

# Period 19/09

Passenger's Charter Season Ticket Void Days and discounts:

This period: 11 November – 08 December 2018

Annual: 09 December 2017 – 08 December 2018

Discounts shown here apply only for renewals of monthly and longer Season Tickets issued between **Sunday 16 December 2018** and **Saturday 12 January 2019** inclusive.

Void Days compensation is payable either by refund or Season ticket extensions according to each operator's policy. Care should be taken to ensure that the correct discount code and void days are applied.

**THIS DOCUMENT ONLY SHOWS APPLICABLE SEASON TICKET DISCOUNTS/VOID DAYS FOR THE OPERATORS LISTED BELOW.**

Other operators now use alternative schemes such as 'Delay Repay' and therefore void days/discounts on renewal are no longer given. For details of any scheme not shown here please contact the operator directly.

## TRANSPORT FOR WALES

RENEWAL DISCOUNTS APPLY TO SEASON TICKETS THAT WERE ORIGINALLY PURCHASED ON OR BEFORE **13 OCTOBER 2018**, DURING THE **ARRIVA TRAINS WALES** FRANCHISE.

ANY SEASON TICKET PURCHASED AFTER THIS DATE IS COMPENSATED UNDER **DELAY REPAY**

Service Group	RENEWAL DISCOUNT		VOID DAYS	
	Code	% Discount	This period	Total for past year
South West & Central Wales	---	None	0 Days	4 Days: 28 February / 01, 02, 03 March 2018
Wales-England	0150	5% Monthly <b>8% Annual</b> (Reliability)	0 Days	3 Days: 01, 02, 03 March 2018
Cambrian	---	None	0 Days	3 Days: 01, 02, 03 March 2018
The Marches	---	None	0 Days	3 Days: 01, 02, 03 March 2018
North Wales Branches	---	None	0 Days	3 Days: 01, 02, 03 March 2018
North Wales Inter-urban	0145	5% Monthly <b>7% Annual</b> (Reliability)	0 Days	3 Days: 01, 02, 03 March 2018
Valley Lines	---	None	0 Days	3 Days: 01, 02, 03 March 2018

## CHILTERN RAILWAYS

Service Group	RENEWAL DISCOUNT		VOID DAYS	
	Code	% Discount	This period	Total for past year
	---	None	0 Days	5 Days: ½ 29 May / ½ 13 June / ½ 23, ½ 25 Jul / ½ 01, ½ 06, ½ 07, ½ 10 Aug / ½ 12, ½ 13 Sep 2018

## GREAT WESTERN RAILWAY

Service Group	RENEWAL DISCOUNT		VOID DAYS	
	Code	% Discount	This period	Total for past year
High Speed	0105	10% (Punctuality & Reliability)	0 Days	3 Days: 01, 02 March / 17 October 2018
London Thames Valley	0124	10% (Punctuality & Reliability)	0 Days	2 Day: 01 March / 17 October 2018
Bristol Suburban	0153	10% Monthly/Period <b>16% Annual</b> (Punctuality & Reliability)	0 Days	2 Days: 01, 02 March 2018
Devon	---	None	0 Days	2 Days: 01, 02 March 2018
Plymouth & Cornwall	---	None	0 Days	2 Days: 01, 02 March 2018
South Wales - South Coast	0154	10% Monthly/Period <b>16% Annual</b> (Punctuality & Reliability)	0 Days	2 Days: 01, 02 March 2018

South Western Railway has now moved from Passenger's Charter to exclusively Delay Repay.

Please see the South Western Railway website for details of how to claim or speak to a member of staff.