



Rail Staff Travel guide for widows and widowers

Providing that the former employee had joined the railway before 1 April 1996, and on the death of the employee the widow or widower was living with the employee and held a spouse/partner Staff Travel Card, widows and widowers retain their existing national Rail Staff Travel facilities until such time as their personal circumstances change as noted in this guide.

The arrangements under which TOC specific passes are issued to retired employees and family members is determined by the TOC themselves, and these are not covered by this guide.

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Introduction

This guide is for widows and widowers to assist with the on-going provision of Staff Travel facilities which will have been dealt with by the employee through their active service and retirement.

Rail Staff Travel has a website with information, application forms and answers to frequently asked questions, available at www.raildeliverygroup.com/rst.html

We also operate a limited telephone service on Mondays, Wednesdays and Fridays from 9.30am to 12.30pm.

Our contact details are available at www.raildeliverygroup.com/rst/contact.html

On-going eligibility for widows and widowers

Providing that the former employee had joined the railway before 1 April 1996, and on the death of the employee the widow or widower was living with the employee and held a spouse/partner Staff Travel Card, the widow or widower remains eligible to retain their Staff Travel Card whilst they remain single. For clarity where either an employee or their spouse/partner moves into supported accommodation such as a care home or hospice, then this would be treated as still living together.

Should a widow or widower be in possession of a Status Pass and/or the FIP International Reduced Rate Card, this will continue to be provided.

If a widow or widower enters into a new relationship, then the eligibility for Staff Travel facilities ceases. The widow or widower must notify Rail Staff Travel of the change of circumstance.

Ensuring we have your correct contact details

To enable Rail Staff Travel to continue to issue you with your Staff Travel Card we need to maintain your details, particularly your home address and an e-mail address.

Periodically, we may contact you by e-mail to check that your details are still correct.

If you move house, it's important that you let us know, to prevent your Staff Travel Card from being lost in the post.

If you change your e-mail address, it's also important that you let us know, so that we can keep in contact with you.

You can inform us by submitting either the *Change of Address XX15* or *Change of Contact Details XX21* forms which are on our website at www.raildeliverygroup.com/rst/forms.html#details



Provision of facilities to widows and widowers

Staff Travel Cards are renewed annually by Rail Staff Travel in March. This process is automatic. You do not have to apply to us each year.

We may contact you in the months leading up to the renewal, just to check that we have your correct postal address.

Once your Staff Travel Card is posted to you in March, if we have an e-mail address for you we will e-mail you to let you know it is on its way... Occasionally Staff Travel Cards may get lost in the post. The e-mail will tell you how long you should wait to receive it and what to do if you do not receive it within the expected time.

Using your Staff Travel Card

Your Staff Travel Card is valid for 15 months, from 1 April in the year you receive it to 30 June the following year. This means that for a short period of time each year you will have two cards. You can continue to use the older card until any empty date boxes are exhausted.

The card has two functions.

- Firstly, if you have empty date boxes (which are not crossed through), then you can fill in a date in the first available box. You can then travel for free on National Rail services on the date entered, and up to 23.59 hrs on the next day. The only exception to this 2-day rule is on the last day of validity of the Staff Travel Card, when the card expires on 30 June. You must date the boxes in numerical order, i.e. box 1, then box 2, etc.
- Secondly, if you prefer you can purchase a privilege rate ticket to travel. This is most common when holders of Staff Travel Cards are taking short trips, as many prefer to save the date boxes for longer more expensive journeys.

Travelling using a dated box

If you write a date in a date box, then you must do this in permanent ink. If you make a mistake, you must forfeit it by crossing-out the box with the mistake and enter the correct date into the next box.

You must use two digits for the date and the month, for example 01/09 for 1st September.

You must fill in the date box before passing the ticket barrier, or at an ungated station, before boarding the train. If you board a train without completing the dated box, then you risk having your Staff Travel Card withdrawn.

You will need to show your Staff Travel Card with the date box completed at any ticket gate line to the gate line staff to be given access to or from the platforms.



Travelling with privilege rate tickets

Privilege rate (known as priv rate within the rail industry) is a 75% discount on the Anytime and Off Peak tickets. There is no reduction on Advance Purchase tickets which are usually the cheapest ones available to the public.

You can buy privilege rate tickets in advance at any National Rail station ticket office. You can also book online using our RST Online system. If you do not have an account, please contact us at rst@raildeliverygroup.com and put "RST Online Registration" in the subject of your e-mail.

If there is an open ticket office at the station where your journey starts, you must buy your ticket before boarding the train. If you join the train without a ticket, the ticket inspector will refuse to sell you a privilege rate ticket.

Your privilege rate ticket will operate the ticket gates, either by inserting the ticket into the barrier for it to read the magnetic stripe, or by placing the barcode to the barcode reader.

Services on which the card is valid

Your Staff Travel Card with a dated box or a privilege rate ticket is valid on all National Rail services as listed below.

Avanti West Coast	Merseyrail
C2c	Northern
Caledonian Sleeper	Island Line (Isle of Wight)
Chiltern Railways	Scotrail
CrossCountry	South Western Railway
East Midlands Railway	Southeastern Railway
Elizabeth line	Southern
Gatwick Express	Thameslink
Great Northern	TransPennine Express
Greater Anglia	Transport for Wales
Great Western Railway	West Midlands Trains operating as
London North Eastern Railway	• London Northwestern Railway
London Overground	• West Midlands Railway

It is also valid on open access operators, Grand Central, Heathrow Express, Hull Trains and Lumo East Coast.

It is not valid on London Underground or Docklands Light Railway except as explained in the Travelling in London section below.

We have a guide on our website, the *Staff Travel guide for holders of the Staff Travel Card*, which explains all of the benefits and features of the Staff Travel Card. It is available at www.raildeliverygroup.com/rst/guides.html#WhereCanIGoSG



We have other guides on the website for the Rail Staff Leisure Card and RST Online Leisure Card, but these are for other rail industry colleagues.

Staff Travel Card endorsements

Your Staff Travel Card will have an endorsement code and endorsement wording printed on the front which may limit its use on some carriers with whom we have reciprocal travel agreements.

Code	Endorsement wording
NIL	No endorsements apply
1	Not Valid on Wightlink, Tyne & Wear Metro and CalMac ships
2	Not Valid on Tyne & Wear Metro and CalMac ships
3	Not Valid on CalMac ships
5	Valid on National Rail and London Underground only. Not Eurostar
6	Not Valid on Eurostar services
11	Valid on National Rail only. Not Eurostar

Please check the front of your card to find the endorsement which applies to you.

Seat reservations

You can book seat reservations in advance at any National Rail station ticket office simply by presenting your Staff Travel Card. It is normally possible to book seat reservations up to 12 weeks before travel, but sometimes this threshold is reduced.

You can also book online using our RST Online system. If you do not have an account, please contact us at rst@raildeliverygroup.com and put "RST Online Registration" in the subject of your e-mail.

Sleeper reservations

You can book sleeper reservations in advance at any National Rail station ticket office simply by presenting your Staff Travel Card.

Caledonian sleeper reservations can be made up to 8 weeks before travel and GWR sleeper reservations up to 12 weeks before travel.



On Caledonian sleeper services you can date a box for travel and pay the public berth supplement, or you can purchase a privilege rate ticket which includes the berth supplement. This second option is usually cheaper.

On GWR sleeper services you can date a box for travel or buy a privilege rate ticket. With either option you must also pay the public rate berth supplement.

With a limited number of sleeping berths per service, advance booking is strongly recommended.

Staff Travel Card restrictions

Sometimes Train Operating Companies impose restrictions on the use of Staff Travel facilities. Certain heavily loaded trains may be barred to holders of Staff Travel facilities.

The restrictions on staff travel facilities are published twice per year on the Rail Staff Travel website available at www.raildeliverygroup.com/rst/restrictions.html

Please check them before travelling.

Also please remember when travelling, priority should be given to fare-paying passengers. Whenever possible, travel on lightly loaded trains. If a train is crowded it is expected that when boarding a train all staff travel facilities holders should stand back to allow fare-paying passengers to obtain seats first.

Travelling in London

Staff Travel Cards with endorsement 11

This is only valid for travel on London Underground if you purchase a privilege rate ticket which involves transferring between two London terminus stations and the ticket has the Cross London Marker, a plus sign (+) or maltese cross (†), printed on it.

Staff Travel Card with endorsement NIL, 1, 2, 3, 5 or 6

Your Staff Travel Card is valid on London Underground or Docklands Light Railway as follows:

- If you purchase a privilege rate ticket which involves transferring between two London terminus stations and the ticket has the Cross London Marker, a plus sign (+) or maltese cross (†), printed on it.
- Using a dated box for free travel on a small number of Inter-available routes. We have a map of these routes on our website below the *Staff Travel guide for holders of the Staff Travel Card* www.raildeliverygroup.com/rst/guides.html#staff-travel-card-map---london-area-including-london-underground-interavailable-routes



- By using a registered Oyster Card which has the privilege discount set on it to pay-as-you-go.

Getting the privilege discount set on your Oyster Card

You can get the privilege discount set on your Oyster Card at any London Underground station. Typically London Underground staff at central London Terminus stations have most experience with this process.

You will need to take along an Oyster Card which you have registered on the TfL Oyster website, and your Staff Travel Card. A member of TfL staff at the London Underground station will use the ticket vending machine to apply the discount to your Oyster Card.

The discount will remain on your Oyster Card until the validity of the Staff Travel Card expires. This means that you need to get the discount set each year when you receive your new Staff Travel Card.

Once you have the discount loaded onto your Oyster Card, then you can travel on London Underground and Docklands Light Railway services using the credit on the Oyster Card. TfL will charge you privilege rate for the journeys you make, subject to the daily or weekly fare caps tfl.gov.uk/fares/find-fares/capping

If you need assistance whilst travelling independently on National Rail

Assistance to travel independently is provided by Train Operating Companies through the National Rail Passenger Assist system.

They can assist with:

- Offering a helping hand to navigate a station
- Help getting on or off the train
- Meeting you from your train and taking you to your next train or the exit
- Arranging a ramp on or off your train
- Assistance relating to a non-visible impairment
- Carrying you bag (up to 3 items of luggage)
- Getting an Assistance Dog Under Seat card

Passenger Assist is generally available to the public and not a Rail Staff Travel specific programme. You can find more information on the National Rail website here

www.nationalrail.co.uk/help-and-assistance/passenger-assist/



If you need someone to help you travel on National Rail

Your Staff Travel Card is only for you to use.

If you need an attendant to travel with you then providing you meet the criteria for a Disabled Persons Railcard, you can apply to Rail Staff Travel to have your Staff Travel Card endorsed “And an Attendant”. This will allow a person to travel with you. If you are travelling for free using a dated box, then the attendant also travels for free. If you are travelling using a privilege rate ticket, then you will also need to buy a privilege rate ticket for your attendant.

You can apply to have your Staff Travel Card endorsed, by submitting the *Attendant Request XX45* form www.raildeliverygroup.com/rst/forms.html#details and attaching a copy of the relevant documentation.