

# National Rail Guide to Tickets



**National Rail**  
*Britain's train companies working together*

# YOUR GUIDE TO CONFIDENTLY CHOOSING THE RIGHT TICKET FOR YOUR JOURNEY.



## 1. Book in advance

Generally, the earlier you buy, the better the deal – specially priced Advance Tickets are usually available to buy up to 6 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 over 4.2 million Railcards in use, with Railcard holders saving on average £152 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. You can combine 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.– see page 6.

### 5. Cheapest fare finder

Most train company websites will help you find the cheapest fare for your journey or you can use the National Rail website Cheapest Fare Finder tool [nationalrail.co.uk/cheapestfare](http://nationalrail.co.uk/cheapestfare).

For live journey planning, Ticket and rail fare information go to [nationalrail.co.uk](http://nationalrail.co.uk), call National Rail Enquiries on **03457 48 49 50** or visit your local staffed railway station.

## Fares Consultation

### Have your say about the future of rail fares

Britain's rail companies are launching a public consultation to seek your opinion on the future of fares and ticketing buying. We want to hear from you, so whether you are a regular or an occasional user (or even if you don't normally use the train), please let us know what you think. Go to [www.britainrunsonrail.co.uk/fares](http://www.britainrunsonrail.co.uk/fares) to take part. The consultation runs until 14 September 2018.

# CHOOSING YOUR TICKET

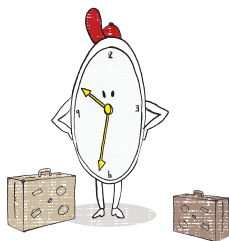
## National Ticket types

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

- **Anytime** – flexible Tickets with no restrictions on time
- **Off-Peak** – semi-flexible Tickets with some 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 allows you to start your journey within five days of the start date (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 Edinburgh, you could travel from London to York, stop off, and complete your journey 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](http://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 inside a Penalty Fare area and your Ticket is not valid, you may have to pay a Penalty Fare. Posters at stations will advertise if a Penalty Fare is payable.

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 refund application.

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 offering great value for money on many journeys. In certain cases you can book in advance up to 10 minutes before scheduled departure and these Tickets are subject to availability however, the earlier you book the better the deal. Tickets are normally available up to 6 weeks before travel – earlier on some routes.



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.

**Unless your train is cancelled or delayed, and you choose not to travel, there are no refunds on Advance Tickets, but 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:

Many retailers now offer you the opportunity to print your Tickets at home or download a Ticket to a 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!

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



### Annual Gold Card

Annual Season Tickets issued in London, the South East and some 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 Tickets qualify as Gold Cards, go to [nationalrail.co.uk/goldcard](http://nationalrail.co.uk/goldcard).

To check prices and to see how much you could save, use the National Rail Season Ticket Calculator at [nationalrail.co.uk/season](http://nationalrail.co.uk/season).

## 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 [www.nationalrail.co.uk/firstclass](http://www.nationalrail.co.uk/firstclass) or the website of the train company you will be travelling with for details.

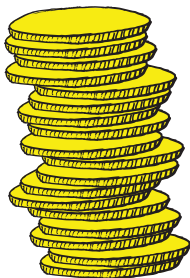


# DISCOUNTS

## 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

### 26-30 Railcard

Digital only Railcard that is stored on a mobile device, for anyone aged 26-30\*

### 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](http://railcard.co.uk) ([hmforces-railcard.co.uk](http://hmforces-railcard.co.uk) for the HM Forces Railcard) or ask at your local staffed station.

\*26-30 Railcard in trial period until 2019.

## 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/railcard](http://nationalrail.co.uk/railcard)



## 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](http://nationalrail.co.uk/groupsave).

## Group Travel

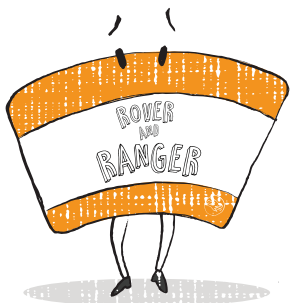
Many train companies provide discounts for larger groups (usually 10 or more people) travelling together. You must book in advance and should contact the train company directly – see pages 13-14 for contact details.

## Other ticket options

### Rover and Ranger tickets

These Tickets offer flexibility and great value for money for travel 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 unlimited off-peak travel across the National Rail network for periods of 7 or 14 days.

Details of Rover and Ranger Tickets, including time restrictions, are available at [nationalrail.co.uk/rovers](http://nationalrail.co.uk/rovers)

### Sleeper services

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

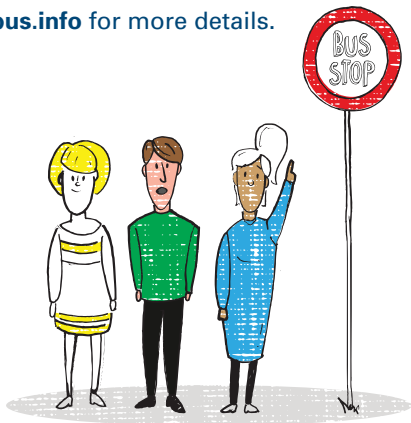
Tickets can be booked at staffed stations or online, go to [www.sleeper.scot](http://www.sleeper.scot) for journeys between London and Scotland and [www.gwr.com](http://www.gwr.com) for journeys between London and south west England.



## – 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](https://www.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 London Bus services:

**Pay as you go** – Touch the same Oyster card loaded with pay as you go (PAYG) credit, contactless debit or credit card or other contactless device on the yellow readers at the start and end of your rail journey to pay for your travel. You can 'pay as you go' for either a single journey or multiple journeys where a daily cap will apply. Weekly price caps are also available with contactless payment - not Oyster PAYG. Price capping offers better value for money than equivalent Day Travelcards.

**Travelcards** – Offering unlimited travel around the Greater London area\* and 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](https://www.nationalrail.co.uk/oyster) for more details.

\*Travelcards are not valid on the Heathrow Express or on Southeastern Highspeed services.

Daily or weekly PAYG capping does not apply on Southeastern Highspeed or Gatwick Express services.

# 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 what you can buy will be clearly shown.

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.

## Online

It's easy to buy your Ticket online. You can use the National Rail Journey Planner at [nationalrail.co.uk](http://nationalrail.co.uk) to plan any train journey in Great Britain, and you'll then be given options to buy your Ticket based on your journey

In most cases, Tickets can be collected at your departure station. In some cases you can choose to print your Tickets before travelling, download them to your mobile device, or have them posted to you.

## At stations

A full range of Tickets is 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](http://nationalrail.co.uk/stations).

Self-service Ticket machines at stations offer a wide range of rail Tickets to buy for immediate travel, or for collection of 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

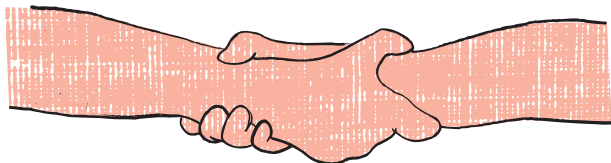
You can buy most rail Tickets over the phone from National Rail Enquiries on 03457 48 49 50 and train company telesales.



## Travel Agents

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

# 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 explains your right to compensation if things go wrong.

Go to [nationalrail.co.uk/tickets](https://www.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 an administration fee being charged.

If you are delayed on your journey, you may be entitled to money back as compensation. You can claim in one or more of the following ways;

- Through the Passenger's Charter of the train company you were delayed by
- The Consumers Rights Act 2015

For more information go to [www.nationalrail.co.uk/moneyback](https://www.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.



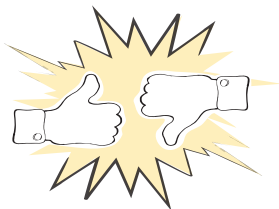
Train Companies comply with a Code of Practice in dealing with Ticket irregularities; this can be found at [nationalrail.co.uk/tickets](http://nationalrail.co.uk/tickets)

## 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](http://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](http://arrivatrainswales.co.uk)

**c2c** 0345 744 4422  
[c2c-online.co.uk](http://c2c-online.co.uk)

**Caledonian Sleeper** 0330 060 0500  
[sleeper.scot](http://sleeper.scot)

**Chiltern Railways** 03456 005 165  
[chilternrailways.co.uk](http://chilternrailways.co.uk)

**CrossCountry** 03447 369 123  
[crosscountrytrains.co.uk](http://crosscountrytrains.co.uk)

**East Midlands Trains** 03457 125 678  
[eastmidlandstrains.co.uk](http://eastmidlandstrains.co.uk)

**Grand Central** 0345 603 4852  
[grandcentralrail.com](http://grandcentralrail.com)

**Great Western Railway** 0345 7000 125  
[gwr.com](http://gwr.com)

**Govia Thameslink Railway**  
**Gatwick Express/Great Northern/Southern/Thameslink**  
[gatwickexpress.com](http://gatwickexpress.com) 0345 850 1530  
[greatnorthernrail.com](http://greatnorthernrail.com) 0345 026 4700  
[southernrailway.com](http://southernrailway.com) 03451 27 29 20  
[thameslinkrailway.com](http://thameslinkrailway.com) 0345 026 4700

<b>Greater Anglia</b> greateranglia.co.uk	<b>0345 600 7245</b>
<b>Heathrow Express</b> heathrowexpress.com	<b>0345 600 1515</b>
<b>Hull Trains</b> hulltrains.co.uk	<b>03450 710 222</b>
<b>London North Eastern Railway</b> LNER.co.uk	<b>03457 225 333</b>
<b>London Northwestern Railway</b> londonnorthwesternrailway.co.uk	<b>03333 110 006</b>
<b>London Overground</b> tfl.gov.uk/overground	<b>0343 222 1234</b>
<b>Merseyrail</b> merseyrail.org	<b>0151 555 1111</b>
<b>Northern</b> northernrailway.co.uk	<b>0800 200 6060</b>
<b>ScotRail</b> scotrail.co.uk	<b>0344 811 0141</b>
<b>South Western Railway/ Island Line</b> southwesternrailway.com	<b>0345 6000 650</b>
<b>Southeastern</b> southeasternrailway.co.uk	<b>0345 322 7021</b>
<b>TfL Rail</b> tfl.gov.uk/modes/tfl-rail	<b>0343 222 1234</b>
<b>TransPennine Express</b> tpexpress.co.uk	<b>0345 600 1671</b>
<b>Virgin Trains</b> virgintrains.co.uk	<b>0333 103 1031</b>



# National Rail Enquiries

One stop for real time information and tickets



[nationalrail.co.uk](http://nationalrail.co.uk)



Free National Rail Enquiries app for iOS and Android available at



[facebook.com/nationalrailenq](https://facebook.com/nationalrailenq)



[@nationalrailenq](https://twitter.com/nationalrailenq)



## Travel Alerts

Sign up to personalised travel alerts and real time journey information – [nationalrail.co.uk/register](http://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](http://www.tfl.gov.uk)



**24-hour Travel Information**

**0343 222 1234**

For train times and fares. Calls from landlines may be cheaper than from mobiles. Connection charges may apply.

**London TravelWatch**

[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)  
020 3176 2999 (Monday to Friday  
09:00 to 17:00)

**Transport Focus**

[www.transportfocus.org.uk](http://www.transportfocus.org.uk)  
0300 123 0860

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. June 2018.

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