

Rail Staff Travel Conditions of Issue and Use

Version 9 - Updated – 20 October 2022

These Conditions of Issue and Use are for all Rail Staff Travel National, International and TOC and Group specific rail staff travel facilities (cards, passes, coupons and other facility letters and documents).

Section 1: Introduction	2
Section 2: General Information that covers all Rail Staff Travel Facilities	4
Section 3- Obligations of the primary cardholder	7
Section 4- Obligations of family members (spouses, partners and children)	9
Section 5: Lost, Stolen, Damaged/Defaced cards/passes or those not received in the post	9
Section 6: Staff Travel Card – Safeguarded Leisure Travel in Great Britain (GB).....	12
Section 7: Rail Staff Leisure Card	15
Section 8: RST Online Leisure Card	17
Section 9: Gold and Silver Status Passes.....	18
Section 10: Blue Status Passes	19
Section 11: Residential Passes	20
Section 12: DAT Cards.....	22
Section 13: Freight Duty Card	24
Section 14: Educational purposes.....	26

Section 15: Buying Priv-rate leisure tickets or reserving seats online via <i>RST Online</i>	26
Section 16 Privilege Season Ticket – for holders of Staff Travel Cards (Safeguarded Employees)	28
Section 17: Reduced Rate Season Ticket for holders of Rail Staff Leisure Cards (Non-Safeguarded employees)	31
Section 18: Staff Discounted (priv) rate Flexi Seasons	33
Section 19: TOC and Group Specific Cards and Passes	36
Section 20: International Travel - Leisure Travel Outside GB on FIP undertakings	37
Section 21: International travel on non FIP undertakings	40

Section 1: Introduction

1. The use of the words "we", "our", "us" and "RST" in these Conditions of Issue and Use refers in each case to Rail Staff Travel (part of the Rail Delivery Group), and the use of "you", "your" and "primary cardholder" refers in each case to the Employee, retired Employee and/or Widow(er) that is eligible for rail staff travel facilities. The use of the word 'dependants' refers to eligible family members who are the spouse/partner and children of the Employee/Primary Cardholder.
2. Users of *RST Online* are also subject to these conditions of issue and use for tickets that are purchased online.
3. Rail staff travel facilities are defined by the Facility Rules and/or the concessionary travel facilities rules and/or the product specific (including TOC and Group Specific) rules and/or the FIP Regulations.
4. The use of the words "rail staff travel facilities" and "rail staff travel facility" refers in each case to any card, pass, coupon, season ticket authorisation , letter or other document that

- provides free or reduced rate travel for the primary cardholder and their eligible family members.
5. A summary of facilities available to employees who either hold a Staff Travel Card, or a Rail Staff Leisure Card or a RST Online Leisure Cards is available on the website at www.raildeliverygroup.com/rst/where-can-i-go.html
 6. The FIP regulations are available in summary form in the *Travel Tips for Europe* document available on the website at www.raildeliverygroup.com/rst/where-can-i-go.html
Not all employees will be eligible for free or discounted travel in Europe.
 7. All travel using rail staff travel facilities is additionally subject at all times to the National Rail Conditions of Travel available at www.nationalrail.co.uk/times_fares/conditions-of-travel.aspx
 8. All travel using rail staff travel facilities is additionally subject to the Staff Travel Restrictions in Great Britain available on the website at www.raildeliverygroup.com/rst/where-can-i-go.html
 9. All rail staff travel facilities issued remain the property of RST. Once the Primary Cardholder or a family member is no longer eligible for them, the Primary cardholder must either return them to RST at their own expense by signed for delivery or cut them into four so they cannot be used and send a photo of them to RST@raildeliverygroup.com. The Primary Cardholder should take a separate photo of each card/pass with the number clearly visible.
 10. By applying for and using any rail staff travel facilities, the Primary cardholder and all family members in receipt of cards/passes agree to these Conditions of Issue and Use. If they do not, they should return all cards/passes to RST for cancellation.
 11. By applying for any rail staff travel facilities for dependants, the Primary Cardholder agrees to make them are aware of these Conditions of Issue and Use.

12. By applying for any rail staff travel facilities for dependants the Primary Cardholder confirms they meet the eligibility criteria as outlined in Eligibility of Family Members, available at www.raildeliverygroup.com/rst/eligibility.html If they are in any doubt they should check with RST before applying.
13. Applying for and using rail staff travel facilities authorises RST to use the Primary Cardholder's personal information and that of their family (if they have rail staff travel facilities) for the purposes of providing rail staff travel facilities. If the Primary cardholder or any family members no longer want RST to process their data, they should contact us. See www.raildeliverygroup.com/rst/rst-privacy.html for our full privacy notice.
14. RST reserve the right to amend these Conditions of Issue and Use at any time and the most up to date version will be available on the website with the date they were amended.

Section 2: General Information that covers all Rail Staff Travel Facilities

1. The issue of rail staff travel facilities to an eligible family member is solely at the discretion of the primary cardholder.
2. Dependants only receive Rail Staff Travel facilities through the record of an employee (primary cardholder). Correspondence with Rail Staff Travel regarding these facilities is only through the primary cardholder. Rail Staff Travel is generally unable to respond to dependants. The exceptions to this are on the death of a primary cardholder, or where a dependant holds a Power of Attorney over the primary cardholder.
3. All active and expired Rail Staff Travel facilities issued to an employee, their partner or dependants remain the property of Rail Staff Travel and on request must be returned at the

employees' own expense to Rail Staff Travel.

4. Use of any rail staff travel facilities is deemed acceptance of these Conditions of Issue and Use.
5. All rail staff travel facilities are issued for the sole and exclusive use of the holder named on the card/pass. They are not transferable under any circumstances. The holder must not sell (or attempt to sell), copy, transfer, lend or offer the card/pass/coupon to any other person. Any attempt to do so will be deemed a Travel Irregularity.
6. Rail staff travel facilities (e.g. cards, passes or coupons) must be shown on request, together with any Photo Identity Card or other supporting documents where these are required. They must be shown and/or handed over upon request to a member of staff, or agents, of any carrier on whose service a journey is undertaken. Valid rail staff travel facilities must be held throughout the entire journey and they should be kept available for inspection at all times.
7. All active employees and their eligible family members aged 16 or over must have a Photo Identity Card, which must be shown on demand in conjunction with any other cards or passes used for leisure or residential travel. Employees and dependents who are issued with a Rail Staff Leisure card, RST Online Leisure card or TOC specific smart card for travel that includes their photo do not need separate photo ID. Rail Photo Identity Cards are obtainable free of charge from most national rail stations.
8. Generally retired employees and their eligible family members do not need a Photo Identity Card unless one is needed to accompany a TOC or group specific card.
9. All rail staff travel facilities can only be used in the class of travel for which they are issued. However, those with First Class travel can buy tickets for travel in First or standard class. Check the restrictions booklet for more information

www.raildeliverygroup.com/rst/where-can-i-go.html

10. Priority should be given to full fare paying passengers. Whenever possible, cardholders should travel on lightly loaded trains and not use services that TOCs have requested cardholders avoid.
11. If a train is crowded, cardholders should allow full fare paying passengers to take seats. If travelling in 1st Class, cardholders may be asked by on board staff to vacate their seat and they are expected to do so. However, if the cardholder is a retired employee or widow(er) (or their eligible family members), then they do not have to vacate their seat, though they may be asked to do so.
12. Any unauthorised use of rail staff travel facilities will be classed as a Travel Irregularity and may result in the withdrawal of rail staff travel facilities, dismissal, and/or legal proceedings against the employee, widow(er) and/or a family member.
13. The primary cardholder must report the loss of any card/pass as soon as possible to RST, even if they are not going to order a replacement.
14. Employees and dependants are only allowed to have one instance of rail staff travel facilities. For example, if an employee and a partner are both employees of the railway they cannot have full facilities as an employee and a partner. Likewise, children can only have one set of national and TOC/Group specific facilities. When RST becomes aware that a cardholder has more than one instance of the same card/pass then one set will have to be given up.
15. If a Safeguarded employee has rail staff travel facilities as a retired employee and then re-joins the industry, they cannot have leisure travel as both an active and a retired employee. Likewise, if an employee was getting facilities through two employees as Rail Staff Travel were unaware of this, the

employee will need to choose which facilities they want to retain. Rail Staff Travel will advise the employee of the best option. This also applies to children who have more than one rail staff travel record – they can only get national rail staff travel facilities through one record.

Section 3- Obligations of the primary cardholder

1. The Primary Cardholder (usually the employee, retired employee or widow(er) must notify us of any change in details, including change of address, and change of email address promptly. If they do not, and cards/passes are sent to an old address they may need to pay for replacements to be issued to them.
2. The primary cardholder is responsible for ensuring that eligible family members are aware of these conditions of issue and use, especially children aged under 16.
3. The primary cardholder must ensure that they and family members have read the Rail Staff Travel Restrictions. These are published on the RST website and updated at least twice per year. During periods of travel disruption updates may be more frequent.
www.raildeliverygroup.com/rst/where-can-i-go.html#Restrictions
4. The Primary Cardholder can determine whether to apply for rail staff travel facilities for their family members. The eligibility criteria is detailed at
www.raildeliverygroup.com/rst/eligibility.html
5. The Primary Cardholder must inform RST as soon as a family member is no longer eligible for rail staff travel facilities. They should not wait for the cards/passes to expire but must submit a Dependant Card Not Required XX24 form at
www.raildeliverygroup.com/rst/forms.html#details
and either:

- return cards to RST by signed for delivery or;
- email a photo of them cut into four pieces to RST@raildeliverygroup.com

Allowing family members who are not eligible to retain rail staff travel facilities is deemed a travel irregularity. Where this happens, the primary cardholder and all dependants could lose their rail staff travel facilities permanently.

6. The Primary Cardholder must ensure that any family members are aware of what data about them is being provided to RST. They should contact us immediately if they no longer want their data to be processed by RST.
7. The Primary Cardholder must provide RST with the necessary evidence of eligibility (including ongoing eligibility) for each family member as required. We will not issue rail staff travel facilities until this is provided.
8. The Primary Cardholder must check that any card/pass issued have been issued for the correct person and that the personal information (e.g. name and date of birth) are correct.
9. The Primary Cardholder must let RST know if they believe they have been issued rail staff travel facilities in error. This includes if they are receiving full rail staff travel facilities as an employee and a spouse/partner of an employee.
10. The Primary Cardholder must report any loss or theft of cards/passes immediately to RST even if they are not going to request a replacement. If the Primary Cardholder or family members card/pass is lost or stolen and they do not let RST know, then they are liable for any misuse that occurs until it has been reported. It is therefore very important that the Primary Cardholder contacts RST as soon as they realise a card/pass is lost/stolen.

11. Revenue staff must be able to recognise the holder by the photo on the card. If the Primary Cardholder or a family members' appearance changes the Primary Cardholder must contact RST and request a new card with a new photo. A replacement fee may be charged for this.
12. The Primary Cardholder must ensure that cards/passes issued to them and family members are not laminated or otherwise altered.

Section 4- Obligations of family members (spouses, partners and children)

1. All those issued with cards/passes must ensure that they use them in compliance with these conditions of issue and use. This is because any misuse can lead to a Travel Irregularity which may impact on the Primary Cardholder.
2. Upon the death of a primary card holder, we ask that the partner/spouse or adult child makes us aware of this. This is to prevent us issuing any further cards/passes.

Section 5: Lost, Stolen, Damaged/Defaced cards/passes or those not received in the post

1. The Primary Cardholder must report the loss, theft, or damage to any cards/passes immediately to RST even if they are not going to request a replacement.
2. The Primary Cardholder must always complete the relevant form, even if they contact RST by phone to report the loss.
3. If rail staff travel facilities are lost, defaced or damaged a replacement fee is payable. It is a charge for each card that needs to be replaced. The current charge is £15.00 for each card/pass. The Primary Cardholder must submit the XX35 form

and then make payment via their RST Online account.

4. If any rail staff travel facilities are stolen the replacements will be issued free of charge once the Replacement Form XX34 is received and proof of theft from an appropriate police force is also provided.
5. If the Primary Cardholder or any family members card/pass is lost or stolen and they do not let RST know, then they are liable for any misuse that occurs from the date of loss/theft until it is reported to RST. It is therefore very important that the Primary Cardholder contacts RST as soon as they realise any cards/passes are lost/stolen.
6. Prior to any renewal RST will email the Primary Cardholder to confirm the address is still correct if an email address is on the record. Once cards/passes are sent RST will confirm dispatch by email, again if there is an email address on the record. If any cards or passes sent as part of a renewal are not received, the Primary Cardholder needs to let RST know as soon as possible. If the Primary Cardholder lets RST know within one month of the expiry date of the card that is being replaced, RST will replace it free of charge. The Primary Cardholder must email RST to advise us of non-receipt. If the Primary Cardholder does not do this within one month then they will need to pay for replacements to be issued
7. If RST send the Primary Cardholder any cards/passes outside of a renewal and they do not receive them in the post, they need to let RST know within one month of the date they were sent. If they do not, then they will need to pay for replacements to be issued.
8. If the Primary Cardholder or any family members current card/pass has been damaged, defaced, spoiled (ie water damage) or altered in any way they must let RST know. We will usually issue a replacement if they submit Replacement Form XX34, with an image of the card/pass and pay the replacement

- fee. Only then can a replacement be issued.
9. RST may request the Primary Cardholder pay for delivery of cards/passes/coupons by registered post where there has been more than one occurrence of loss of cards/passes/coupons in the post, or the Primary Cardholder has identified that there are problems with the safe delivery of post at their address. If payment is refused, then RST will not send any replacements.
 10. Where a rail staff travel facility allows instances of free travel:
 - a. any replacements issued due to the card being lost or stolen will not have the original number of boxes. The number of boxes will be reduced on a pro-rata basis.
 - b. any replacements issued due to the card being damaged or defaced (and the card/pass is returned to RST and the number of unused boxes can be determined), then the replacement will be issued with the same remaining boxes as the damaged or defaced card.
 - c. If it is an International Coupon, then under the FIP Regulations replacements are permitted in certain circumstances only. Please contact RST for more information.
 11. RST are not liable for any forms, letters, emails or any cards/passes/coupons that are lost, damaged or delayed or any emails that are not received by the Primary Cardholder or RST. This includes any delay in cards/passes/coupons/forms/letters being received in the post.
 12. RST is not liable for any fares paid while waiting for forms to be processed or cards/passes to be issued or received.
 13. RST may refuse to issue a rail staff travel facility at its discretion. Usually this will be in cases where there is suspected or actual fraud, a Travel Irregularity, or where there

is an issue with eligibility.

14. If the Primary Cardholder or family members find a card or pass that they have previously reported as lost and received a replacement for, it cannot be used. Any use will be treated as a Travel Irregularity.

Section 6: Staff Travel Card – Safeguarded Leisure Travel in Great Britain (GB)

This section defines the key conditions of issue and use that are specific to the Staff Travel Card.

1. A Staff Travel Card can only be used for leisure travel..

It must not be used for free travel or to buy tickets for:

- residential travel (i.e. home to work),
- educational travel (i.e. home to school/college),
- duty (travel during the working day to meetings/other work locations) or business travel
- trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy Staff Discounted (priv) rate tickets to travel from their term time residence to their family home.

2. The Staff Travel Card has an endorsement code printed on the front of it. It shows which of the endorsements printed on the reverse of the card apply to the holder. The endorsements are as follows:

Endorsement	Wording
1	Not Valid on Wightlink, Tyne & Wear Metro and Caledonian MacBrayne ships.
2	Not Valid on Tyne & Wear Metro and Caledonian MacBrayne ships.
3	Not Valid on Caledonian MacBrayne ships.

Endorsement	Wording
5	Valid on National Rail and London Underground only.
6	Not Valid on Eurostar services.
8	Available also for First Class privilege tickets between former G.W.R. stations.
11	Valid on National Rail only.
NIL	None of the endorsements above apply so can be used on National Rail, London Underground, Wightlink, Tyne & Wear Metro and Caledonian MacBrayne, or to purchase discounted tickets on Eurostar

3. To obtain free leisure travel, the boxes printed on the Staff Travel Card must be used as follows:
 - a. **Before** commencing a free journey, the date (day and month) of the journey must be entered using a pen in the first available box on the card (marked as “DAY” and “MTH”). The date must be entered using Arabic numerals, with zero in front of single digits, e.g. 07/08 for 7th August. The date **must** be completed using a pen; completing a box in pencil or erasable ink is prohibited. Even if staff allow a cardholder through a gate-line without dating a box it is the cardholder’s responsibility to do so before starting their journey.
 - b. Each dated box allows free travel from the time that the box was dated on the first day until midnight on the following day. For example, a box dated 07/08 allows journeys from the time that the box was completed on 7th August until 24.00hrs on 8th August.
 - c. In addition to this, free travel is permitted on overnight journeys starting between 22.00 and 24.00 on the previous day to the date entered on the card. These exceptional circumstances apply only to sleeper services and where the journey finishes after 04.30 the next day.

- d. During the period of free travel, the travel does not have to be continuous: any number of journeys may be undertaken.
 - e. Alterations to the date entered are not permitted under any circumstances and dates must also not be overwritten. If a cardholder makes a mistake, that allocation of free travel is forfeited. The box with the error must be crossed out, and the correct date entered in the next box.
 - f. If a Staff Travel Card is used without a box being dated, Revenue Protection Staff may cancel the next available box and require the holder to date and use the following box. Revenue Protection Staff may also treat it as a Travel Irregularity.
 - g. If a card is being used with the wrong date entered, Revenue Protection Staff may cancel the next available box and require the holder to date and use the following box. Revenue Protection Staff may also treat it as a Travel Irregularity.
 - h. Any instances of travelling without dating a box, or where it appears the date has been overwritten will be classed as a Travel Irregularity.
4. Revenue Protection Staff may at any time retain possession of a Staff Travel Card if it has been, or they suspect that it has been, used fraudulently.
 5. The Staff Travel Card is valid for use between the dates printed on the front of the card. All eligibility for free and privilege rate travel ceases at midnight on the expiry date or valid until date. For the avoidance of doubt, the Staff Travel Card cannot be used for travel on the day after the expiry date even if a box has been dated on the expiry date, e.g. a Staff Travel Card expiring on 30th June and with a box dated 30/06 may only be used for travel on 30th June and not on 1st July.

6. Where the Ticket Office is open, cardholders must purchase privilege rate tickets prior to travel, even if there is a queue at the Ticket Office. If they do not, then any travel will be considered a travel irregularity.
7. Where the Ticket Office is closed, but the cardholder is travelling in a penalty fare area, then they must purchase a permit to travel before starting their journey. If they do not, then any travel will be considered a travel irregularity.
8. If there is no open Ticket Office or staff available to sell Staff Discounted (priv) rate tickets, and the cardholder is not travelling in a penalty fare area, then they must purchase priv rate tickets at the first available opportunity on board (or at an interim or destination station). The cardholder must actively offer to pay for their travel at the first available opportunity.
9. If the cardholder is unable to present their Staff Travel Card when travelling with a Staff Discounted (priv) rate ticket, then this will be considered a travel irregularity.
10. If the cardholder is not in possession of their Staff Travel Card at the time of purchasing a ticket, and buy a ticket at the full public rate, they are not eligible for any refund of that ticket on presentation of their Staff Travel Card at a later date.
11. In exceptional circumstances, the Staff Travel Card may be used to purchase priv rate tickets for travel between a temporary place of residence and place of employment for a period not exceeding 14 days. Any use for residential travel outside of this will be considered a travel irregularity.

Section 7: Rail Staff Leisure Card

This section defines the key conditions of issue and use that are specific to the Rail Staff Leisure Card.

1. The Rail Staff Leisure Card is issued under the TOC New Entrant Leisure Travel Arrangement, which is subject to annual rolling review by the participating TOCs.
2. A Rail Staff Leisure Card can only be used for leisure travel.

It must not be used to buy tickets for

- residential travel (i.e. home to work),
- educational travel (i.e. home to school/college),
- duty (travel during the working day to meetings/other work locations) or business travel
- trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy Staff Discounted (priv) rate tickets to travel from their term time residence to their family home.

3. It is not valid for any free travel.
4. Where the Ticket Office is open, the cardholder must purchase priv rate tickets prior to travel, even if there is a queue at the Ticket Office. If they do not, then any travel will be considered a Travel Irregularity.
5. Where the Ticket Office is closed, but the cardholder is travelling in a penalty fare area, then they must purchase a permit to travel at the public rate before starting a journey. If they do not, then any travel will be considered a Travel Irregularity.
6. If there is no open Ticket Office or staff available to sell Staff Discounted (priv) rate tickets, and the cardholder is not travelling in a penalty fare area, then they must purchase Staff Discounted (priv) rate tickets at the first available opportunity on board (or at an interim or destination station). They must actively offer to pay for their travel at the first available opportunity.

7. If the cardholder is unable to present their Rail Staff Leisure Card when travelling with a Staff Discounted (priv) rate ticket, then this will be considered a travel irregularity.
8. If the cardholder is not in possession of their Rail Staff Leisure Card at the time of purchasing a ticket, and buys a ticket at the public rate, they are not eligible for any refund of that ticket on presentation of their Rail Staff Leisure Card at a later date.
9. In exceptional circumstances, it may be used to purchase privilege rate tickets for travel between a temporary place of residence and place of employment for a period not exceeding 14 days. Any use for residential travel outside of this will be considered a travel irregularity.
10. Revenue Protection Staff may at any time retain possession of a Rail Staff Leisure Card if it has been, or they suspect that it has been, used fraudulently.

Section 8: RST Online Leisure Card

1. The RST Online Leisure Card is subject to annual rolling review by the participating TOCs and Open Access Operators.
2. A Rail Staff Leisure Card can only be used for leisure travel.

It must not be used to buy tickets for

- residential travel (i.e. home to work),
- educational travel (i.e. home to school/college),
- duty (travel during the working day to meetings/other work locations) or business travel
- trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy Staff Discounted (priv) rate tickets to travel from their term time residence to their family home.

3. It is not valid for any free travel.
4. It can only be used to purchase Staff Discounted (priv) rate tickets via RST Online, with the exception of leisure railways, where Staff Discounted (priv) rate tickets can be purchased at the leisure railway Ticket Office.
5. It is only valid on the services of train companies that have agreed to accept the RST Online Leisure card. The guide for holders of RST Online Leisure Cards has the list. It is available on the website at www.raildeliverygroup.com/rst/where-can-i-go.html
6. If the cardholder is unable to present their RST Online Leisure Card when travelling with a Staff Discounted (priv) rate ticket, then this will be considered a travel irregularity.

Section 9: Gold and Silver Status Passes

This section defines the key conditions of issue and use that are specific to Gold and Silver Status pass holders.

1. The holder of an Active Gold or Silver Status Pass can use it for residential (travel from home to work) and leisure travel.
2. The holder of a Retired Gold or Silver Status Pass can use it for leisure travel only. However it can be used in connection with unpaid voluntary work even if expenses, other than for rail travel, are paid.
3. No Gold or Silver Status Pass, whether Active or Retired, can be used for duty (travel during the working day to meetings/other work locations) or business travel. Holders with a Retired Gold or Silver Status Pass cannot use it as any part of

paid employment, even if that employment is linked to the railways.

4. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
1. The holder of a Gold or Silver Status Pass cannot use it as a gate pass. This means that for example, if you have a Retired Status Pass and have a full fare paper season ticket, you cannot use the Status Pass to open the gates. Likewise you cannot use it to allow others who have a dated Staff Travel Card, through the barrier. Such usage will be treated as a Travel Irregularity which puts the holder at risk of losing their facilities.
- 5.
6. The Status Pass can only be used on some sections of the London Underground as shown in the 'Gold and Silver Status Pass Map' available at www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG

Section 10: Blue Status Passes

This section defines the key conditions of issue and use that are specific to Blue Status pass holders.

2. The Blue Status Pass is valid in the region as indicated on the front of the pass.
3. A map of each region is available at www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG
4. Blue passes are valid on through services which operate from a station within the Region indicated on the Pass into a neighbouring Region and then back into the Region indicated

on the Pass on condition that the cardholder does not alight at any point in the neighbouring Region.

5. The holder of an Active Blue Status Pass can use it for residential (travel from home to work) and leisure travel.
6. The holder of a Retired Blue Status Pass can use it for leisure travel only. However it can be used in connection with unpaid voluntary work even if expenses, other than for rail travel, are paid.
7. No Blue Status Pass can be used for duty (travel during the working day to meetings/other work locations) or business travel. Holders with a Retired Blue Status Pass cannot use it as any part of paid employment, even if that employment is linked to the railways.
8. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
9. The holder of a Blue Status Pass cannot use it as a gate pass. This means that for example, if you have a Retired Status Pass and have a full fare paper season ticket, you cannot use the Status Pass to open the gates. Likewise you cannot use it to allow others who have a dated Staff Travel Card, through the barrier.
Such usage will be treated as a Travel Irregularity which puts the holder at risk of losing their facilities.

Section 11: Residential Passes

This section defines the key conditions of issue and use that are specific to Residential Pass holders.

1. Eligible staff can be issued with a Residential Pass for travel to and from work.
2. The journey must be from the employees nearest home station to the nearest station to their work location. If the journey details provided do not match those on record, RST will reject the application for a Residential Pass.
3. If the employee has more than one work location, then they need to choose a journey to the work location they work in most frequently.
4. If the employee requests a journey that is not from their nearest home station, then they will need to inform RST of the reason for the request. RST can then consider whether the journey can be authorised.
5. If the journey the employee requires exceeds their mileage allowance, then they will need to purchase a Privilege Rate Season Ticket with the mileage allowance deducted.
6. If the employee changes their work or home address and it invalidates their Residential journey, they must let RST know immediately.
7. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
8. The holder of a Residential Pass cannot use it as a gate pass. This means that for example, if you have a dated Staff Travel Card, you cannot use the Residential Pass to open the gates. Likewise you cannot use it to allow others who have a dated Staff Travel Card, through the barrier. Such usage will be treated as a Travel Irregularity which puts the holder at risk of losing their facilities.

Section 12: DAT Cards

This section defines the key conditions of issue and use that are specific to DAT Cardholders.

1. Active staff who work for a TOC may be eligible for a DAT card. A DAT is valid for travel on National Rail services only.
2. Employees cannot apply for DAT cards from RST- their employer must apply for a DAT card on their behalf and will only do so if one is needed for their role.
3. The cardholder can only use it to travel as a passenger on the services of TOCs as part of a diagrammed working. If the employee does not have a diagrammed duty then they will not generally be eligible for a DAT card.
4. It is not valid for use whilst travelling on the employees own TOC services as part of a diagrammed working.
5. The cardholder can use it:
 - Only when on duty and when they are on a diagrammed duty.
 - If they are contingency/management staff, they must have proof that they are carrying out a legitimate operational role. You can also use it for route familiarisation and to attend training at the Driver Academy.
 - In the class indicated on the card.
6. The cardholder **cannot** use it:
 - to attend medicals, meetings, Trade Union duties etc. for residential (travel from home to work) or leisure travel (ie travel when not on duty).
 - In First Class if the class of travel indicated is Standard Class

- On London Underground services for any reason, even if on duty.
 - As a gate pass. (i.e. if you are commuting or on a leisure journey with a season ticket, Residential Pass or non-smart enabled TOC card or pass, or working at or passing through a station, you cannot use a DAT card to open the gates).
7. When travelling the cardholder must present at least one of the following supporting documents:
- rostered diagram which shows the need to travel on the service they are using,
 - Safety Critical at Work Identity Card (or equivalent)
 - letter from their employer with details of their training at the Driver Academy .

If they cannot produce these but have a legitimate operational reason for travelling then they must explain this to Revenue Staff. Revenue Staff will obtain the cardholders details, if needed, and check with their employer at a later stage to validate the journey.

8. If the cardholder uses it for an invalid reason as detailed in clause 6 above, this will be considered a Travel Irregularity and the cardholder may lose their leisure rail staff travel facilities.
9. The cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
10. The holder of a DAT cannot use it as a gate pass. This means that for example, they have a paper season ticket, they cannot use the DAT Card to open the gates. Likewise they cannot use it to allow others who have a paper ticket, through the barrier.

Such usage will be treated as a Travel Irregularity which puts the holder at risk of losing their facilities.

11. If the employee move roles and is therefore no longer eligible for a DAT card, they must return it to RST by taking a photo of it cut into four with the card number visible and sending it to RST@raildeliverygroup.com. Retaining a DAT card when an employee is no longer eligible can impact on what future cards/passes RST will be able to issue to the employee if they remain in the rail industry.

Section 13: Freight Duty Card

This section defines the key conditions of issue and use that are specific to Freight Duty Card Cardholders.

1. Active staff who work for a Freight Company may be eligible for a Freight Duty card (FDC). A FDC is valid for travel on National Rail services only.
2. The cardholder can only use it to travel as a passenger on the services of TOCs as part of diagrammed working.
3. The cardholder can use it:
 - Only when on duty and when they are on a diagrammed duty.
 - If they are contingency/management staff, they must have proof that they are carrying out a legitimate operational role.
 - In standard class
4. The cardholder **cannot** use it:
 - to attend medicals, meetings, Trade Union duties etc. for residential (travel from home to work) or leisure travel (ie travel when not on duty).
 - In First Class

- On London Underground services for any reason, even if on duty.
 - As a gate pass. (i.e. if you are commuting or on a leisure journey with a paper ticket you cannot use a FDC to open the gates).
5. When travelling the cardholder must present at least one of the following supporting documents:
- rostered diagram which shows the need to travel on the service they are using (paper or electronic),
 - Safety Critical at Work Identity Card (or equivalent)
 - Company ID card

If they cannot produce these but have a legitimate operational reason for travelling then they must explain this to Revenue Staff. Revenue Staff will obtain the cardholders details, if needed, and check with their employer at a later stage to validate the journey.

6. If the cardholder uses it for an invalid reason as detailed in clause 4 above, this will be considered a Travel Irregularity
7. The cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
8. The holder of a FDC cannot use it as a gate pass. This means that for example, they have a paper season ticket, they cannot use the FDC to open the gates. Likewise they cannot use it to allow others who have a paper ticket, through the barrier. Such usage will be treated as a Travel Irregularity.
9. If the employee move roles and is therefore no longer eligible for FDC from their employer, they must return it to RST by taking a photo of it cut into four with the card number visible and sending it to RST@raildeliverygroup.com. Retaining a FDC

when an employee is no longer eligible can impact on what future cards/passes RST will be able to issue to the employee if they remain in the rail industry.

Section 14: Educational purposes

1. Privilege Season Tickets, Reduced rate Season Tickets and some TOC specific cards/passes can be used for educational purposes.
2. Educational purposes are defined as travelling to an education establishment as part of a full-time educational course.
3. Study as part of an apprenticeship is not considered as educational purposes so any dependants who are studying for an apprenticeship cannot use a reduced rate Season ticket, TOC specific card/pass or any Staff Discounted (priv) rate tickets for travel as part of their apprenticeship.
4. Dependants travelling to training courses as part of their job cannot use their rail staff travel facilities to do this.

Section 15: Buying Priv-rate leisure tickets or reserving seats online via *RST Online*

1. Once the Primary Cardholder has registered for *RST Online*, they can buy anytime or off-peak tickets at Priv-rate for themselves and any eligible family members. Employees who hold a Staff Travel Card or Status Pass can also reserve seats for travel.
2. They can also buy advance tickets at the full public fare and discounted tickets for anyone in their group who has a Railcard.

3. The Primary Cardholder can also apply for their family members to have their own *RST Online* account.
4. When travelling on Staff Discounted (priv) rate tickets all cardholders must ensure they have their Rail Staff Leisure Card, RST Online Leisure Card or Staff Travel Card (whichever they are eligible for) with them as proof that they are eligible for Staff Discounted (priv) rate travel. Evidence of buying a Staff Discounted (priv) rate ticket online with no supporting card will be treated as a Travel Irregularity.
5. When travelling on a service where only a seat has been reserved via *RST Online* (and no ticket has been purchased as the employee has free travel), all travellers must ensure they have either a Staff Travel Card dated for that days travel or a valid Status Pass.
6. Employees may purchase a Priv rate or Reduced rate Season Ticket via *RST Online*. All conditions as set out in sections 15 and 16 still apply and the employee must apply a minimum of 7 days in advance using the relevant form available at www.raildeliverygroup.com/rst/forms.html#resi
7. Buying Staff Discounted (priv) rate tickets online and allowing someone who is not in receipt of rail staff travel facilities to use them is not allowed and will be treated as a Travel Irregularity.
8. Once the holder of a Rail Staff Leisure card or RST Online Leisure Card leaves employment they will no longer be eligible to buy tickets via *RST Online*. They will be able to access their online account for a few months to process refunds only.
9. If a cardholder requires a refund for tickets purchased via *RST Online* then they need to apply for one via their account. This is available in the 'My Account' option, then selecting 'Your Bookings', then clicking on 'View' against the ticket booking they wish to refund. If they have any difficulties with this they should contact customer.service@railstafftravel.com Refunds for

tickets purchased *via RST Online* cannot be done at Ticket Offices.

10. Details of ticket types are available on the National Rail website and there is also a National Rail guide to tickets available. www.nationalrail.co.uk/times_fares/ticket_types/Train_Tickets.aspx

Section 16 Privilege Season Ticket – for holders of Staff Travel Cards (Safeguarded Employees)

This section defines the key conditions of issue and use that are specific to the Privilege Season Ticket.

1. The Privilege Season Ticket allows a Safeguarded Employee to travel on National Rail and open access operators Heathrow Express, Grand Central, Lumo, and Hull Trains.
2. For some Safeguarded employees it may also allow travel on London Underground and DLR services. In these circumstances its use is also subject to Transport for London Conditions of Carriage. There is no free mileage allowance for journeys on London Underground or DLR services
3. Where a Safeguarded employee holds a discounted season ticket for use on National Rail and London Underground or DLR services. and travel is from outside the London Travelcard zones, two Season Tickets will be required; one for travel on national rail services where the mileage allowance is applied and one for the travelcard zones area where no free mileage is applicable.
4. The Season Ticket must be from the employees nearest home station to the nearest station to their work location. If the journey details provided do not match those on record, RST will reject the application.

5. If the employee has more than one work location, then they need to choose a journey to the work location they work in most frequently.
6. If the employee requests for a journey that is not from their nearest home station, then they will need to inform RST of the reason for the request. RST can then consider whether the journey can be authorised.
7. A Privilege Season Ticket will only be authorised by RST if the employee has applied on the correct form (Residential Travel form) and it has been received by RST at least 7 days before the proposed start date of the season ticket.
8. Once authorised, if the employee has selected to purchase it at a Ticket Office, they will be issued with an authorised Season Ticket form, which they will need to take to the station when purchasing their ticket. They must have the Photo ID with them as specified on the form.
9. Once authorised, if the employee has selected to purchase it via RST Online, the option to purchase the Season Ticket will be available in their RST Online account.
10. For a new paper season ticket, if the start date is a Saturday, Sunday or Monday (also Tuesday after a Bank Holiday), the ticket can be purchased from noon on the previous Friday. If the start date is another day, the ticket can only be purchased after noon on the previous day. For a renewal which has no break in continuity from an existing Privilege season ticket, the employee may purchase the renewal anytime up to seven days in advance. They must ensure that they buy their Season Ticket within these timescales or they will need to apply for a new Residential Travel Form.
11. For a new Season Ticket for use on a smartcard, the ticket can be issued up to 30 days in advance of the first day of validity.

12. A Safeguarded Employee may apply for a Privilege Season Ticket for eligible child dependants solely for use for travel to and from an educational establishment as specified at the time of application. They must not be used for residential, duty or business travel or for trading purposes, e.g. commuting to work. The employee may be asked to provide proof of their child's place of education before an authorised Season Ticket form is issued. As mentioned above, those on an apprenticeship are not eligible for a Privilege Season Ticket.
13. RST, the TOCs and Transport for London/London Underground reserve the right to refuse to issue, renew, or cancel a Privilege Season Ticket.
14. The minimum period for a Privilege Season Ticket is one month, and the maximum period is one year. A season ticket may also be purchased for any period between these times. However, the employee must reapply every time they require a new ticket.
15. If an employee attempts to, or succeeds in purchasing a Privilege Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity. The only exception to this is if they are buying a zonal Season Ticket from a London Underground station.
16. If an employee ceases to be eligible for rail staff travel facilities for any reason or it is not required for the purpose for which it was issued (e.g. as a result of change of residence, work location or duties, leaving service, or leaving education), the ticket must be surrendered immediately to RST as a refund may be due. Employees should contact RST for more information on how to do this.
17. If there is a gap of more than two weeks between Season Tickets RST has issued, we may ask the employee for proof of how they have been travelling to work.

18. If a Privilege season ticket is no longer required and the employee requires a refund, this must be approved by RST. For a refund, the employee must apply to RST using refund form XX11. RST will then contact the TOC to process a refund for the employee.

Section 17: Reduced Rate Season Ticket for holders of Rail Staff Leisure Cards (Non-Safeguarded employees)

This section defines the key conditions of issue and use that are specific to the Reduced Rate Season Ticket.

1. The Reduced Rate Season Ticket allows a non safeguarded employee to travel on the services of the TOCs which participate in a reciprocal arrangement for this purpose. For the avoidance of doubt, this does not include travel on London Underground or DLR services (so zonal Travelcards cannot be purchased), but does include Heathrow Express, Lumo, Hull Trains and Grand Central.
2. The Season Ticket must be from the employees nearest home station to the nearest station to their work location. If the journey details provided do not match those on record, RST will reject the application
3. If the employee has more than one work location, then they need to choose a journey to the work location they work in most frequently.
4. If the employee requests for a journey that is not from their nearest home station, then they will need to inform RST of the reason for the request. RST can then consider whether the journey can be authorised.
5. A Reduced rate Season Ticket will only be authorised by RST if the employee has applied on the correct form (Residential Travel form) and it has been received by RST at least 7 days before the proposed start date of the season ticket.

6. Once authorised, if the employee has selected to purchase it at a Ticket Office, they will be issued with an authorised Season Ticket form, which they will need to take to the station when purchasing their ticket. They must have the Photo ID with them as specified on the form.
7. Once authorised, if the employee has selected to purchase it via RST Online, the option to purchase the Season Ticket will be available in their RST Online account.
8. For a new paper season ticket, if the start date is a Saturday, Sunday or Monday (also Tuesday after a Bank Holiday), the ticket can be purchased from noon on the previous Friday. If the start date is another day, the ticket can only be purchased after noon on the previous day. For a renewal which has no break in continuity from an existing Privilege season ticket, the employee may purchase the renewal anytime up to seven days in advance. They must ensure that they buy their Season Ticket within these timescales or they will need to apply for a new Residential Travel Form.
9. For a new Season Ticket for use on a smartcard, the ticket can be issued up to 30 days in advance of the first day of validity.
10. An Employee may apply for a Privilege Season Ticket for eligible child dependants solely for use for travel to and from an educational establishment as specified at the time of application. They must not be used for residential, duty or business travel or for trading purposes, e.g. commuting to work. The employee may be asked to provide proof of their child's place of education before an authorised Season Ticket form is issued. As mentioned above, those on an apprenticeship are not eligible for a Reduced rate Season Ticket.
11. RST and the TOCs reserve the right to refuse to issue, renew, or cancel a Privilege Season Ticket.

12. The minimum period for a Reduced Rate Season Ticket is one month, and the maximum period is one year. A season ticket may also be purchased for any period between these times. However, the employee must reapply every time they require a new ticket.
13. If an employee attempts to, or succeed in, purchasing a Reduced Rate Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity.
14. If an employee ceases to be eligible for rail staff travel facilities for any reason or it is not required for the purpose for which it was issued (e.g. as a result of change of residence, work location or duties, leaving service, or leaving education), the ticket must be surrendered immediately to RST as a refund may be due. Employees should contact RST for more information on how to do this.
15. If there is a gap of more than two weeks between Season Tickets RST has issued, we may ask the employee for proof of how they have been travelling to work.
16. If a Reduced Rate season ticket is no longer required and the employee requires a refund, this must be approved by RST. For a refund, the employee must apply to RST using refund form XX11. RST will then contact the TOC to process a refund for the employee.
17. The Reduced Rate Season Ticket is an additional benefit to the TOC New Entrant Leisure Travel Arrangement, which is subject to annual rolling review by the participating TOCs. There is no guarantee that it will continue from year to year and it can be withdrawn at any time.

Section 18: Staff Discounted (priv) rate Flexi Seasons

1. All employees are eligible to apply for a Staff Discounted (priv) rate Flexi Season. A Flexi Season is a smart product that allows eight

days' worth of travel between two stations to be used within 28 days.

2. It is only available in Standard Class and there is no free mileage for Safeguarded employees.
3. Flexi Seasons are not available for the following journeys
 - a) wholly within the London Fare Zones Area.
 - b) on the Elizabeth Line between Abbey Wood and Paddington
 - c) on any London Overground services
 - d) wholly within the Scotrail network,
 - e) on the Transport for Wales network
 - f) wholly within the MerseyRail travel area
4. Not all other journeys will have a Flexi-Season ticket priced. Employees must check the Season Ticket calculator before applying to check that their journey has a Flexi Season product available. This can be done at www.nationalrail.co.uk/times_fares/Season-Calculator.aspx
5. As the Flexi Season is a smart product employees will need an RST Season Smartcard to purchase it via RST Online. This can be requesting using form XX42 available at www.raildeliverygroup.com/rst/forms.html#resi
6. Employees cannot use a smartcard issued by their TOC as an employee to load a Staff Discounted (priv) rate Flexi Season.
7. The Flexi Season must be from the employees nearest home station to the nearest station to their work location. If the journey details provided do not match those on record, RST will reject your

application.

8. If the employee has more than one work location, then they need to choose a journey to the work location they work in most frequently.
9. If the employee requests for a journey that is not from their nearest home station, then they will need to inform RST of the reason for the request. RST can then consider whether the journey can be authorised.
10. A Flexi Season will only be authorised by RST if the employee has applied on the correct form (Flexi Season form) and it has been received by RST at least 7 working days before the proposed start date of the Flexi Season.
11. Once authorised, the option to purchase the Season Ticket will be available in their RST Online account. For those Flexi Seasons that cannot be purchased online, an authorised form will still be issued so it can be purchased at the Ticket Office.
12. If an employee wants a new Flexi Season they must re-apply to RST at least 7 working days before the proposed start date of the Flexi Season.
13. Once the Flexi Season is purchased, the National Rail Smartcard Manager App should be downloaded. This allows the employee to keep track of the number of Flexi tickets used and available. The Flexi Season it needs to be activated each day they intend to use it. They do this via the NR Smartcard Manager App or by touching in on the gate line or PVAL.
14. Once the employee has activated a day's travel, it can be used for an unlimited number of times between the two destinations until 04:29 the following morning. The day's travel is between 04.30 and 04.29.
15. Once a pass has been activated for a days' travel it cannot be put back in a non-active state to be used again another day, so

employees should only activate a pass if they are definitely going to be travelling that day.

16. If an employee boards a train without activating a pass they will be travelling without a valid ticket and may be liable for a Penalty Fare or Prosecution, as per the normal Penalty Fare rules.
17. Once purchased, the journey of the Flexi Season cannot be changed. If an employee does not intend to use their remaining passes they can apply for a refund, and then purchase a new Flexi Season for the different journey.
18. If an employee wants a refund on their Flexi Season as they have not used all eight journeys, this must be approved by RST. A Staff Discounted (priv) rate Flexi Season cannot be taken to a ticket office for a refund. An employee will need to apply to RST using refund form XX11. RST will then contact the TOC to process a refund.
19. Refund claims can only be made during the validity of the ticket (so within the 28 days from the start date). Any requests for refunds outside of this time will be refused.
20. Flexi Seasons are only available as an adult product, there is no child fare equivalent.
21. RST and the TOCs reserve the right to refuse to issue, renew, or cancel a Staff Discounted (priv) rate Flexi Season.

Section 19: TOC and Group Specific Cards and Passes

1. RST issue cards and passes on behalf of TOCs for use on their own or their Group's services. These are subject to any additional terms and conditions that the TOC or Group set when they are issued. Employees should keep a copy of these for reference.

2. As a general rule, cards/passes issued to an employee are usually valid for residential, leisure and in some cases duty travel. Cards/passes issued to partners/spouses are for leisure use only. Cards/Passes issued to child dependants are usually valid for leisure and educational use. However, the employee should check the wording on the card/pass to confirm what it can be used for.
3. Employees cannot use a smart enabled TOC or Group Specific pass as a gate pass (ie if they have a smart enabled TOC or Group Specific pass and have a paper season ticket they cannot use the TOC or Group Specific pass to open the gates)
4. Employees need to be aware of any franchise changes, as this may affect what services they can use a TOC or Group specific card on.
5. Any misuse of these will be reported to the employing TOC as a Travel Irregularity.

Section 20: International Travel - Leisure Travel Outside GB on FIP undertakings

This section defines the key conditions of issue and use that are specific to the reciprocal arrangements for free, reduced rate and concessionary travel outside of Great Britain.

1. FIP stands for “Groupement pour les Facilités de Circulation Internationales due Personnel des Chemins de Fer”. It is a group of European transport undertakings and sets the rules under which we exchange travel facilities. RST are part of this group.
2. The International Reduced Rate Card (known as FIP Card) is issued to eligible employees and their eligible family members for reciprocal reduced rate travel on the principal national railways of Europe, and for certain minor and/or private railways, that are members of FIP.

3. If eligible, employees can be issued with an International Coupon for reciprocal free travel on FIP undertakings. The International Coupon is quota controlled on both a personal and family basis and will vary across FIP Undertakings and from calendar year to calendar year.
4. An International Coupon will only be authorised by RST if the employee has applied on the correct form (either International Coupons Application - Employee and Family Members or International Coupons Application - Employee only depending on whether travel is just for the employee or their dependants) and it has been received by RST at least 14 days before the proposed start date of the journey.
5. If an employee is applying for International Coupons for more than six countries, they will need to provide details of their itinerary. Even then, RST may need further information before International Coupons can be issued.
6. If an employee ceases to be eligible for a FIP Card or FIP Coupons for any reason during the period of validity, no refund will be due for any tickets purchased or paid reservations made.
7. International Coupons are issued for a validity period of 3 months, except where the travel date is during December in which case the expiry date of the Coupon will be 31 March the following year.
8. If an employee has an unused quota for a FIP Undertaking at the end of a calendar year, then the unused quota for that FIP Undertaking can be used for travel in the first 3 months of the following year provided that:
 - a. the application for travel is received by RST by 9 December, and
 - b. they specifically request that the expiring year's quota is used, and

- c. If an application is received after 9 December or the employee has not requested use of the expiring year's quota, then the quota applicable to the date of travel will be used.
9. Each International Coupon is valid for travel only in the country and on the services specified on the Coupon (subject to any restrictions).
 10. If an International Coupon has been used on a carrier adjoining or bordering the country of issue, it may not be used again for any further journeys on this railway after the return journey has been made to the issuing railway (i.e. if an employee returns to GB). For the avoidance of doubt, adjoining carriers adjoining or bordering Britain are EIL (Eurostar), StL (Stena Line- North Sea) and SLL (Stena Line- Irish Sea). Part used coupons for non-adjoining countries may still be used.
 11. To obtain free International leisure travel, the boxes printed on the International Coupon are used as follows:
 - a. Before commencing a free journey, the date (day and month) of the journey must be entered in permanent ink in the first available box on the coupon. The date must be entered using Arabic numerals, with zero in front of single digits, e.g. 07/08 for 7th August. The date **must** be completed in permanent ink only; completing a box in erasable ink, erasable pen or pencil is prohibited.
 - b. Each dated box on the coupon allows free travel from the time that the box was dated on the first day until midnight on the following day. For example, a box dated 07/08 allows journeys from the time that the box was completed on 7th August until 24.00hrs on 8th August.
 - c. During the period of free travel, the travel does not have to be continuous: any number of journeys may be undertaken.
 - d. Alterations to the date entered are not permitted under any circumstances; and dates must also not be overwritten. If a

mistake is made, that allocation of free travel is forfeited, the error must be blocked out, and the correct date entered in the next box.

- e. If an International Coupon is being used without a box being dated, Revenue Protection Staff, ticket inspectors, or the local equivalent, will cancel the next available box, charge the full fare for the journey and require the holder to date and use the following box.
- f. If an International Coupon is being used with the wrong date entered, Revenue Protection Staff, ticket inspectors, or the local equivalent, will cancel the next available box, charge the full fare for the journey and require the holder to date and use the following box.
- g. Any instances of travelling without dating a box, or where it appears the date has been overwritten will be classed as a Travel Irregularity.

12. International Coupons that are unused or have been lost, stolen or damaged in any way can be replaced only in certain circumstances under FIP Regulations.

13. International Duty Coupons are provided separately and are not subject to quota.

Section 21: International travel on non FIP undertakings

This section defines the key conditions of issue and use that are specific to the reciprocal arrangements for free, reduced rate and concessionary travel outside of Great Britain and outside the FIP undertakings.

- 1. Only Safeguarded staff are eligible to apply for International travel on non FIP undertakings.

2. Applications for free or reduced rate travel outside of FIP undertakings should be made a minimum of ten weeks in advance of travel.
3. Countries that may offer free/discounted travel are:
 - a) America – Amtrak
 - b) Australia- New South Wales Railways only
 - c) India – IR
4. Only Australia and India offer any reduced travel to retired staff. For others it is for active staff and some dependants only.
5. RST cannot guarantee that tickets/letters of introduction for railways will be possible or will arrive in time for the date of travel so this should be borne in in mind when making travel plans.