

Additions to the National Rail Conditions of Travel

Condition/Sections/Appendix	Amendment or Addition	Reason
Part B: Introduction – Paragraph 3	Reference to PRO Regulations	There is a requirement to reference the Rail Passengers’ Rights & Obligations Regulations
Part B: Introduction – Paragraph 10	Reference to Rail Ombudsman	There is a requirement to signpost customers to independent redress when things go wrong
Condition 5 – Transfer of Tickets	New Conditions 5.1 5.1.1 5.1.2 5.2 and, 5.3,	The rules around transferring tickets have changed. A ticket may now be transferred to another person, providing it has; <ol style="list-style-type: none"> 1. not been made out in a customer’s name, and 2. the journey has not started
Condition 28.3 – What happens when things go wrong?	New Condition	When a customer’s journey is likely to be delayed by more than 60 minutes, they will have the option of <i>either</i> ; <ol style="list-style-type: none"> a. a refund of their ticket (<u>unused</u> tickets only) b. re-route via an alternative route, or method of transport, or - in some cases - overnight accommodation will be provided without extra charge c. continuation of their journey at a later date convenient for them
Condition 32.1.2 – Getting your money back for delays and/or cancellations	New Condition	Reference to Rail Passengers’ Rights & Obligations Regulations and Consumer Rights Act
Condition 35.2 – How your compensation will be paid	New Condition	Reference to Rail Ombudsman
Condition 35.3 – Other claims against a Train Company	New Condition	Reference to Third Party retailers
Appendix A: List of Train Companies	New TOC names	LNER, East Midlands Railway & Arriva Rail London Ltd
Appendix B: Defined Terms	Addition of new defined terms	‘Mobility Scooter’ ‘Rail Ombudsman’

Removals from the National Rail Conditions of Travel

Condition/Sections/Appendix	Amendment or Addition	Reason
Condition 5 – Transfer of Tickets	Removal of existing Conditions 5.1 and 5.2	Integrated into new Conditions 5.1 – 5.3
Condition 10.1 – Penalty Fares	Removal of reference to DfT approval of Penalty Fare schemes	No longer correct
Appendix A: List of Train Companies to which the National Rail Conditions of Travel apply	Removal of redundant TOC names	East Midlands Trains, Arriva Trains Wales, Heathrow Connect, London Midland, Virgin Trains East Coast, London Overground Ltd.

Amendments to National Rail Conditions of Travel

Condition/Sections/Appendix	Amendment or Addition	Reason
Section 16 – Information Box	Amendment to Information	Updated URL
Condition 21.4 – Passengers with disabilities	Amendment to Condition	Reference to ‘Disabled People’s Protection Policy’ is outdated and has been changed to ‘Assisted Travel Policy’
Condition 23.5 – Taking luggage and other articles with you	Amendment to Condition	‘scooters’ to ‘Scooters’ (new Defined Term in Appendix B)
Section 26 – A Train Company’s liability	Amendment to Condition and clarification	Maximum liability for Rail Service Providers no longer applies to mobility equipment. £1,500 remains for all non-mobility equipment related losses incurred.
Condition 33.3 – How to make a claim under industry arrangements	Amendment to table heading	Error in previous edition
Appendix B: Defined Terms	Updated names	Abellio East Anglia Ltd, Govia Thameslink Railway Ltd & Trenitalia c2c Ltd.