quarter of the full public fare) for travel on the services of the TOCs (except ScotRail's Strathclyde PTE services). It is a requirement that a TOC Privilege Card is supported by an appropriate Photograph Identity Card (except where the holder is a dependent child under the age of 16).

The use of tickets purchased using a TOC Privilege Card is subject to restrictions on certain rail services, details of which are circulated twice a year and contained in [Staff Travel Restrictions](#).

## **Loss of Staff Travel Documentation**

In the event that TOC Privilege Cards, Photo Identity Cards or any other travel documents are lost, mutilated or dilapidated, charges for replacement documents are payable by the employee. Such charges may be waived, however, if loss is occasioned by theft, robbery or fire, subject to evidence of the facts being produced from the relevant police or fire service authorities.

In the case of lost travel documentation a reward may be paid to the finder of a TOC Privilege Card or Photo Identity Card.

## **TRAVEL FACILITIES ON OTHER UK UNDERTAKINGS**

Travel facilities are also granted to TOCNE on other UK transport undertakings. These undertakings are listed below. It should be noted that unless stated otherwise reduced rate travel only is available and that the facilities offered are FOR LEISURE USE ONLY:

### **Rail**

**Bala Lake Railway**

**Bodmin & Wenford Railway**

**Brecon Mountain Railway (Including Vale of Rheidol)**

**Bure Valley Railway**

**Colne Valley Railway**

**Crich Tramway Village - Home of the National Tramway Museum**

**Croydon Tramlink**

Unlimited free travel is granted on all Croydon Tramlink services (leisure use only). To obtain this, staff and their eligible dependants need only to show their TOC Privilege Card, plus where appropriate their photograph identity card.

**East Lancashire Railway**

**Embsay Steam Railway**

**Eurostar Services (operated jointly by Eurostar (UK) Ltd, the SNCF and the SNCB)**

Special rate tickets are available on Eurostar services between London/Ashford and Lille/Paris/Brussels/Avignon. Tickets and reservations are obtainable on presentation of an International Reduced Rate Card (granted to TOCNE employees only after 12 months employment). TOC

Privilege Cards are not valid for the purchase of Eurostar special rate tickets. Although tickets can be purchased on the day of travel at the stations served, it is advisable to obtain tickets in advance, using form [RSTL 6544](#). The charges made for these tickets are to cover the Eurotunnel Toll, the reservation administration fee and (in the case of first class travel) the cost of the 'at seat' meal. Reservations on Eurostar services are compulsory.

Normally only those staff who are entitled to first class travel facilities can use this class of accommodation on Eurostar services but holders of standard/second class staff travel documentation can under certain circumstances upgrade to first class. This cannot be done at the time of making advanced reservations but may be undertaken on the day of travel at Eurostar stations or on board. Staff who upgrade in this way are not guaranteed a meal and may have to move if a late booking means that their new seat is required by a first class non-staff paying customer.

### **Festiniog Railway (includes Welsh Highland Railway, Caernarfon)**

Privilege tickets are issued for return journeys only. The issue of privilege tickets is subject to accommodation being available. In place of second class accommodation, the Railway provides third class accommodation.

### **Great Central Railway**

### **Heathrow Express**

Privilege tickets may be purchased from the Heathrow Express booking offices at Heathrow and Paddington.

### **Isle of Wight Railway**

### **Kent and East Sussex Railway**

### **Lakeside and Haverthwaite Railway**

### **Llanberis Lake Railway**

### **Mid-Hants Railway (Watercress Line)**

### **North Norfolk Railway**

### **North Yorkshire Moors Railway**

### **Paignton & Dartmouth Steam Railway**

### **Ravenglass and Eskdale Railway**

Privilege tickets are not sold for services operated on Bank Holidays. The issue of privilege tickets is subject to accommodation being available. Privilege tickets are issued only at Ravenglass Booking Office.

## **Romney, Hythe and Dymchurch Light Railway**

Privilege tickets are issued for return journeys only.

## **Severn Valley Railway**

## **Snowdon Mountain Railway**

Privilege tickets are issued for return journeys only.

## **South Devon Railway**

## **Strathspey Railway**

## **Swanage Railway**

## **Talyllyn Railway**

## **West Coast Railway Company**

The West Coast Railway Company operates steam hauled main line charter trains on routes such as the Settle to Carlisle line and a daily return service between Fort William and Mallaig from June to September. Staff can travel on these services at a privilege rate of a quarter of the published price.

## **West Somerset Railway**

## **Shipping**

### **P&O Ferries (Dover/Calais)**

TOC Privilege Cards issued to TOCNE and their dependants are recognised by P&O Ferries (Dover/Calais). Port Tax tickets must be obtained in advance and must be presented at the embarkation port. To obtain a port tax ticket and booking, a Concessionary Travel Application form [RSTL 90020](#) must be completed and sent together with a photocopy of the employees' Photo Identity Card (where appropriate) and TOC Privilege Card to:

Staff Travel Administrator  
P&O Ferries (Dover/Calais)  
Channel House  
Channel View Road  
Dover  
Kent CT17 9TJ  
Fax No. 0870 762 5425  
Tel No. 0871 664 8005  
Email to: [RTS.supportgroup@poferries.com](mailto:RTS.supportgroup@poferries.com)

P&O will then contact the individual directly. Port Tax tickets are not required for children under 4 years of age.

It is recommended that bookings are made at least two weeks in advance of first day of travel.

P&O Ferries (Dover/Calais) also offers a concessionary arrangement for the conveyance of vehicles. Currently the offer is 20% off the normal brochure prices for return trips of 5 days or more. Reductions are also available for trips of a shorter duration. Booking arrangements are the same as set out in the opening paragraph.

### **Stena Line Irish Services**

TOC Privilege Cards issued to TOCNE and their dependants are recognised by Stena Line for free travel on its services to Eire and Northern Ireland. Port Tax tickets must be obtained in advance and must be presented at the embarkation port. These are available from Stena Line's Central Concession Team whose telephone number is 0844 847 1471. This office will ask the applicant to fax them a copy of the employees' Photo Identity Card (where appropriate) and TOC Privilege Card to 01407 606811 as confirmation of eligibility. Port Tax tickets are not required for children under 4 years of age.

Stena Line also offers a concessionary arrangement for the conveyance of vehicles. Currently the offer is 50% off the normal brochure prices of return trips of 5 days or more OR 25% off the price of trips of a shorter duration. Booking arrangements are the same as set out in the opening paragraph.

### **Windermere Lake Cruises**

Unlimited free travel is granted to all TOCNE and their dependants.

Before boarding these services, a Boarding Pass must be obtained by producing a valid TOC Privilege Card at the Company's booking offices at Ambleside, Bowness or Lakeside.

## **TRAVEL FACILITIES ON FOREIGN UNDERTAKINGS**

### **European (FIP) Arrangements**

Reduced rate rail travel is granted to TOCNE and to their partners and dependent children on all the FIP administrations listed in the table on page 11 after 12 months continuous employment. An International Reduced Rate Card is issued for this purpose.

Free travel is granted usually once a year on most of the FIP administrations to TOCNE and in some cases to their partners and dependent children (see table below for details). International Free Coupon Tickets are issued for this purpose.

The class of travel allowed by other railway administrations is the same as that granted to the TOCNE on National Rail. Unlike travel on National Rail where upgrading is not permitted, this practice is allowed on FIP journeys as long as the difference in the public fare between second and first class for the journey being undertaken is paid for in advance. It is an offence for an employee entitled to second class facilities to travel first class unless the difference in fare has been paid prior to travel. Any cases that are reported may result in withdrawal of travel concessions.

Restrictions are imposed on FIP undertakings from time to time and details are included in [Staff Travel Restrictions](#). Supplements are payable on many express services, particularly InterCity Express (ICE) and Trains à Grande Vitesse (TGV). It is normally more expensive to purchase supplements on trains as opposed to those obtained from the booking/travel office.

If a partner or child is issued with an International free coupon ticket to travel without the employee, this counts against the employee's quota.

Requests for travel documentation should be made to the employee's travel facilities administration point (see [Contacts](#) using the following forms: -

International Reduced Rate Card	Form <a href="#">RSTL 7108-5</a> (6 weeks notice required)
International Free Coupon Tickets	Form <a href="#">RSTL 4569-3</a> (6 weeks notice required)

Reduced rate tickets, seat, couchette and sleeper reservations and bookings may be obtained by postal application up to 6 months in advance on form [RSTL 6544](#) addressed to:

IPTIS, Deutsche Bahn UK Booking Centre, PO Box 687A, SURBITON, Surrey KT6 6UB

As an added convenience you will be pleased to note it is possible to make staff bookings by telephone for journeys involving any of the following:

- Eurostar – London to Lille/Paris/Brussels
- Travel on SNCF trains within France and DB AG trains within Germany using International Coupons for free travel (requiring reservations/TGV supplements only) or using an FIP card for discounted journeys
- Lyria\* TGV services between France and Switzerland
- Thalys\* services between France/Belgium and the Netherlands and Germany
- Artesia\* day and night services between France and Italy
- Elipsos\* trainhotel overnight services between France and Spain
- AVE\*\* internal services within Spain

- TALGO\* internal services within Spain and between Spain and Portugal
- RENFE internal services within Spain and services between Spain and Portugal.

Please note:

On services marked \* the operators grant FIP Leisure Fares which include travel ticket and seating/overnight accommodation. International Coupon Tickets are not valid.

On the service marked \*\* special FIP Leisure Fares which include travel ticket and reservation are payable by holders of International Coupon tickets and International Reduced Rate Cards.

To book, please call 08444 99 71 71. Have your International Reduced Rate Card and debit/credit card details ready (no other method of payment can be used for telephone bookings). Alternatively requests can be made by fax on 08718 80 80 65 or by email to [railstaff@bahn.co.uk](mailto:railstaff@bahn.co.uk)

Bookings for any other journey must be submitted on an IPTIS booking form at least 14 days before the intended date of departure.

International Free Coupon Tickets are valid for a maximum period of 3 months from date of issue. International Reduced Rate Cards are valid for 6 years subject to renewal for the year of travel. Both of these travel documents are valid only when presented with the Passport of the traveller.

International Free Coupon Tickets are issued in the form of a booklet; once a booklet has been used and a return to Great Britain has been made the booklet cannot under any circumstances be used for a return journey. Any attempt to re-use the booklet may result in withdrawal of travel concessions.

Administrations granting free and/or reduced rate travel are as follows:

<b>COUNTRY/ ADMINISTRATION</b>	<b>ELIGIBILITY FOR FREE TRAVEL</b>	<b>NO. OF COUPONS PER CALENDAR YEAR</b>
Attica Ferries	Reduced rate travel only	Nil
Austria(OBB)	All eligible family members	1
Belgium(SNCB)	All eligible family members	1 *
Bern Lotschberg Simplon(BLS)	All eligible family members	1
Bosnia-Herzegovina (ZFBH/ZRS)	Reduced rate travel only	Nil
Bulgaria(BDZ)	All eligible family members	1
Croatia(HZ)	Employee only free	1
Czech Republic(CD)	Employee only free	1
Denmark(DSB)	Employee only free	1

Finland(VR)	Employee only free	1
France(SNCF)	All eligible family members	1*
Germany(DBAG)	Employee only free	1
Greece(OSE)	All eligible family members	1
Gyor Sopron Ebenfurth(GYSEV)	Employee only free	1
Hungary(MAV)	Employee only free	1
Italy(FS)	All eligible family members	1
Lake Constance Shipping (BSB)	Employee only free	1
Luxembourg(CFL)	All eligible family members	1
Macedonia(CFARYM)	Employee only free	1
Montenegro(ZCG)	Employee only free	1
Netherlands(NS)	All eligible family members	2
Northern Ireland(NIR)	All eligible family members	1*
Norway(NSB)	Employee only free	1
Poland(PKP)	Employee only free	1
Portugal(CP)	All eligible family members	1
Romania(CFR)	Employee only free	1
Serbia(ZS)	Employee only free	1
Slovakia(ZSR)	Employee only free	1
Slovenia(SZ)	Employee only free	1
Southern Ireland(CIE)	All eligible family members	1*
Spain(RENFE)	Employee only free	1
Stena Line BV(StL)	All eligible family members	2
Switzerland – Federal(CFF-SBB)	Employee only free	1
Switzerland – Private(SP)	Employee only free	1

\* Salaried staff are granted two coupons on these undertakings per annum