Supplementary Staff Travel Restrictions for Summer 2020 in response to the Covid 19 outbreak

Last updated: 21 August 2020

This document supersedes the ones issued on 22 and 27 May, 12 and 15 June and 7 and 23 July 2020.

This bulletin has been prepared as a supplement to the Rail Staff Travel Restrictions for Summer 2020 to document the additional staff travel restrictions due to the changes in train service provision in response to the Covid 19 outbreak.

This bulletin now includes updated information from GWR.

The Rail Travel Restrictions for Summer 2020 still apply. However, where there is disparity in the information between the two, this document takes precedence.

Please note that as advice around Covid 19 brings changes to rail journeys, this document will be updated.

Please refer to the Rail Staff Travel website to obtain the latest version of this document regularly and certainly before planning any trips on rail. We advise checking with a TOC before making a journey in case information has changed since this document has been published.

As lockdown restrictions are eased further and the UK government has confirmed that people can use public transport for non-essential journeys in England, you might be considering taking the train.
We want you to feel confident and reassured when travelling. Wherever you are going we are doing everything we can to keep the railway safe for everyone this summer.

The National Rail Safer Travel Pledge means we are taking extra steps to make your journey safe. We are:

- Maximising space – running more trains and carriages to make extra room
- Boosting cleaning – cleaning trains and stations more regularly
- Helping with hygiene – making it easier for you to keep your hands clean
- Improving information – with people and technology to help you at every stage.

If you take the train, we ask that you follow any specific guidance issued by your Train Operating Company, especially for travel in Scotland and Wales where advice is different. Additionally this advice is subject to local variation, for example in areas experiencing a local lockdown. Specifically, we ask that you:

- Travel at quieter times so that operators can ensure there is capacity for essential workers and other commuters
- Wash your hands before and after your journey and carry hand sanitiser with you if you can.
- Bring a face covering to wear unless you are exempt, this includes inside rail stations and on trains.
- Buy your ticket before travel using contactless payment if possible
Use of all Rail Staff Travel facilities is subject to these supplementary Rail Staff Travel restrictions this year. Some operators will only allow you to travel if you have made a reservation before boarding. The information on how to do this and the restrictions are published on the Where Can I Go and Restrictions page and updated frequently as the travel situation changes.

Some operators may introduce queueing for services at busy times, including weekends, to restrict passenger numbers on specific services.
Avanti West Coast

Capacity onboard is significantly reduced as Avanti West Coast enforce social distancing of 2 metres between passengers.

You must wear a face covering when travelling (exclusions apply).

Plan your journey and please choose to travel during quieter periods.

The full detail can be found on this page: www.avantiwestcoast.co.uk/help-and-support/coronavirus-travel-information

All customers, including those using rail staff travel facilities, are strongly advised to obtain a reservation for their chosen service prior to travel.

If you do not make a reservation and your intended service is already at capacity, you will be unable to board.

To make a reservation email: seat.reservations@avantiwestcoast.co.uk with the details of the service you wish to travel on and the type of ticket/pass you hold.
CrossCountry have introduced social distancing on-board; this means they are only able to use approximately one quarter of the seats on their trains.

To ensure you and others are safe on your journey, they advise that you book in advance and reserve a place on a specific train. When buying a ticket to travel with CrossCountry, you may not receive a specific seat reservation, but you will have a reserved place on your selected train.

For some journeys you may still be allocated a specific seat, but this may not be available on the day and they would ask you to use any free alternatives while ensuring you keep the Government recommended two metre distance from other passengers.

To make a reservation if you are using a rail staff travel product please contact their Customer Relations on 03447 369 123. Alternatively you can make a reservation when purchasing at a ticket office (subject to seat availability).
Grand Central services resumed on 26 July 2020.

**Grand Central staff and other railway staff**

Grand Central policy will remain unchanged and staff and passholders are not eligible to make seat reservations.

Unreservable distanced seating is clearly indicated on board. This category includes:

- GC staff travelling for duty/residential purposes
- GC staff travelling for leisure
- Friends and family ticket users
- Railway staff using PRIV discount
- Bearer pass and individually named GC pass holders
Great Western Railway

The following policy is in place regarding GWR and non-GWR staff travel on GWR services in line with current reciprocal travel agreements. This is in place between Sunday 23 August and Saturday 19 September 2020 and will be subject to review after that.

**Duty and Residential travel**

Board the train and socially distance from other passengers, mindful of the fact that the train may be fully reserved.

**Leisure Travel**

A counted-place reservation should be made if travelling on long-distance services operated by InterCity Express Trains (IETs). This will ensure you are able to travel on your preferred train. This can be done by calling the GWR Contact Centre (03457000125) or by visiting any staffed Ticket Office.
General restrictions

Capacity onboard will be significantly reduced as LNER enforce social distancing of 1 metre plus between passengers.

All customers, including those using rail staff travel facilities, must obtain a reservation for their chosen service in order to travel.

Passengers are asked to sit in their assigned seat according to their reservation. (This differs from previous guidance where passengers were asked to disregard their seat reservation and self-social distance on the train.)

If you are travelling on a connecting service and miss your booked LNER service, you need to rebook on the next service before boarding.

If you hold 1st class Rail Staff Travel facilities it may not be possible for you to reserve in 1st class accommodation.

Non-LNER Staff Duty Travel on LNER services

**RESERVATION REQUIRED** (no restriction on when this must be made). Should this not be possible, staff should board the train and socially distance from other passengers in **Coach C***.

Staff are encouraged to report any regular cases of not being able to socially distance while travelling on duty.
*Due to lower capacities on 5-car Azuma services, half of Coach C is unreserved. Please be mindful that Coach C / Seats 39-87 42 may be reserved.

Passes valid for Duty travel where the above applies:

- Freight Duty Travel Card
- Duty Authority to Travel Card (route learning permitted)
- EMR Staff Reciprocal Passes for Duty Travel
- GTR (Thameslink, Great Northern, Southern, Gatwick Express) Staff – valid Newark Northgate to/from London only
- Grand Central Staff Passes
- British Transport Police Warrant Cards (if on patrol officers can board without reservation).
- Met/City of London Police Officers Smart Cards – valid London to/from Peterborough only

Non-LNER Staff Residential Travel on LNER services

**RESERVATION REQUIRED** (no restriction on when this must be made). Should this not be possible, staff should board the train and socially distance from other passengers in Coach C*.

Staff are encouraged to report any regular cases of not being able to socially distance when undertaking residential travel.

*Due to lower capacities on 5-car Azuma services, half of Coach C is unreserved. Please be mindful that Coach C, Seats 36-87 may be reserved.
Passes valid for Residential travel where the above applies:

- GTR (Thameslink, Great Northern, Southern, Gatwick Express) Staff – valid Newark Northgate to/from London only
- Grand Central Staff Passes
- British Transport Police Warrant Cards (if on patrol officers can board without reservation).
- Met/City of London Police Officers Smart Cards – valid London to/from Peterborough only
- Status Pass Holders used for Residential travel
- Residential Passes (ex-BR staff / BTP have these).

Non-LNER staff free Rail Staff Travel leisure facilities

**RESERVATION REQUIRED**

Reservations should not be booked prior to 1 hour before travel. This is in order to prioritise availability for fare paying customers.

Where no reservations are available (train is fully reserved) staff should book the next service with availability within 1 hour of the next chosen departure time.

Travel in First Class accommodation is permitted according to the holder’s pass type and eligibility.

Passes valid for free Leisure travel where the above applies:

- Staff Travel Card (if marked ‘retired’ no time restriction on making reservations).
- Status Pass used for Leisure travel (if marked ‘retired’ no time restriction on making reservations)
- EMR Staff Reciprocal Passes for Leisure travel
Use of Priv rate Rail Staff Travel leisure facilities

**RESERVATION REQUIRED.** Reservations should not be booked prior to 1 hour before travel. This is in order to prioritise availability for full fare paying customers.

Where no reservations are available (train is fully reserved) staff should book the next service with availability within 1 hour of the next chosen departure time.

Ticket restrictions continue to apply according to the specific ticket selected.

How to make reservations

There are three options to reserve a seat:

- Online at [www.lner.co.uk/reserve](http://www.lner.co.uk/reserve) you will need to create an LNER account to do this. Once you have selected your train, you will need to enter “Staff” into the box which requests ticket number.
- Station Travel Centres
- LNER Customer Solutions Centre

LNER Travel Definitions

*Duty Travel*
Any staff member travelling for work purposes

*Residential Travel:*
Any staff member travelling between home and work
**Leisure Travel:**
Any staff member travelling for leisure purposes