

Summary of period end Passenger's Charter Discounts and Void Days Declared for Season Ticket holders

- Compensation is payable either by refund or Season ticket extensions according to each Train Company's policy.
- Care should be taken to ensure that the correct discount and only those void days during the validity of the season ticket being renewed are applied.
- This list is compiled by ATOC from information received from each TOC. Please contact the Train Companies direct for further information.
- **Shaded areas indicate compensation schemes for Season Ticket holders outside of the Passenger's Charter arrangements**

PERIOD 1210 Sunday 11 December 2011 - Saturday 7 January 2012	Season Ticket Renewal Discounts		Void Days Declared	
	applies to Season Ticket renewals Sunday 15 January 2012 - Saturday 11 February 2012 (inc.) ONLY			
TOC service group	Code	% Discount (P) Punctuality / (R) Reliability / (S) Special	This period	9 January 2011 – 7 January 2012 <u>inclusive</u>
Arriva Trains Wales SW & C Wales	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales Wales-England	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales Cambrian	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales The Marches	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales N Wales Branches	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales N Wales Inter-urban	---	No discount this period	0 days	1 day: 28 Feb 2011
Arriva Trains Wales Valley Lines	---	No discount this period	0 days	1 day: 28 Feb 2011
c2c	---	No discount this period	0 days	0 days
Chiltern Railways	0125	5% (P) All period seasons	0 days	0 days
CrossCountry		Delay Repayment Scheme in place.	Delay Repayment Scheme in place. Void Days are not declared.	
East Midlands Trains		Delay Repayment Scheme in place	Delay Repayment Scheme in place. Void Days are not declared.	
East Coast		Delay Repayment Scheme in place.	Delay Repayment Scheme in place. Void Days are not declared.	
First Capital Connect		Delay Repayment Scheme in place.	Delay Repayment Scheme in place. Void Days are not declared.	
First Great Western High Speed Trains	---	No discount this period	0 days	0 days
First Great Western Thames Valley	0124	5% (P) All period seasons	0 days	0 days
First Great Western Bristol Suburban	---	No discount this period	0 days	0 days
First Great Western Devon	---	No discount this period	0 days	0 days
First Great Western Plymouth/Cornwall	---	No discount this period	0 days	0 days
First Great Western South Wales-South Coast	---	No discount this period	0 days	0 days
First Hull Trains		Charter discounts do not apply	Void Days are not declared.	

PERIOD 1210 Sunday 11 December 2011 - Saturday 7 January 2012	Season Ticket Renewal Discounts		Void Days Declared	
	applies to Season Ticket renewals Sunday 15 January 2012 - Saturday 11 February 2012 (inc.) ONLY			
TOC service group	Code	% Discount (P) Punctuality / (R) Reliability / (S) Special	This period	9 January 2011 – 7 January 2012 <u>inclusive</u>
First ScotRail Central	---	No discount this period	0 days	0 days
First ScotRail East	---	No discount this period	0 days	0 days
First ScotRail Express	---	No discount this period	0 days	0 days
First ScotRail Highland	---	No discount this period	0 days	0 day:
First ScotRail Sleepers	---	No discount this period	0 days	0 days
First ScotRail South West	---	No discount this period	0 days	0 days
First ScotRail SPTA	---	No discount this period	0 days	0 days
First TransPennine Express North	---	No discount this period	0 days	1 day: 26 March 2011
First TransPennine Express South	---	No discount this period	0 days	1 day: 8 March 2011
First TransPennine Express North West	---	No discount this period	0 days	0 days
Grand Central	Charter discounts do not apply		Void Days are not declared.	
Heathrow Connect	Charter discounts do not apply		Void Days are not declared.	
Heathrow Express	Charter discounts do not apply		Void Days are not declared.	
London Midland	Delay Repayment Scheme in place.		Delay Repayment Scheme in place. Void Days are not declared.	
London Overground	Delay Repayment Scheme in place.		Delay Repayment Scheme in place. Void Days are not declared.	
Merseyrail Northern Line	P.P.M. in place. Charter discounts do not apply		Contact TOC	nyoung@merseyrail.org
Merseyrail Wirral Lines	P.P.M. in place. Charter discounts do not apply		Contact TOC	nyoung@merseyrail.org
National Express East Anglia	Delay Repayment Scheme in place.		Delay Repayment Scheme in place. Void Days are not declared.	
Northern Lancs & Cumbria	---	No discount this period	0 days	0 days
Northern Merseyside City Lines	---	No discount this period	0 days	0 days
Northern North Manchester	---	No discount this period	0 days	0 days
Northern South Manchester	---	No discount this period	0 days	0 days
Northern South & East Yorks Inter-urban	---	No discount this period	0 days	0 days
Northern South & East Yorks Local	---	No discount this period	0 days	0 days
Northern Tyne, Tees & Wear	---	No discount this period	0 days	0 days
Northern West & North Yorks Inter-urban	---	No discount this period	0 days	0 days
Northern West & North Yorks Local	---	No discount this period	0 days	0 days
Southeastern High Speed & Mainlines	---	No discount this period <i>Applicable to Season Tickets purchased up to 30 June 2011</i>	0 days	0 days
Southeastern Metro	---	No discount this period <i>Applicable to Season Tickets purchased up to 30 June 2011</i>	0 days	0 days

PERIOD 1210 Sunday 11 December 2011 - Saturday 7 January 2012	Season Ticket Renewal Discounts		Void Days Declared	
TOC service group	applies to Season Ticket renewals Sunday 15 January 2012 - Saturday 11 February 2012 (inc.) ONLY			
	Code	% Discount (P) Punctuality / (R) Reliability / (S) Special	This period	9 January 2011 – 7 January 2012 inclusive
Southern all service groups (inc. Gatwick Express)	Delay Repayment Scheme in place		Void Days are not declared	
South West Trains Mainline (Group 1)	---	No discount this period	0 days	1 day: ½ 6 June, ½ 9 Jun 2011
South West Trains Mainline (Group 2)	---	No discount this period	0 days	1 day: ½ 6 Jun, ½ 9 Jun 2011
South West Trains Mainline (Group 3)	---	No discount this period	½ day	2 days ½ 6 Apr / ½ 6 Jun, ½ 9 Jun / ½ 13 Dec 2011
South West Trains Mainline (Group 4)	---	No discount this period	0 days	1 day: ½ 6 Jun, ½ 9 Jun 2011
South West Trains Suburban (Group 5)	---	No discount this period	0 days	2 days ½ 24 Jan / ½ 6 Apr / ½ 6 Jun / ½ 9 Jun 2011
South West Trains Suburban (Group 6)	---	No discount this period	½ day	2 ½ days: ½ 6 Apr / ½ 6 Jun, 9 Jun / ½ 12 Dec 2011
South West Trains Suburban (Group 7)	---	No discount this period	½ day	1½ days: ½ 6 Jun, ½ 9 Jun, ½ 13 Dec 2011
South West Trains Island Line (Group 8)	---	No discount this period	0 days	0 days
Virgin Trains Euston-W Midlands	---	No discount this period	0 days	11 days: 18, 21 Dec 2010 // 1 Mar / 23 Apr / 15, 27 Jun / 30 July / 30 Aug / 5, 11, 15 Nov 2011
Virgin Trains Euston-North West	---	No discount this period	0 days	8 days: 18, 21, 22, 24 Dec 2010 // 15 Jun / 30 July / 30 Aug / 5 Nov 2011
Virgin Trains Euston-Scotland	0108	5% (P) All period seasons	1 day	14 days: 18, 20, 21, 22, 23, 24 Dec 2010 / 15 Jan / 5 Apr / 3 Jun / 17 Oct / 5 Nov / 5, 6 Dec 2011 // 5 Jan 2012
Virgin Trains Birmingham-Scotland	---	No discount this period	2 days	13 days 18, 21, 22, 23, 24 Dec 2010 // 15 Jan / 5, 21 Apr / 24 Oct / 5 Nov / 6, 17 Dec 2011 // 5 Jan 2012

Notes:

End of three pages