

# Rail Staff Travel Conditions of Issue and Use

Version 6 - Updated – 29 June 2021

**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).**

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## 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.
2. 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.
3. 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 form, letter or other document that provides free or reduced rate travel for the primary cardholder and their eligible family members. These are issued to and are subject to either:
  - a. the Facility Rules and/or
  - b. any exchange of concessionary travel facilities and/or
  - c. TOC specific rules and/or
  - d. Group specific rules and/or
  - e. the FIP Regulations
4. Where there is any dispute relating to eligibility, the Facility Rules take precedence. These are available in summary form with separate *Where Can I Go* documents for Safeguarded and Non-Safeguarded employees on the Where Can I Go and Restrictions page at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)
5. The FIP regulations are available in summary form in the *Travel Tips for Europe* document on the Where Can I Go and Restrictions page at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)
6. All travel using rail staff travel facilities is additionally subject at all times to the National Rail Conditions of Travel.
7. All travel using rail staff travel facilities is additionally subject to any restrictions which are published online on the Where Can I Go and Restrictions page at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)
8. All rail staff travel facilities issued remain the property of RST. Once you or a family member are no longer eligible for them, you must either return them to RST by signed for delivery or cut them up so they cannot be used and send a photo of them to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com)
9. By applying for and using any rail staff travel facilities, you agree to these Conditions of Issue and Use.
10. Applying for and using rail staff travel facilities authorises RST to use your personal information and that of your family (if they have rail staff travel facilities) for the purposes of providing rail staff travel facilities. If you no longer want RST to process your data, you should contact us immediately.  
See [www.raildeliverygroup.com/rst/rst-privacy.html](http://www.raildeliverygroup.com/rst/rst-privacy.html) for details.
11. RST reserve the right to amend these Conditions of Issue and Use at any time and the most up to date version will always 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 Employee is solely at the discretion of the Employer who will act in accordance with these Conditions of Issue and Use and the Facility Rules.
2. Only employees who are employed for a minimum of 15 hours per week are eligible for national rail staff travel facilities. Employees working less than this will only be eligible for TOC specific cards/passes.
3. The issue of rail staff travel facilities to an eligible family member is solely at your discretion as the primary cardholder.
4. All active and expired Rail Staff Travel facilities issued to an employee, their partner or dependants remain the property of Rail Staff Travel and must be returned on request at the employees' own expense to Rail Staff Travel.
5. If sending documents to us (e.g. birth or marriage certificates), you should only send copies and not the originals. RST are not liable for the loss or damage to any documents that are sent to us. You can take a photo of the document and send it to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com) rather than posting them. However, please note that we can only accept this information from you.
6. Use of any rail staff travel facilities is deemed acceptance of these Conditions of Issue and Use.
7. 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, dispose of, lend or offer the benefit of the rail staff travel facilities to any other person. Any attempt to do so will be deemed a Travel Irregularity.
8. 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. You must hold valid rail staff travel facilities throughout the entire journey and keep them available for inspection at all times.
9. 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 issued with a Rail Staff 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.
10. Generally all 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.
11. 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 standard class. Check the restrictions booklet for more information available on the [Where Can I Go and Restrictions](#) page at [www.raildeliverygroup.com/rst/where-can-i](http://www.raildeliverygroup.com/rst/where-can-i)

[go.html](#)

12. When travelling using rail staff travel facilities, priority should be given to public fare paying passengers. Whenever possible, cardholders should travel on lightly loaded trains and avoid services that TOCs have requested cardholders do not travel on.
13. 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.
14. Any unauthorised use of rail staff travel facilities will be classed as a Travel Irregularity and may result in the withdrawal of your rail staff travel facilities, dismissal, and/or legal proceedings against the employee, widow(er) and/or a family member.
15. You are only allowed to have one instance of rail staff travel facilities. For example, if you and your partner are both employees of the railway you cannot have full facilities as an employee and a partner.
16. 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.

### **Section 3- Obligations of the primary cardholder**

1. You must ensure RST has accurate information and notify us of any change to your details, including change of address, and change of email address promptly. If you do not, and cards/passes are sent to an old address you may need to pay for replacements.
2. The primary cardholder (usually the employee, retired employee or widow(er) 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 (usually the employee, retired employee or widow(er) 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](http://www.raildeliverygroup.com/rst/where-can-i-go.html#Restrictions)
4. You can determine whether you apply for rail staff travel facilities for your family members. [www.raildeliverygroup.com/rst/eligibility.html](http://www.raildeliverygroup.com/rst/eligibility.html) .
5. You must inform RST immediately when a family member is no longer eligible. Submit a Dependant Card Not Required XX24 form  
[www.raildeliverygroup.com/rst/forms.html#details](http://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 4 pieces to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com)

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

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

#### **Section 4- Obligations of partners and dependants**

1. Upon the death of a primary card holder, partners and dependants are obliged to report the death to Rail Staff Travel in writing.

#### **Section 5: Lost, Stolen, Damaged/Defaced or non-receipt of facilities**

1. Loss, non-receipt, theft, or damage to any rail staff travel facilities must be reported immediately to RST even if you are not going to request a replacement.
2. If rail staff travel facilities are lost, stolen, damaged or defaced you must complete a Replacement Form. The form can be submitted online or you can email RST and request one is posted or emailed to you. Even if you phone, you still need to complete a Replacement Form.
3. If your card/pass is lost or stolen and you do not let RST know, then you are liable for any misuse that occurs until you have reported it. It is therefore very important that

you contact RST as soon as you realise your card/pass is lost/stolen.

4. If rail staff travel facilities are lost, defaced or damaged you need to pay for the replacements. There is a charge for each card that needs to be replaced. The current charge is displayed on the useful Information page of this website. You must submit the replacement form to RST and then phone RST so we can take payment and replace the card.
5. If any rail staff travel facilities are stolen the replacements will be issued free of charge once the Replacement Form is received and if proof of theft from an appropriate police force is also received and verified.
6. If any rail staff travel facilities sent as part of a renewal are not received, you need to let RST know as soon as possible. If you let RST know within one month of the expiry date of the card that is being replaced, RST will replace it free of charge. You will need to email RST to advise them of non-receipt. If you do not do this within one month then you will need to pay for replacements.
7. If RST send you any cards/passes outside of a renewal and you do not receive them in the post, you will to let RST know within one month of the date they were sent. If you do not, then you will need to pay for replacements.
8. If your current rail staff travel facility has been damaged, defaced, spoiled (ie water damage) or altered in any way you must let RST know. We will usually issue a replacement if you return your current rail staff travel facility, complete a Replacement Form and pay the replacement fee. Only then can a replacement card or cards be issued.
9. RST may request you pay for delivery of the rail staff travel facility by registered post where there has been more than one occurrence of loss of rail staff travel facilities in the post, or you have identified that there are problems with the safe delivery of post at your address. If this is declined, then RST may refuse to 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 rail staff travel facility is returned to RST where 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.
11. If it is an International Coupon, then under the FIP Regulations no replacements are permitted.
12. RST are not liable for any forms, letters, emails or any rail staff travel facilities that are lost, damaged or delayed or any emails that are not received by you or RST. This includes any delay in rail staff travel facilities being received in the post.
13. RST is not liable for any fares paid while waiting for forms to be processed or rail staff travel facilities to be issued or received.

14. 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.
15. If you find a card or pass that you have reported as lost and received a replacement for, you cannot use the card or pass that has been reported as lost. If you do, it 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 permits privilege rate (anytime and off peak tickets) and, in some cases, free, leisure only travel. It must not be used for residential, educational, duty or business travel or for trading purposes.
2. The Staff Travel Card may have endorsement(s) number(s) printed on the front of it which identify which endorsements apply to the holder. The reverse of the Staff Travel Card has a key to the endorsements to indicate services and routes on which they may or may not be used by the holder. The endorsements are as follows:

<b>Endorsement</b>	<b>Wording</b>
<b>1</b>	Not Valid on Wightlink, Tyne & Wear Metro and Caledonian MacBrayne ships.
<b>2</b>	Not Valid on Tyne & Wear Metro and Caledonian MacBrayne ships.
<b>3</b>	Not Valid on Caledonian MacBrayne ships.
<b>4</b>	Not Valid on Caledonian MacBrayne ships.
<b>5</b>	Valid on National Rail and London Underground only.
<b>6</b>	Not Valid on Eurostar services.
<b>8</b>	Available also for First Class privilege tickets between former G. W. R. stations.
<b>11</b>	Valid on National Rail only.
<b>NIL</b>	None of the endorsements above apply

3. To obtain free leisure travel, the boxes printed on the Staff Travel Card 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 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 in permanent ink; completing a box in pencil is prohibited. Even if staff will allow you through a gateline without dating a box it is your responsibility to do so before starting your 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 will be 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 you make a mistake, that allocation of free travel is forfeited, the error must be blocked out, and the correct date entered in the next box.
  - f. If a Staff Travel Card is being 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.
  - 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.
  - 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, you must purchase privilege rate tickets prior to travel, even if there is a queue at the Ticket Office. If you do not, then any travel will be considered a travel irregularity.
  7. Where the Ticket Office is closed, but you are travelling in a penalty fare area, then you must purchase a permit to travel before starting your journey. If you do not, then any travel will be considered a travel irregularity.
  8. If there is no open Ticket Office or staff available to sell priv rate tickets, and you are not travelling in a penalty fare area, then you must privilege rate tickets at the first available opportunity on board (or at an interim or destination station). You must actively offer to pay for your travel at the first available opportunity.
  9. If you are not in possession of your Staff Travel Card at the time of purchasing a ticket, and buy a ticket at the full public rate, you are not eligible for any refund of that ticket on presentation of your Staff Travel Card at a later date.



10. 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.
11. 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.

### **Section 7: Rail Staff Leisure Card - Non-Safeguarded Leisure Travel in GB**

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 permits privilege rate (anytime and off peak tickets) leisure travel only. It must not be used for residential, educational, duty or business travel or for trading purposes. . It is not valid for any free travel.
3. Where the Ticket Office is open, you must purchase privilege rate tickets prior to travel, even if there is a queue at the Ticket Office. If you do not, then any travel will be considered a Travel Irregularity.
4. Where the Ticket Office is closed, but you are travelling in a penalty fare area, then you must purchase a permit to travel before starting your journey. If you do not, then any travel will be considered a Travel Irregularity.
5. If there is no open Ticket Office or staff available to sell priv rate tickets, and you are not travelling in a penalty fare area, then you must purchase privilege rate tickets at the first available opportunity on board (or at an interim or destination station). You must actively offer to pay for your travel at the first available opportunity.
6. If you are not in possession of your Rail Staff Leisure Card at the time of purchasing a ticket, and buy a ticket at the full public rate, you are not eligible for any refund of that ticket on presentation of your Rail Staff Leisure Card at a later date.
7. 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.
8. 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: 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. If you have an Active Gold or Silver Status Pass you can use it for residential and leisure travel.

2. If you have a Retired Gold or Silver Status Pass you can use it for leisure travel only.
3. No Gold or Silver Status Pass, whether Active or Retired, can be used for duty or business travel (travel in the working day between work locations or to attend meetings).
4. On National Rail services, you must touch in and out at the start and end of your journey where there is the facility to do so. You should do this even if the gates have been left in an open status.
5. You cannot use a Gold or Silver Status Pass as a gate pass (ie if you have a Retired Status Pass and have a full fare paper season ticket, you cannot use it to open the gates)
6. Your Status Pass can be used on part 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](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG)

## Section 9: Blue Status Passes

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

1. Your Blue Status Pass is valid in the region as indicated on the front of your pass.
2. A map of each region is available at [www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG)
3. Blue passes are valid on through services which operate from a station within your Region of availability onto a neighbouring Region and then back into your Region of availability on condition that you do not alight at any point in the neighbouring Region.
4. If you have an Active Blue Status Pass you can use it for residential and leisure travel.
5. If you have a Retired Blue Status Pass you can use it for leisure travel only.
6. No Blue Status Pass can be used for duty or business travel (travel in the working day between work locations or to attend meetings).

## Section 10: 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 your nearest home station to the nearest station to your work location. If the journey details provided do not match those on record, we will

reject your application for a Residential Pass.

3. If the journey you require is outside of your mileage allowance, then you will need to purchase a Privilege Season Ticket with a mileage allowance deducted.
4. If you change work or home address and it invalidates your Residential journey you must let RST know immediately.

## **Section 11: 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.
2. Your employer must apply for a DAT card on your behalf and will only do so if one is needed for your role.
3. You can only use it to travel as a passenger on other than your own TOC's services as part of a diagrammed working.
4. It is not valid for use whilst travelling on your own TOC services as part of a diagrammed working.
5. You can only use it when on duty and when you are on a diagrammed duty. If you are contingency/management staff, you must have proof that you are carrying out a legitimate operational role. You can also use it for route familiarisation and to attend training at the Driver Academy.
6. You can only use it in the class indicated on the card.
7. You cannot use it to attend medicals, meetings, Trade Union duties etc.
8. You cannot use it for residential or leisure travel.
9. You should have your rostered diagram, Safety Critical at Work Identity Card (or equivalent), or letter from your employer with details of your training at the Driver Academy with you when travelling. If you do not have these but have a legitimate operational reason for travelling then you should explain this to revenue staff. They will obtain your details, if needed, and check with your employer at a later stage to validate your journey.
10. If you use it for an invalid reason as specified above, in the incorrect class of travel, or do not have a legitimate operational reason for travelling, this will be considered a Travel Irregularity and you may lose your rail staff travel facilities.
11. You cannot use a DAT Card 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 a station, you cannot use a DAT card to open the gates) .

12. If you move roles and no longer require it, you must return it to RST by signed for delivery or cut it up so it cannot be used and send a photo of them to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com)

## **Section 12: 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 cards and passes or any 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 13: Privilege Season Ticket - Safeguarded Residential Travel in GB**

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

1. The Privilege Season Ticket allows you to travel on National Rail and may allow travel on London Underground services for some Safeguarded staff only. Its use is, therefore, additionally subject to Transport for London Conditions of Carriage. For the avoidance of doubt, this does include travel on Heathrow Express but not Hull Trains.
2. If you are an Active Safeguarded Employee, then you (and any eligible Dependant) can get a discounted season ticket for use on National Rail and TfL (rail) services. If you are an Active Non-Safeguarded Employee, then you (and any eligible Dependant) can get a discounted season ticket for use on National Rail services only - see section 13.
3. The Season Ticket must be from your nearest home station to the nearest station to your work location. If the journey details provided do not match those on record, we will reject your application.
4. A Privilege Season Ticket will only be authorised by RST if you have 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.
5. Once authorised, you will be issued with an authorised Season Ticket form, which you need to take to the station when purchasing your ticket. You must have Photo ID as specified on the form.
6. For a new 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 priv

season ticket, you may purchase the renewal anytime up to seven days in advance. You must ensure that you buy your Season Ticket within these timescales or you will need to apply for a new Residential Travel Form. .

7. You may apply for a Privilege Season Ticket for eligible family members 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. You may be asked to provide proof of their 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.
8. RST, National Rail and Transport for London/London Underground reserve the right to refuse to issue, renew, or cancel a Privilege Season Ticket.
9. The minimum period for a Privilege Season Ticket is one month, and the maximum period is one year. You can have a season ticket for any period between these times. However, you must reapply every time you require a new ticket.
10. If you attempt to, or are able to, purchase a Privilege Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity. The only exception to this is if you are buying a zonal Season Ticket from a London Underground station.
11. If you cease 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), during the period of validity the ticket must be surrendered immediately to RST as a refund may be due. Contact RST for more information on how to do this.
12. If there is a gap of more than two weeks between Season Tickets we have issued, we may ask you for proof of how you have been travelling to work.
13. If your Privilege season ticket is no longer required and you require a refund, this must be approved by RST. You cannot take a reduced rate season ticket to a ticket office for a refund. You will need to apply to RST using refund form XX11. We will then contact the TOC to process a refund for you.

#### **Section 14: Reduced Rate Season Ticket - Non-Safeguarded Residential Travel in GB**

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 you 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 the services of TfL, including through services, or Hull Trains but does include Heathrow Express.
2. The Season Ticket must be from your nearest home station to the nearest station to your work location. If the journey details provided do not match those on record, we will reject your application.
  - a) A Reduced Rate Season Ticket will only be authorised by RST if you have 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.

- a. Once authorised, you will be issued with an authorised Season Ticket form, which you need to take to the station when purchasing your ticket. You must have Photo ID as specified on the form.
  - b. For a new 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 priv season ticket, you may purchase the renewal anytime up to seven days in advance. You must ensure that you buy your Season Ticket within these timescales or you will need to apply for a new Residential Travel Form.
3. You may apply for a Reduced Rate Season Ticket for eligible family members 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. You may be asked to provide proof of place of their education before an authorised Season Ticket form is issued. As mentioned above, those on an apprenticeship are not eligible for a Privilege Season Ticket.
  4. RST and National Rail reserve the right to refuse to issue, renew, or cancel a Reduced Rate Season Ticket.
  5. The minimum period for a Reduced Rate Season Ticket is one month, and the maximum period is one year. You can have a season ticket for any period between these times. However, you must reapply every time you require a new ticket.
  6. If you attempt to, or are able to, purchase a Reduced Rate Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity.
  7. If you cease 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 during the period of validity, the ticket must be surrendered immediately to RST as a refund may be due. Contact RST for more information on how to do this.
  8. If there is a gap of more than two weeks between Season Tickets we have issued, we may ask you for proof of how you have been travelling to work.
  9. If your reduced rate season ticket is no longer required and you require a refund, this must be approved by RST. You cannot take a reduced rate season ticket to a ticket office for a refund. You will need to apply to RST using refund form XX11. We will then contact the TOC to process a refund for you.
  10. 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 15: Priv rate Flexi Seasons**

1. All employees are eligible to apply for a 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 within the London Fare Zones Area. What that means is, if your rail station falls within a Travelcard zone then you won't be able to get a Flexi Season. For example, Barnes to Waterloo is not available on a Flexi Season. For that journey you need to either pay the full fare or get a priv rate season ticket for one month or longer.
4. Flexi Seasons are not available for rail journeys entirely within the Scotrail network, the Transport for Wales network or the MerseyRail travel area.
5. They are not available on TfL Rail or London Overground services.
6. You must check the Season Ticket calculator before applying to check that your journey has a Flexi Season available. You can check this at [www.nationalrail.co.uk/times\\_fares/Season-Calculator.aspx](http://www.nationalrail.co.uk/times_fares/Season-Calculator.aspx)
7. As the Flexi Season is a smart product you will need a customer/public smartcard before you can buy one at the station. Some TOCs require this to be registered before you add a Flexi Season so you need to check with the TOC or check RST's FAQs at <https://www.raildeliverygroup.com/rst/faqs.html> You cannot use a smartcard issued by your TOC as an employee to load a priv rate Flexi Season onto.
8. The Flexi Season must be from your nearest home station to the nearest station to your work location. If the journey details provided do not match those on record, we will reject your application.
9. A Flexi Season will only be authorised by RST if you have 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.
10. Once authorised, you will be issued with an authorised priv rate Flexi Season form, which you need to take to the station when purchasing your ticket. You will also need photo ID as detailed on the form.
11. If you want a new Flexi Season you must re-apply to RST at least 7 working days before the proposed start date of the Flexi Season.
12. Once the Flexi Season is on your public smartcard you need to activate it each day to use it. You do this by touching in on the gate line. Some TOCs require you to activate it via the NR Smartcard Manager App before travel- please check with the TOC before travelling.
13. Once you have activated it, 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.
14. Once a pass has been activated it cannot be put back in a non active state to be used again another day - so you should only activate a pass if you are definitely going to be travelling that day.

15. If you board a train without activating a pass you will be travelling without a valid ticket and may be liable for a Penalty Fare or Prosecution, as per the normal Penalty Fare rules.
16. Once purchased, you cannot change the journey of your Flexi Season. If you don't intend to use your remaining passes you can apply for a refund, and then purchase a new Flexi Season for the different journey.
17. If you want a refund on your Flexi Season as you have not used all eight journeys, this must be approved by RST. You cannot take a Priv rate Flexi Season to a ticket office for a refund. You will need to apply to RST using refund form XX11. We will then contact the TOC to process a refund for you. Refund claims can be made during the validity of the ticket (28 days from start date).
18. Flexi Seasons are only available as an adult product, so are only available for children aged 16 or over.
19. RST and National Rail reserve the right to refuse to issue, renew, or cancel a Priv rate Flexi Season.

## **Section 16: 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. You 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, you should check the wording on the card/pass to confirm what it can be used for.
3. You cannot use a smart enabled TOC or Group Specific pass as a gate pass (ie if you have a smart enabled TOC or Group Specific pass and have a season ticket or Residential Pass you cannot use it to open the gates)
4. You need to be aware of any franchise changes, as this may affect what services you 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 17: 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



the rules under which they exchange travel facilities. We are part of this group.

2. The International Reduced Rate Card (known as FIP Card) is issued to you and your 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, you 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 you have 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 cardholder or their dependants) and it has been received by RST at least 21 days before the proposed start date of the journey.
5. If you are applying for International Coupons for more than six countries, you will need to provide details of your itinerary. Even then, we may need further information before we can issue your International Coupons.
6. If you cease to be eligible for rail staff travel facilities 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 you have 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. you specifically request that the expiring year's quota is used, and
  - c. the expiry date of the International Coupon is 31 March the following year

If an application is received after 9 December or you have 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 you return 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 you make a mistake, 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.
9. International Coupons that have been lost, stolen or damaged in any way cannot be replaced under FIP Regulations.
10. International Duty Coupons are provided separately and are not subject to quota.

### **Section 18: 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 except for applications for Arth-Rigi Railway in Switzerland, where it is a minimum of six 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
  - d) Israel – IR

- e) Switzerland - Arth-Rigi Railway
- 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 so please bear this in mind when making your travel plans.