

National Rail Guide to Tickets



THIS GUIDE IS DESIGNED TO HELP YOU CHOOSE THE
RIGHT TICKET FOR YOUR JOURNEY WITH CONFIDENCE.



1. Book in advance

Generally, the earlier you book the better the deal – specially priced Advance tickets are usually available to buy up to 12 weeks or more in advance until the day before travel on many routes (or even up to 10 minutes before departure in some cases) on a first come, first served basis.

2. Get 1/3 off with a Railcard

There are now nearly 4 million Railcards in use, with Railcard holders saving on average £148 a year! Check if there is a Railcard for you on page 7.

3. Be flexible – travel when it's less busy

Avoid the busiest times – fares are normally cheaper on trains that are less busy. If you must travel in a peak period one way but can return when it's less busy, look at combining an Anytime ticket one way with an Advance or Off-Peak ticket the other way to get the best deal.

4. Buy a Season ticket

If you make the same journey for even three days a week, buying a weekly Season Ticket can mean considerable savings. Season Tickets are also available for other periods from a month to a year and offer even bigger savings – an Annual Season Ticket, for instance, offers 52 weeks' travel at the same price as 40 weekly Season Tickets – see page 6.

5. Cheapest fare finder

Most train company websites will be able to help you find the cheapest fare for your journey or you can use the National Rail website Cheapest Fare Finder tool at nationalrail.co.uk/cheapestfare

For live journey planning, ticket and rail fare information go to nationalrail.co.uk, call National Rail Enquiries on 03457 48 49 50 or visit your local staffed railway station.

CHOOSING YOUR TICKET

National ticket types

There are four main types of ticket offered by Train Companies:

- **Anytime** – fully flexible tickets
- **Off-Peak** – semi-flexible tickets with time and/or date restrictions
- **Advance** – book in advance for travel on a specific service
- **Season Tickets** – for travel on the same route on a regular or daily basis

ANYTIME – fully flexible, for travel at any time of the day

- Anytime **Day Single** or **Day Return** tickets are valid for one single or return journey on the date shown on the ticket.
- Anytime Single tickets are valid for one single journey, and are valid for two days beginning from the date shown on the ticket.
- Anytime Return tickets are valid for one return journey. The outward part is valid for five days unless otherwise shown and the return part is valid for one calendar month from the start date shown on the ticket.



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 at any point, or more than once if you wish. This means that you do not have to make the whole of your journey at the same time or, where allowed, on the same day.

For instance, if you have an Anytime Single ticket from London to Newcastle, you could travel from London to York, stop off and complete your journey to Newcastle later in the day.

Refunds are available on any unused or part used tickets if you are unable to travel, less an administration fee (no more than £10 per ticket, depending on where you bought your ticket).

OFF-PEAK – semi-flexible Tickets with time and/or date restrictions

Off-Peak tickets are for use on trains that are less busy and are cheaper than Anytime tickets. You will have to travel at certain times of the day and/or days of the week, and sometimes on specific routes or operators. Some train companies sell even cheaper Super Off-Peak tickets which are valid on the least busy services.

The times when you may use these tickets will depend on the journey you are making and you will be advised when buying your ticket. The Journey Planner at nationalrail.co.uk will automatically work out which tickets are valid for your journey.

In most cases you may break your journey at any point, or more than once if you wish. Where this is not the case it will be stated in the restrictions shown for that ticket, available at the time of purchase.

- Off-Peak **Day Single** or **Day Return** tickets are valid for one single or return journey on the date shown on the ticket.
- Off-Peak Single tickets are valid for one single journey on the date shown on the ticket. If you cannot complete your journey on the same day you will be allowed to finish it the following day.
- Off-Peak Return tickets are valid for one return journey. The outward part is valid for travel on the date shown on the ticket. If you cannot complete your journey on the same day, you will be allowed to finish it the following day. The return part is valid for one calendar month from the start date shown on the ticket.

If you board a train at a time when your 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. If you board a train and your ticket is not valid, inside a Penalty Fare area you will have to pay a Penalty Fare.

Refunds are available on any unused or part used tickets if you are unable to travel, less an administration fee. This will depend on where it was bought but will not exceed £10 per ticket.

The day(s) for which a ticket is valid finish at 04:29 after midnight. This is to allow you to use late night/early morning trains that are a continuation of the previous day's service.

ADVANCE – book in advance for travel on a specific service

Advance tickets are single fares available on many journeys and offer great value for money. On some journeys you can book in advance up to 10 minutes before scheduled departure however, the earlier you book the better the deal. Tickets are normally available up to 12 weeks before travel – earlier on some routes – and are subject to availability.



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

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

If you try and use your Advance ticket on a train other than the one you have reserved, you will have to buy a new ticket for your journey, priced at the cheapest available valid fare for the service you use.

However, if you miss your service because your connecting train was delayed you will be able to travel on the next service provided by the same train company, or any additional services as authorised by rail staff, without penalty.

PLEASE NOTE:

In many cases you can now print your tickets at home or download a ticket to your mobile device. Different rules may apply for changing your Ticket when you do this, regardless of the ticket type. The relevant conditions will be made clear when buying your ticket.

SEASON TICKETS – for travel on the same route on a regular or daily basis

Season Tickets allow unlimited travel on a specified journey for the dates shown. Season Tickets are usually 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 fewer than 5 days a week. An Annual Season Ticket gives you 52 weeks' travel for the price of 40, already discounted, weekly Season Tickets! To check prices and to see how much you could save, use the National Rail Season Ticket Calculator at nationalrail.co.uk/season

These tickets are refundable, less an administration fee (up to a maximum of £10 per refund), on any unused or part used ticket that is no longer required.

Annual Season Tickets issued in London, the South East and other parts of England are issued as 'Gold Cards' offering discounted leisure travel and other benefits to the holder.

For more information, including details of which Season Tickets qualify as Gold Cards, go to nationalrail.co.uk/goldcard

First Class Travel

Many services have First Class as well as Standard seating. On these journeys 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 a special supplement.

Check nationalrail.co.uk/firstclass or the website of the train company you will be travelling with for details.



DISCOUNTS

Railcards

There are a range of Railcards offering 1/3 off most leisure rail travel. They are valid for a year giving you the chance to save many times the cost of the original Railcard.



16-25 Railcard

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

Two Together Railcard

for two named people travelling together

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 that can make travelling more difficult

Network RAILCARD

for 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 railcard.co.uk (hmforces-railcard.co.uk for the HM Forces Railcard) or ask at your local staffed station.

Local Railcards

In some regions of the UK there are local Railcards that offer discounts on journeys in a specific area. Check train company websites for details, ask at your local station or visit nationalrail.co.uk/railcards

GroupSave

GroupSave tickets enable three to nine people travelling together to save 1/3 when travelling off-peak. 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 nationalrail.co.uk/groupsave

Group Travel

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

Other ticket options

Rover and Ranger tickets

These tickets offer flexibility and great value for money for multiple journeys 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 valid for one day.

All Line Rover tickets are also available, allowing multiple journeys 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 nationalrail.co.uk/rovers

Sleeper services

Overnight sleeper services provide accommodation with beds. Sleeper services link London with Scotland and London with south west England.

Tickets can be booked at staffed stations or online, go to www.sleeper.scot for journeys between London Euston and Scotland and www.gwr.com for journeys between London Paddington and south west England.

– 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 for journeys to nearly 300 towns and cities across Great Britain.

Visit plusbus.info for more details.



Tickets for travel in the Greater London area

If you are travelling around Greater London, you can choose the following for travel on National Rail* services as well as the London Underground, DLR, Tram and Bus services:

Pay as you go – Touch the same Oyster card loaded with pay as you go credit, contactless debit or credit card (featuring the ) or other contactless device on the yellow readers at the start and end of your journey to pay for your travel. You can 'pay as you go' for either a single journey or multiple journeys, where a daily price cap will apply. Weekly price caps are also available with contactless payment. Price caps provide better value than the equivalent Day Travelcard.

Travelcards – Offering unlimited travel around the Greater London area, Travelcards are available to buy either Anytime or Off-Peak for a single day or as a Travelcard Season Ticket. Depending on where purchased, Travelcard Season Tickets may be sold in the form of a smartcard or Oyster card.

Go to nationalrail.co.uk/oyster for more details.

* Travelcards and 'pay as you go' are not valid on Heathrow Connect between Hayes & Harlington and Heathrow Airport, or on Heathrow Express.

Travelcards are not valid on Southeastern Highspeed. Capping does not apply on Southeastern Highspeed or Gatwick Express.

BUYING YOUR TICKET

Online & Apps

It's easy to buy your ticket online. You can use the National Rail Journey Planner at nationalrail.co.uk to plan any train journey in Great Britain, and you'll then be given options to buy your ticket, or you can go to one of the authorised online retailers licensed to sell National Rail tickets.

In most cases tickets can be collected at your departure station, or you can choose to have them posted to you. In some cases you can choose to print your tickets at home or download them to your mobile device. Please note that in such cases you may not be able to change your ticket before departure – the relevant conditions will be made clear when buying your ticket.

At stations

A full range of tickets are available from staffed Ticket Offices at National Rail stations throughout Great Britain. Information on ticket office opening times can be found at 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 purchased online.

If there are no ticket buying facilities at the station, you will be able to buy your ticket during or at the end of your journey. Notices will tell you what you should do.

Telephone sales

You can buy most rail tickets over the phone from train company or other licensed retail telesales offices. Tickets can be posted to you or collected at self-service machines at your departure station. For details of numbers to call, contact National Rail Enquiries on **03457 48 49 50**.

Travel Agents

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



GETTING THE CHEAPEST FARE



Most sales outlets are able to sell the full range of tickets, but in some cases sales will be restricted to a particular operator or to a limited range of tickets. Where this is the case it will clearly show what you can buy.

There are through train fares between almost every station in Great Britain. Except as noted above, National Rail sales outlets will offer you the cheapest through fare available for the time, date and any other requirements you have chosen for your planned journey.

In some cases, a combination of tickets may offer a cheaper fare for a particular journey. Information about ticket combinations cannot normally be provided. However, if you know which tickets you require you can request these and they will be sold to you.

YOUR JOURNEY – OUR COMMITMENT

When you buy a ticket to travel on the National Rail network you enter into an agreement with the train companies on whose trains you will be travelling. This agreement is detailed in the National Rail Conditions of Travel.

Each train company also has a Passenger's Charter, which is a guide to the level of service you can expect to receive when using their stations and their train services, and also explains your right to compensation if things go wrong.

Go to nationalrail.co.uk/tickets for copies of the National Rail Conditions of Travel and links to Passenger's Charters.



If your train is cancelled or delayed

- If a train you intend to travel on is cancelled or delayed and you decide not to travel, the original retailer will give you a full refund on any completely unused Tickets, without any administration fee being charged.
- Compensation is generally offered after a delay of fifteen or thirty minutes, depending on the train company. The details of each compensation scheme are contained in their Passenger's Charter.

For more information go to nationalrail.co.uk/moneyback or contact the train company directly – see pages 13-14 for contact details.

Travelling with the correct ticket

- You should always buy your ticket before you board the train, unless there are no facilities at the station where you are boarding, or notices tell you otherwise. You should make sure that your ticket is valid on the service you wish to use, and that if you are using a Railcard, you have it with you.
- There are measures in place in order to deter the minority of people who try to avoid paying the correct fare. If you have no ticket or the wrong ticket, you will at least be required to pay the fare due. If you are unable to pay your fare, train company staff are entitled to record your details so that the matter can be followed up. In such cases you may be issued with an Unpaid Fare Notice, which you must pay within 21 days.
- Some train companies operate Penalty Fare schemes. In these cases, if you board a train without a valid ticket when you had an opportunity to buy one, you may be charged a Penalty Fare (minimum £20). Stations and trains on which these schemes operate are clearly advertised. You can also be prosecuted for travelling without a ticket where there was the opportunity to buy one.

Train Companies comply with a Code of Practice in dealing with ticket irregularities; this can be found at nationalrail.co.uk/tickets

If you require more help when travelling

Passenger Assist is a service provided by train companies to disabled passengers and others who require assistance when using rail services. Staff can help you plan your journey, book tickets and make reservations; they can also assist you at stations and on board trains, with anything from changing platforms to finding your seat. Go to disability-onboard.co.uk for more information.

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 Transport Focus, or London TravelWatch (if your journey is in Greater London) – see details on the back of this leaflet.

TRAIN COMPANIES

Arriva Trains Wales 03333 211 202
arrivatrainswales.co.uk

c2c 0345 744 4422
c2c-online.co.uk

Caledonian Sleepers 0330 060 0500
sleeper.scot

Chiltern Railways 03456 005 165
chilternrailways.co.uk

CrossCountry 03447 369 123
crosscountrytrains.co.uk

East Midlands Trains 03457 125 678
eastmidlandstrains.co.uk

Grand Central 0345 603 4852
grandcentralrail.com

Great Western Railway 0345 7000 125
gwr.com

Govia Thameslink Railway
Gatwick Express/Great Northern/Southern/Thameslink
gatwickexpress.com 0345 850 1530
greatnorthernrail.com 0345 026 4700
southernrailway.com 03451 27 29 20
thameslinkrailway.com 0345 026 4700

Greater Anglia 0345 600 7245
greateranglia.co.uk

Heathrow Connect/Heathrow Express 0345 600 1515
heathrowconnect.com
heathrowexpress.com

Hull Trains 03450 710 222
hulltrains.co.uk

London Midland 0344 811 0133
londonmidland.com

London Overground 0343 222 1234
tfl.gov.uk/overground

Merseyrail 0151 555 1111
merseyrail.org

Northern 0800 200 6060
northernrailway.co.uk

ScotRail 0344 811 0141
scotrail.co.uk

South Western Railway/Island Line 0345 6000 650
southwesternrailway.com

Southeastern 0345 322 7021
southeasternrailway.co.uk

TfL Rail 0343 222 1234
tfl.gov.uk/modes/tfl-rail

TransPennine Express 0345 600 1671
tpexpress.co.uk

Virgin Trains 0333 103 1031
virgintrains.co.uk

Virgin Trains East Coast 03457 225 333
virgintrainseastcoast.com

List correct at September 2017



National Rail Enquiries

One stop for real time information and tickets



nationalrail.co.uk



Free National Rail Enquiries app for iOS and Android



facebook.com/nationalrailenq



@nationalrailenq



Travel Alerts

Sign up to personalised travel alerts and real time journey information – nationalrail.co.uk/register



03457 48 49 50

Calls cost no more than calls to geographic numbers (01 or 02) and may be recorded

8 49 50 from your mobile

Our short code number – easier to read and remember. Calls are charged at 25p a minute and may be recorded.



London Underground
DLR
London Trams



www.tfl.gov.uk



24-hour Travel Information
0343 222 1234

For train times and fares. Calls from landlines are typically charged between 2p and 10p per minute and calls from mobiles typically cost between 10p and 40p per minute. Connections charges may apply.

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. September 2017.

All Tickets are sold subject to National Rail Conditions of Travel.