

Rail Staff Travel Guide for Non-Safeguarded National Rail Staff



Rail Delivery Group



Rail Staff Travel is part of the Rail Delivery Group

Rail Staff Travel Guide for Non-Safeguarded staff

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This document supersedes the one issued on

This guide includes:

- Updates on adjoining countries for FIP
- Updates to Leisure railways
 - Updates to Berth supplements for GWR
- A revised format to make it easier to find information

Rail Staff Travel Guide for Non-Safeguarded staff

Section 1: Introduction

This is a guide to the National and International rail staff travel facilities granted to employees who joined rail employment on or after 1 April 1996.

Employees who joined the rail industry on or before 31 March 1996 should refer to the guide *Travel Guide for Safeguarded staff*.

The eligibility for facilities is defined in the TOC Privilege Travel Arrangement.

This guide gives you an overview of the benefits you might enjoy. It is not a legally binding document.

The TOC Privilege Travel Arrangement is a non-contractual arrangement reviewed annually by TOCs and which may be withdrawn at any time.

TOC or group concessions available through specific employers are outside the scope of this Guide.

Use of travel facilities is subject at all times to the:

- Rail Staff Travel Conditions of Issue and Use www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html
- National Rail Conditions of Travel www.nationalrail.co.uk/nrcot
- Travel Restrictions (updated twice a year) www.raildeliverygroup.com/rst/where-can-i-go.html.

You can get further information from Rail Staff Travel by emailing rst@raildeliverygroup.com

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Section 2: Types of Travel and the concession available

The purpose of your journey determines which type of rail staff travel facility you can use.

Leisure Travel

This is classified as travelling for social/pleasure reasons (as long as it does not fall within the Residential Travel or Duty Travel categories or involve trading or other remunerative activity).

The use of Priv tickets for leisure travel is permitted for both employees, partners and child dependants.

Residential Travel (i.e. commuting)

Residential Travel is travelling from your permanent place of residence (i.e. your home address) to your permanent place of regular employment (i.e. your office, depot or station) or education (i.e. a university, college or school), i.e. commuting.

The Rail Staff Travel Facility Rules only allow an employee to have one place of regular employment and a child dependant one place of regular education.

The use of Reduced Rate Season Tickets for Residential Travel is only permitted for employees and dependant children once authorised by Rail Staff Travel who will issue an authorised season ticket form.

The use of single/return Priv-rate tickets for residential travel is not permitted for employees, partners or child dependants..

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Duty Travel

Duty Travel is travelling as required by your employment or employer during the working day. This includes attending training events and meetings.

The use of Priv tickets for Duty Travel is prohibited for both employees, partners and child dependants..

Type of Travel	Concessions available	Notes
National: Leisure Travel	Priv-rate (75% discount) of full fare (Anytime) Priv-rate (75% discount) of Off-Peak Tickets Discounted rate on many Rovers and Rangers	Priv-rate of Off-Peak tickets is subject to yearly renewal of the agreement by TOCs.
National: Residential Travel	Priv-rate (75% discount) of full fare season ticket	Season ticket authority, for eligible travel, must be obtained from RST before purchase at station.
International Leisure (discounted)	Unlimited 50% discount travel with an International Reduced Rate Card (CIE, NIR, SNCB, and SNCF discount is 75%)	Available after 1 years' service.

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Type of Travel	Concessions available	Notes
International Leisure (free)	<p>Limited free travel with one free coupon in each calendar year per carrier (a few offer two coupons in each calendar year).</p> <p>Mandatory reservations and supplement charges may apply on High-Speed and long distance services.</p>	<p>Available after 1 years' service.</p> <p>A coupon is valid for 3 months giving 4 x 48-hour periods in which unlimited free travel is available. (Stena coupons are 2 x 48-hour periods for travel).</p> <p>Some carriers give none for partners and dependant children.</p>
Other UK	<p>Generally Priv-rate, but there are differences by operator.</p>	<p>Leisure railways and ferries have their own offers and restrictions- see the relevant section for more information.</p>
London (TfL)	<p>None on London Underground and Docklands Light Railway.</p>	<p>National Rail concessions apply on TfL Rail and TfL Overground services.</p>

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Section 3: Rail Staff Travel products

The Rail Staff Travel products available to Non-Safeguarded Staff are:

Product	For what	Supporting ID
Rail Staff Leisure Card <i>(formerly known as TOC Privilege Card)</i>	Leisure (Priv-rate)	Photocard (see below)
Reduced Rate Season Ticket	Residential (Priv-rate)	Photocard (see below)
FIP International Reduced Rate Card	Leisure (reduced rate)	Passport
International FIP Coupons	Leisure (free)	Passport

Rail Staff Leisure Card

Leisure travel is delivered via the **Rail Staff Leisure Card**

You can use it to purchase unlimited Priv-rate tickets for leisure travel.

Priv-rate tickets can only be used by the Rail Staff Leisure Card holder and are not transferrable to any other person.



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The Rail Staff Leisure Card is issued annually in June and is valid for 12 months.

Photo ID card for Rail Staff Leisure Card

Photo ID is a mandatory requirement for all employees, partners and child dependants aged 16 or over to support the use of a Rail Staff Leisure Card.

A Photo ID is not required by any dependant child aged 15 or under.

Valid forms of Photo ID to support the Rail Staff Leisure Card are:

- The Photocard ID used by the general public which can be obtained from most National Rail station booking offices free of charge, or
- A TOC specific smartcard which contains your photograph, your forename and your surname.



Reduced Rate Season Ticket

Residential Travel (i.e. commuting to and from work) is delivered through a Reduced Rate Season Ticket.

Obtaining a Reduced Rate Season Ticket

Employees must apply to Rail Staff Travel for an authority to purchase each Reduced Rate Season Ticket using the Employee Residential Travel (XX01) form here www.raildeliverygroup.com/rst/forms.html#resi

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Rail Staff Travel will send an authority to purchase the reduced rate season ticket to the employee. The employee must hand this into a ticket office when purchasing the ticket.

Refunds of Reduced Rate Season Tickets

If an employee needs a refund, the employee must submit the season ticket to Rail Staff Travel to authorise the refund. Rail Staff Travel will accept a photo of the Season Ticket cut into four pieces and a photo taken and emailed to Rail Staff Travel. You must also include an image of the ticket before you cut it up so all details can be viewed.

Rail Staff Travel will then send the ticket to the appropriate department within the Train Operating Company to process the refund.

Photo ID card for Reduced Rate Season Ticket

Photo ID is a mandatory requirement for all employees and child dependants (including those under age 16) to support the use of a Reduced Rate Season Ticket.

Valid forms of Photo ID to support the Reduced Rate Season Ticket are:

- The Photocard ID used by the general public which can be obtained free of charge from most station booking offices.

The Rail Staff Leisure Card is not a valid form of identification for the purchase or use of a Reduced Rate Season Ticket.

Please note that in limited circumstances a partner may be eligible for a Reduced Rate Season ticket. Please contact Rail Staff Travel for more information.

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FIP International Reduced Rate Card

See the later section in this document on Foreign Undertakings for more information.

International FIP Coupons

See the later section in this document on Foreign Undertakings for more information.

Loss & Replacement of Rail Staff Leisure Cards or Passes

All losses, for any reason, must be reported to RST immediately, even if you are not going to order a replacement. A replacement fee is payable if cards are lost, damaged or destroyed. The fee may be waived if loss is the result of theft, robbery or fire, subject to evidence of this being produced from the relevant police or fire service authorities.

Postal losses notified beyond one month of the expiry date of the previous card or pass will not be replaced free of charge but must be paid for as if lost by the holder. There are no exceptions to this rule as this is to support fraud prevention.

The current replacement charges are given in the RST website www.raildeliverygroup.com/rst/useful-information.html

To request any replacement card or pass, apply on the Replacements Form (XX10) on the Forms page of the RST website - www.raildeliverygroup.com/rst/forms.html.

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Section 4: Joining, mobility within, and leaving the rail industry

Joining a TOC

When you start employment with a Train Operating Company, they will notify Rail Staff Travel and provide us with your details.

For most TOCs this is at the start of employment, but this can vary by TOC.

We will create your Rail Staff Travel record for you. We may require a passport-style photograph of you and any eligible partners and child dependants.. If so, you will receive details from your TOC of how to provide this to us.

Once we have your information and photographs, we will automatically issue your Rail Staff Leisure Card, and any other relevant TOC specific travel products and send it to your home address.

Rail Staff Travel products may take up to 4 weeks to be created by the production service and delivered to you.

Moving from one TOC to another TOC

If you move between Train Operating Companies and retain continuous service (i.e. you finish with your TOC on one day and start with the new TOC on the next working day) you may retain your National and International travel passes, but you must return any local (TOC and group specific) passes to the TOC you are leaving.

If you have a gap in service between working for one TOC and another TOC, you must surrender all Local, National and International travel passes to the TOC you are leaving before you leave and apply for new benefits with the new company you join. You should ensure all cards and passes are delivered securely to your HR team.

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There will be a gap in service if there are any business days between the date supplied to RST by your former TOC as your leaving date, and the date supplied to RST by your new TOC as your starting date.

Resignation, retirement, redundancy or dismissal

Your eligibility for national and international travel facilities ceases when you leave employment with National Rail TOCs.

All Rail Staff Travel cards and passes for you and all family members must be surrendered to the TOC before you leave. If you do not, and later join another TOC this may impact on our ability to issue you with rail staff travel facilities.

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Section 5: Eligibility of family members

Partners and child dependants

As a general rule you can apply for travel facilities for the following:

- one spouse or partner
- resident dependant children up to the age of 18
- resident dependant children (though they reside be at another address in term time if they attend college or university elsewhere) between 18 and 25 subject to annual declaration of continued eligibility
- resident dependant children aged 25+ in very limited circumstances

It is up to the employee to decide whether partners and child dependants are issued with rail staff travel facilities. No partner or child dependant is independently eligible for anything.

Partners and child dependants generally receive the same domestic leisure-only benefits as the employee.

The Employee is responsible for the correct use of rail staff travel facilities by partners and child dependants.

Divorce or separation from a spouse/partner

In the event of divorce or legal separation for those married or in a civil partnership, or if an unmarried partner no longer lives with an employee, all cards and passes for the partner must be returned.

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Once a partner is no longer eligible the employee must inform RST immediately by completing a *Dependant Card Not Required* form XX24 on the RST website. The cards and passes must be returned to RST by signed for delivery or images of them cut up must be sent by e-mail to rst@raildeliverygroup.com.

You cannot apply for facilities for any new partner until the passes from the first partner have been returned, or have expired by date.

Children no longer dependant on the employee

When children become no longer dependant on the employee, either by gaining employment, leaving home or entering into a serious relationship, all cards and passes must be returned.

The employee must inform RST immediately by completing a *Dependant Card Not Required* form XX24 on the RST website. The cards and passes must be returned to RST by signed for delivery or images of them cut up must be sent by e-mail to rst@raildeliverygroup.com

More eligibility information

More specific details about individual circumstances, categories, variations and eligibility can be found here:

- Conditions of Issue and Use
www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html
- Eligibility of Family Members
www.raildeliverygroup.com/rst/eligibility.html

Facilities for a couple, both employed in the rail industry

As a general rule, upon becoming an “employed couple”, you can opt for leisure travel in your own right, or as a partner. This must apply to both

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domestic and international leisure travel. You can however retain residential travel and your TOC Specific travel offered by your employer separately as an employee, even if you take your leisure travel through your partner.

European (FIP) travel must align with your national travel facilities, as opposed to TOC-specific, eligibility.

We recommend that you approach RST for specific guidance if you are unsure.

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Section 6: Travel on National Rail

Leisure Travel

Priv-rate tickets

Leisure travel is delivered via the **Rail Staff Leisure Card**, which is issued on joining a TOC.

You can use it to purchase unlimited Priv-rate tickets for leisure travel only, subject to the Restrictions on Travel as documented above in section 2.

Priv-rate tickets can only be used by the Rail Staff Leisure Card holder and are not transferrable to any other person.



The Rail Staff Leisure Card is issued annually in June and is valid for 12 months.

Ticket Type	Discount available on National Rail services
Anytime	75% off the public fare
Off-Peak	75% off the public fare.

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Ticket Type	Discount available on National Rail services
	<p>Travel is subject to the same restrictions as the public ticket.</p> <p>The agreement for the discount on Off-Peak tickets is subject to yearly renewal by the TOCs.</p>
Advance	None
Rovers and Rangers	<p>75% off the public fare for most Rovers and Rangers.</p> <p>Some Rover and Rangers have no priv discount available.</p>
Plusbus Day tickets	<p>No discount available.</p> <p>The Rail Staff Leisure Card on its own is not valid for the purchase of a Plusbus Day ticket.</p> <p>Plusbus Day tickets can be purchased at the appropriate public rate if you present any of the following at the ticket office:</p> <ul style="list-style-type: none"> • Priv-rate discounted Anytime or Off-Peak ticket • Priv-rate Rover or Ranger • Priv-rate Season Ticket <p>A PlusBus ticket cannot be bought if the origin and destination stations of the rail journey indicated on the ticket or pass are located wholly within the same towns PlusBus travel zone (or within the same metropolitan region: Greater Manchester; South Yorkshire; West Midlands; West Yorkshire)</p>

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Ticket Type	Discount available on National Rail services
Plusbus Season tickets	<p>No discount available.</p> <p>The Rail Staff Leisure Card on its own is not valid for the purchase of a Plusbus Season ticket.</p> <p>Plusbus Season tickets can be purchased at the appropriate public rate if you present any of the following at the ticket office:</p> <ul style="list-style-type: none">• Priv-rate Rover• Priv-rate Season Ticket <p>The PlusBus season ticket may not extend beyond the end of validity date of the Rover or Season Ticket.</p>

Priv-rate tickets are not valid on TfL Underground and DLR services in London except when the ticket shows the Cross-London Indicator, in which case it may be used on the Underground to cross London between the relevant London Terminal stations only.

Priv-rate tickets purchased with a Rail Staff Leisure Card must NOT be used for business, trading, duty or residential (commuting to work or travel to educational establishments).

The agreement underwriting this non-contractual arrangement for Non-Safeguarded Leisure Travel is reviewed annually by TOCs and may be withdrawn at any time.

Staff Travel Restrictions and complimentary refreshments

The use of Priv-rate tickets and Reduced Rate Season Tickets is subject to **Staff Travel Restrictions** on rail services.

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These are updated each May and December on the RST website.
www.raildeliverygroup.com/rst/where-can-i-go.html

Travelling on restricted services is treated as a Travel Irregularity.

Train Operating Companies have restrictions on the acceptance of complimentary refreshments by holders of rail staff travel facilities.

As ticket inspection and refreshment service may be carried out by different on-board staff, those providing refreshments may not know that you are travelling using Rail Staff Travel facilities.

You must refuse refreshments when offered, unless the **Staff Travel Restrictions** document specifically allows you to accept them.

Class of Travel

If you hold a STD class Rail Staff Leisure Card, then you may only buy Standard Class Priv-rate tickets and travel in Standard Class.

Where a TOC offers Weekend First upgrades, Rail Staff Leisure Card holders with Standard Class Priv-rate tickets, may purchase the Weekend First upgrade at the public rate and travel in First Class accommodation.

A few TOCs may allow the purchase of upgrades for First Class using apps such as Seatfrog, however, not all of them allow this. If it is permitted, it will be documented in the **Staff Travel Restrictions**.

Apart from the exceptions above,, you cannot pay the difference between Standard Class and First Class fares to travel in First Class accommodation.

If you hold a 1ST Class Rail Staff Leisure Card, then you may buy either Standard or First Class Priv-rate tickets. If you buy Standard Class Priv-rate tickets, then you may only travel in Standard Class accommodation.

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Seat Reservations

When purchasing a Priv-rate ticket it is normally possible to make a seat reservation. Some TOCs restrict staff from making seat reservations and the rules are in the **Staff Travel Restrictions**.

How to buy a Priv-rate ticket, and what to do if this is not possible

At present it is not possible to buy Priv-rate tickets online, by phone, or from ticket machines.

Where the station has a staffed ticket office, you must purchase a valid ticket before you start a journey, irrespective of the length of queue or wait time.

If the ticket office is closed and local 'promise to pay' tickets are available from vending machines you must obtain one before travelling.

If you board a train from a station with an open ticket office and have no ticket, or from a station where 'promise to pay' tickets are in use and you haven't obtained a 'promise to pay', the train operator is within their right to refuse to sell you a Priv-rate ticket and report it as a Travel Irregularity.

Only if the ticket office is closed, and there is no local 'promise to pay' in use, can you buy a Priv-rate ticket on board a train. You must actively seek out staff on-board the train, have your fare ready and offer to pay it at the first available opportunity. By offering to pay there can be no question that you are trying to travel without paying.

If you don't actively offer to pay, then you may be accused of fare avoidance, and risk committing a Travel Irregularity. (See the separate section on Travel Irregularities for the consequences).

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Residential Travel (Commuting)

Residential travel can only be granted from the station nearest to your home address and the station nearest your permanent work location.

A Rail Staff Leisure Card cannot be used to buy a Reduced Rate Season Ticket.

Reduced Rate Season Tickets are available immediately upon commencing employment with a TOC once their purchase has been authorised by Rail Staff Travel.

Applications must be made to RST using the Employee Residential Travel form (XX01) on the Forms page of the RST website - www.raildeliverygroup.com/rst/forms.html#resi .

Once approved, you can take the authorised form to a station purchase a Priv-rate season ticket.

Reduced Rate Season Tickets may also be used for leisure travel. Reduced Rate Season Tickets **DO NOT** include any element of London travel (LU, DLR, buses).

The agreement underwriting this non-contractual arrangement and may be withdrawn at any time. It is reviewed annually by TOCs, and currently runs to 30 June 2022.

Sleeper Services

Employees, partners and child dependants are eligible for staff travel on Caledonian Sleeper and Great Western Railway Sleeper:

Caledonian Sleepers

On Caledonian Sleeper services between Euston and destinations in Scotland there are two options available for staff discounted travel:

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1. 75% discount off the public fare (single only), inclusive of travel and room accommodation (Solo or Twin Accommodation), on presentation of a Rail Staff Leisure Card. Reduced fares are subject to availability and can be purchased in advance from a National Rail station.
2. Purchase a Privilege rate Any time or Off Peak ticket and pay the room supplement. There is no discount on the room supplement. Room supplements can be booked online at www.sleeper.scot

Please note that option 1 is usually cheaper.

Holders of Standard Class facilities may only travel in Classic accommodation. Holders of Standard Class facilities must pay the full public rate if they wish to travel in Club Class.

Holders of 1st Class facilities are eligible for discounted travel in either Club or Classic accommodation.

There are no staff discounted rates on travel in Caledonian Doubles.

Travelling with children on Caledonian Sleeper

When travelling with children, you may obtain 75% discount off the public fare inclusive of travel and room accommodation on presentation of a Rail Staff Leisure Card.

You need to request a 'Solo Room with free child' ticket and the child effectively travels for free.

Reduced fares are subject to availability and can be purchased in advance from a National Rail station.

If there are more children travelling than adults with rail staff travel facilities, then an additional room will have to be purchased at the 75% discount adult rate.

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Caledonian Sleeper Seated day trains

There is limited seating accommodation on the daytime legs between Edinburgh and Fort William and Kingussie and Inverness. Privilege travel facilities are available for use on these legs where they are shown in the public timetable subject to space being available. Reservations are not possible.

Great Western Railway sleepers

Great Western operate the Night Riviera sleeper between London Paddington and Penzance. There are two options available:

1. 75% discount off the most expensive Advance-Inclusive package in each type of accommodation (solo or twin) on presentation of a Rail Staff Leisure Card.
2. Purchase a Priv-rate ticket and pay the sleeping berth supplement.

Option 1 availability is quota controlled. If no Priv-rate advance package tickets are left, you will need to take Option 2.

As of January 2020, the berth supplement is £55 for a berth in a twin cabin, or £80 for a berth in a solo cabin. There are no discounts on the berth supplements for any category of customer (Child / Railcard / PRIV etc.).¹

Tickets can only be purchased from a National Rail station, by presenting your Rail Staff Leisure Card to show eligibility.

Travel Irregularities

Employees are responsible for their proper use of all rail staff travel facilities that are issued to themselves and their families.

¹ (Source: RST Ref: 90-003-003/D7581INC)

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The Employee has absolute discretion as to whether they allow their partner and child dependant(s) to enjoy these facilities.

The Scheme sets out the penalties if any holder of any National or International rail staff travel facility, whether employee, partner or dependant child, attempts to use it fraudulently or allows someone else to do so.

Generally, if a primary cardholder transgresses, the partner and all dependants also lose their facilities; if a partner or dependant child is at fault, then generally just that individual is subject to penalty.

Any person who is found to:

- improperly use any Rail Staff Leisure Card
- improperly use any ticket/pass issued by or on behalf of a TOC or Group
- transfer or any card, ticket or pass, or attempts to do so,

will be liable to prosecution, withdrawal of rail staff travel facilities and, if an employee, possible dismissal.

Priv-rate leisure tickets purchased with a Rail Staff Leisure Card are not valid for business, trading, duty or residential use (commuting to work or travel to educational establishments) by either employees, partners or dependant children. Where such cases are detected they will be treated as a travel irregularity.

There is more information in the Travel Irregularities document on the RST website www.raildeliverygroup.com/rst/where-can-i-go.html

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Complaints

If you have a problem using Rail Staff Travel facilities on TOC services, you should firstly raise the issue with the TOC concerned. Details of how to contact each TOC can be found on their websites.

If your complaint remains unresolved, then you should then raise your complaint with the Rail Ombudsman.

Details are at www.railombudsman.org or you can call them on 0330 094 0362 between 08-00-22:00 Monday to Friday (excl. Bank Holidays) and 08:00-13:00 on Saturdays and Bank Holidays (except Christmas Day).

If you have problems in the following areas, please contact Rail Staff Travel

- Using Travel facilities on non-TOC services, e.g. Leisure Railways
- The service provided to you by Rail Staff Travel
- Using FIP Rail Staff Travel facilities in Europe

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Section 7: National Rail services in Great Britain

Rail Staff Travel facilities are valid on the services of the following franchised and concessionary National Rail train operating companies in Great Britain.

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

When a franchised or concessionary operator is replaced by another franchised or concessionary operator, or any other operator appointed by the Department for Transport, rail staff travel facilities remain valid on the services provided by the new operator.

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Section 8: Other undertakings in Great Britain

Travel facilities are granted to employees, partners and child dependants on some other GB transport undertakings as indicated below.

Unless otherwise stated, only reduced rate travel is available, and for leisure use only.

Rail

Eurostar

The Rail Staff Leisure Card does not offer discounts on Eurostar.

You can benefit from FIP discounted fares once you have an FIP International Reduced Rate Card which should be carried with you on the journey.

FIP fares are subject to availability (this is limited between 17.30 and 19.00 on Fridays) so the further in advance the FIP tickets are booked, the greater the choice of trains available.

Reservations on Eurostar services are compulsory. For prices and booking please see www.raildeliverygroup.com/rst/offers

Although tickets can be purchased on the day of travel at the stations served, it is better to obtain tickets in advance – call International Rail Ltd on 0333 003 0423. There are alternative agents, details can be found on our FAQs www.raildeliverygroup.com/rst/faqs.html#IntBook

Reservations can be made in Standard Premier (1st class) by holders of 1st Class FIP.

You cannot upgrade from Standard Class to Standard Premier for holders of Standard Class FIP.

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Grand Central

Open access operator Grand Central accepts:

- Priv discounted tickets purchased with the Rail Staff Leisure Card.
- Reduced rate season tickets

Heathrow Express

Priv-rate tickets for leisure travel with a Rail Staff Leisure Card can be purchased at the ticket office at Paddington, or the ticket office at Terminals 2 and 3, or the ticket office in the arrival hall at Terminal 4 and Terminal 5. Alternatively, a Priv-Oyster card may be used. The fare charged will be the Priv-rate of the Peak or Off-Peak public single ticket as appropriate.

Children under 16 travel free at all times on Heathrow Express, as long as they travel with a fare-paying adult. Customers travelling with children under 16 should ask Heathrow Express staff to open the ticket gate for them, to allow entry to the platform. Children who have a 5-10 or an 11-15 Zip Oyster photocard or a Young Visitor discount added to a standard retail Oyster card or to a Visitor Oyster card should not touch in or out. There is no limit to the number of accompanied children allowed to travel for free.

At Paddington, Heathrow Express trains usually depart from platforms 6 or 7. If a Heathrow Express train departs from a platform other than 6 or 7, the MTR Elizabeth Line Paddington-Heathrow priv fare will be charged and customers will not be expected to pay more.²

Hull Trains

Open access operator Hull Trains accepts:

- Priv discounted tickets purchased with the Rail Staff Leisure Card.

² (Source RST Ref: 90-035-126/D7588INC)

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- Reduced rate season tickets

London Tramlink

Unlimited free leisure travel for Rail Staff Leisure Card holders (just show your Rail Staff Leisure Card).

West Coast Railway Company

The Jacobite. Steam-hauled main line charter trains operate weekday return services between Fort William and Mallaig typically from April to October, with weekend return services for a slightly shorter period. You can travel on these services at a privilege rate of a quarter of the published price.

There is no priv rate available on 1st class fares. ³

West Coast Railway Company booking details:

Standard class priv rate tickets. Telephone: 01524 732100.

First class public rate tickets. Website - westcoastrailways.co.uk

Heritage Rail (generally not on the National Rail network)

Priv-rate travel is generally not available on special event days with leisure/heritage railways. You should check with the railway before making a trip to ensure that priv-rate travel is available on your intended day.

Priv-rate travel is obtained by presentation of the Rail Staff Leisure Card. Other TOC specific and group specific passes will not be accepted.

³ Source RST Ref: 90-035-421/D7976INC

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Railway company	Notes
Avon Valley Railway	
Bala Lake Railway	
Bluebell Railway	50% discount
Bodmin & Wenford Railway	
Brecon Mountain Railway	
Bure Valley Railway	
Chinnor and Princes Risborough Railway ⁴	75% discount on the Full Adult Rover ticket only. Available from the ticket office at Chinnor, or Princes Risborough (platform 4). Not available on evening trains, dining services or Santa specials. This is a commercial offer provided through the goodwill of the CPRR rather than a reciprocal arrangement with Rail Staff Travel.
Crich Tramway Museum	National Tramway Museum (2 for 1 offer)
East Lancashire Railway	Not valid on Special events
Embsay Steam Railway	
Ffestiniog Railway and Welsh Highland Railway	In place of 2 nd class accommodation, the Railway provides 3 rd class
Great Central Railway	
Helston Railway	
Isle of Wight Railway	
Kent and East Sussex Railway	
Lakeside and Haverthwaite Railway	
Lappa Valley Railway	
Llanberis Lake Railway	
Mid-Hants Railway (Watercress Line)	

⁴ (Source: RST Ref 90-035-031/D7661INC)

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Railway company	Notes
North Norfolk Railway	
North Yorkshire Moors Railway	Priv-rate tickets are not available on Pullman Dining Trains, and selected NYMR services on the Esk Valley Line to Battersby, and on special event days.
Paignton & Dartmouth Steam Railway	
Plym Valley Railway	Priv-rate tickets are not available on North Pole Express services
Ravenglass and Eskdale Railway	Priv-rate tickets issued only at Ravenglass Booking Office. Not available on Bank Holidays and are always subject to availability.
Romney, Hythe and Dymchurch Light Railway	Priv-rate tickets are only issued if purchasing a RomneyRover and are not available for use on special event days (see - www.rhdr.org.uk)
Severn Valley Railway	
Snowdon Mountain Railway	Priv-rate tickets are issued for return journeys only
South Devon Railway	
Strathspey Railway	
Swanage Railway	Priv-rate tickets are not valid on special event days.
Talylyn Railway	
Vale of Rheidol Railway	
Welsh Highland Railway	See Ffestiniog Railway
West Somerset Railway	

Shipping

On shipping services, unless otherwise specified

- Priv-rate travel offers a 75% discount on the foot passenger fare.
- Priv-rate tickets are not available on the day of travel at ports and must be purchased in advance.

Rail Staff Travel Guide for Non-Safeguarded staff

- Port taxes must be paid at the public rate and must be purchased in advance.
- Transport of vehicles must usually be paid at the public rate.

P&O Ferries (Dover-Calais & Hull-Zeebrugge/Rotterdam)

Rail Staff Leisure Cards issued to employees, partners and child dependants can be used for a discount for travel on any of the Dover-Calais, Hull-Zeebrugge, and Hull-Rotterdam routes against the standard fares for any duration.

Travel on the Dover-Calais route as a Foot Passenger (without a vehicle) is free except for the port taxes charged. Port taxes are payable in each direction. Port Tax tickets for travel as a Foot Passenger are not available to book on-line. For these call the P&O Ferries contact centre.

Route	Adult port tax	Child (4-15 yrs) port tax
Dover – Calais	£4.00	£4.00

Foot passengers can travel only between 08.25 – 19.15 from Dover and between 06.45 – 21.45 from Calais.

Present your Rail Staff Leisure Card and Photo Identity Card at the port when you check-in for travel. Failure to do so will result in being refused travel.

P&O Ferries booking details

- Web www.poferries.com/ATOC (when prompted for your Membership Number, enter the number of your current Rail Staff Leisure Card)
- Email: RTS.supportgroup@poferries.com
- Tel: **01304 448 888**. Hours of operation daily 07.30 until 21.00 (22.00 from Easter to September). Telephone bookings attract an additional charge of approximately £5, unless paying Port Tax tickets only, in which case the £5 will not be applied.

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Stena Line Irish Services

Rail Staff Leisure Cards for employees, partners and dependant children can be used on services operated by Stena Line on its services to the Republic of Ireland and Northern Ireland.

Travel as a foot passenger is free, but a Port Tax ticket (for all passengers aged 4 or over) must be obtained in advance and presented at the embarkation port.

Passengers should report at least 45 minutes prior to departure on all routes except Belfast-Liverpool where check-in is at least 90 minutes prior to departure.

The following routes tend to be exceptionally busy throughout the summer months, Christmas, New Year, Easter, Halloween and Bank Holiday periods:

- Cairnryan – Belfast
- Fishguard – Rosslare
- Holyhead – Dublin
- Liverpool – Belfast

Reservations are compulsory on all sailings. All free and concessionary travel holders must have the correct documentation before travelling. Bookings **cannot** be made at the Port on the day of departure.

Space for concessionary travel is subject to availability. An alternative can be requested if the first choice of sailing has no space left for concessionary travel.

All Stena Line services are single class.

Vehicles

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Fares are generally cheaper the earlier the booking is made. As such the 50% discount available to staff for conveyance of vehicles will be on the flexi fare available at the time of booking.

Port Taxes

These are payable on Stena Line services in each direction for adults and children (4-15 years).

Route	Adult	Child (4-15 yrs)
Fishguard – Rosslare	£5.00	£3.00
Rosslare - Fishguard	€7.00	€4.00
Holyhead - Dublin	£5.00	£3.00
Dublin - Holyhead	€7.00	€4.00
Cairnryan - Belfast	£5.00	£3.00
Liverpool - Belfast	£15.00	£13.00
Belfast - Liverpool	£15.00	£13.00

Environmental Charge

All passengers and vehicles travelling from 1 January 2020 are also subject to the Environmental Charge introduced as part of the global regulation on Sulphur emissions introduced by the International Maritime Organisation.

The fees are currently payable for all single journeys as follows:

Vehicle	Adult	Child (4-15 yrs)
£3.00/€3.00	£2.00/€2.00	£1.00/€1.00

More details are available on the Stena Line website here:

www.stenaline.co.uk/faqs/book-quote-online/what-is-the-environmental-charge

Other facilities

Cabins, Stena Plus and Meals can also be pre-booked at brochure prices.

Stena Line booking details

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Telephone: **08448 471 471** for port tax payments and vehicle discounted fares.

Online: www.stenaline.co.uk for Cabins, Stena Plus and Meals.

Irish Ferries

Irish Ferries operate services between Pembroke Dock and Rosslare, and between Holyhead and Dublin.

Rail Staff Leisure Card holders may purchase privilege foot-passenger tickets.

The discount is available on the price of the foot-passenger ticket. Port tax must be paid at the public rate. Tickets must be purchased from Irish Ferries in advance of travel.

Irish Ferries booking details

Telephone **08717 300 400**

Windermere Lake Cruises

Unlimited free travel is granted to all Rail Staff Leisure Card holders, including partners and child dependants.

Before boarding, a Boarding Pass must be obtained by producing a valid Rail Staff Leisure Card at the Company's booking offices at Ambleside, Bowness or Lakeside.

Buses

Buslink to Luton Airport

Rail Staff Leisure Card issued to employees, partners and child dependants can be used to obtain free travel on the Shuttle Bus between Luton Airport Parkway Station and Luton Airport.

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Section 9: Travel in London

There is no eligibility for free or reduced rate travel on TfLs' Tube DLR and bus services.

National Rail Services in the Oyster area

You can use your Rail Staff Leisure Card to travel at Priv-rate either by purchasing a paper ticket or using an Oyster card. To use an Oyster card, just take your Rail Staff Leisure Card to one of the following National Rail station ticket offices and ask for the NR only Priv discount to be set on the Oyster card.

C2c:

Barking	Limehouse
Fenchurch Street London	Upminster

Greater Anglia:

Brimdown	Rye House
Broxbourne	Shenfield
Cheshunt	St Margarets (Hertfordshire)
Enfield Lock	Tottenham Hale
Hertford East	Waltham Cross
London Liverpool Street	Ware

Govia Thameslink Railway:

East Croydon	Essex Road
London Victoria	Farringdon
London Blackfriars	Finsbury Park
City Thameslink	Gatwick Airport
Drayton Park	London St Pancras

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London Overground:

Acton Central	Honor Oak Park
Anerley	Hoxton
Brockley	Imperial Wharf
Brondesbury Park	Kensal Rise
Bruce Grove	Kensington Olympia
Bush Hill Park	Kentish Town West
Bushey	Kilburn High Road
Caledonian Road & Barnsbury	New Cross Gate London
Camden Road London	Norwood Junction
Canonbury	Penge West
Carpenders Park	Rectory Road
Chingford	Rotherhithe
Clapton	Shadwell
Crystal Palace	Shepherds Bush
Dalston Junction	Shoreditch High Street
Dalston Kingsland	Silver Street
Edmonton Green	South Acton
Enfield Town	South Hampstead
Finchley Road & Frognal	Southbury
Forest Hill	St James Street
Gospel Oak	Stoke Newington
Hackney Central	Surrey Quays
Hackney Downs	Sydenham
Hackney Wick	Turkey Street
Haggerston	Walthamstow Central
Hampstead Heath	Wapping
Hatch End	Watford High Street
Headstone Lane	West Croydon
Highams Park	West Hampstead
Homerton	Willesden Junction
	Wood Street

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TfL Rail:

Abbey Wood	Hayes & Harlington
Acton Main Line	Ilford
Brentwood	Manor Park
Chadwell Heath	Maryland
Ealing Broadway	Romford
Forest Gate	Seven Kings
Gidea Park	Southall
Goodmayes	Stratford
Hanwell	West Drayton
Harold Wood	West Ealing

Services operated on the Elizabeth Line by TfL Rail are a National Rail concession and concessionary travel facilities are available.

Services operated on London Overground are a National Rail concession awarded by TfL and concessionary travel facilities are available.

On services operated by Tramlink which is owned by TfL, concessionary travel facilities are available as indicated earlier in this document.

There is no concessionary travel within London on other TfL services (i.e. London Underground, Docklands Light Railway, London Buses, London River Services etc.).

However, Priv-rate tickets purchased with a Rail Staff Leisure Card may be used on TfL services for National Rail Cross London journeys between London Terminal stations where the relevant Cross London indication is shown on the National Rail travel ticket.

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Section 10: Northern Ireland and the Republic of Ireland

You cannot use your Rail Staff Leisure Card for free or discounted travel in Northern Ireland or the Republic of Ireland.

The FIP Card can be used to purchase discounted tickets, and FIP coupons can be used for free travel. See **'Travel Tips in Europe'** for more information.

If you are crossing the border travelling on the *Enterprise* service and using FIP coupons and crossing the border then both NIR and CIE coupons are needed.

Rail Staff Travel Guide for Non-Safeguarded staff

Section 11: Foreign Undertakings

European (FIP) Arrangements

The **International Reduced Rate Card** (FIP Card) is for unlimited reduced rate leisure travel (i.e. buying discounted tickets) and **International Coupons** (FIP Coupons) are for limited free leisure travel.

FIP free and reduced rate travel facilities **may only be used for leisure purposes. They cannot be used for residential, commuting or duty travel.**

Guidelines on getting the best out of travel in Europe can be found in the **Travel Tips for Europe** guide on the RST website.

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

After one year's service, reduced rate or free rail travel is granted to TOC employees, partners and child dependants on FIP carriers.

General

There are a number of open access and franchised carriers in countries which were previously covered by a single national carrier. FIP facilities are carrier specific and care must be taken by FIP facilities holders to ensure that the carrier accepts the FIP facilities held.

The class of travel allowed by European carriers is the same as that granted to an employee on National Rail.

On FIP carriers, it is usually possible to upgrade from 2nd Class to 1st Class where the difference in the public fare between 2nd and 1st class is paid for in advance. It is an offence for an employee holding 2nd class facilities to travel 1st class unless the difference in fare has been paid prior to travel.

Business class is often not available to FIP 1st or 2nd class facilities holders.

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Restrictions are imposed by FIP carriers from time to time and details are circulated and can be found in the Restrictions booklets on the Where Can I Go page of the RST website - www.raildeliverygroup.com/rst/where-can-i-go.html

Supplements and seat reservations are payable on many express, long distance or cross-border services, particularly ICE and TGV. Some carriers do not permit supplements to be purchased on board the train, unless departing from a station where the ticket office is not staffed.

Free Travel

Free travel is granted usually once a year on most FIP carriers to all employees, partners and child dependants (see table below for details). FIP International Free Coupons that are issued must be in the same name as your passport and you must have this with you when traveling.

Coupons are valid for a maximum period of 3 months from date of issue. To travel before 31 March of the next year out of the current year's quota, you must apply before 17 December by e-mail or post, and clearly mark on the form that you want the coupons taken from the current year's quota.

Apply online on the appropriate International Coupon Application Form (XX09b for employee travel only or XX09c for employees, partners and child dependants) at - www.raildeliverygroup.com/rst/forms.html#international

You must apply a minimum of 3 weeks before your intended date of travel.

Coupons are issued as a batch for the journey requested. An FIP regulation states that if a coupon has been part-used on a carrier adjoining or bordering the country of issue, it may not be used again for any further journeys on this carrier after a return journey has been made to the country of issue.

Rail Staff Travel Guide for Non-Safeguarded staff

The definition of the carriers adjoining or bordering Britain is EIL (Eurostar), StL (Stena Line – North Sea) and SLL (Stena Line – Irish Sea).

Part-used coupons for non-adjoining countries may therefore still be used up. Unused coupons may still be used for another journey as long as the overall period of validity has not been exceeded.

All FIP carriers listed below grant unlimited reduced rate leisure travel for all FIP card holders. The table shows the number of coupons per calendar year available for employees and dependants (in this context dependants refers to both partners and dependant children).

Carrier	Location	No. free per calendar year for Employees and:
Attica Ferries (<i>Superfast Ferries and Blue Star Ferries</i>)	Adriatic and Aegean seas	Nil
BDZ - Balgarski darzhavni zheleznitsi (<i>Bulgarian State Railways</i>)	Bulgaria	1, and 1 for each eligible Dependant
BLS - BLS AG	Switzerland	1, and 1 for each eligible Dependant
BSB/VSU - Bodensee-Schiffsbetriebe (<i>Lake Constance Ships</i>)	Austria, Switzerland, Germany	1 (employee only)
ČD - České dráhy (<i>Czech Railways</i>)	Czech Republic	1 (employee only)
CFL - Société nationale des chemins de fer luxembourgeois (<i>National Railway Company of Luxembourg</i>)	Luxembourg	1, and 1 for each eligible Dependant
CFR - Căile Ferate Române (<i>Romanian Railways</i>)	Romania	1 (employee only)
CIÉ - Córas Iompair Éireann (<i>Irish Transport System</i>)	Republic of Ireland	2, and 2 for each eligible Dependant
CP - Comboios de Portugal (<i>Railways of Portugal</i>)	Portugal	1 (employee only)

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Carrier	Location	No. free per calendar year for Employees and:
DB - Deutsche Bahn AG (<i>German Railways</i>)	Germany	1 (employee only)
DSB - Danske Statsbaner (<i>Danish State Railways</i>)	Denmark	1 (employee only)
EIL - Eurostar International	GB, France, Belgium, Netherlands	Nil
FS - Ferrovie dello Stato Italiane (<i>Italian State Railways</i>)	Italy	1, and 1 for each eligible Dependant
GYSEV - Győr-Sopron-Ebenfurti Vasút (<i>Győr-Sopron-Ebenfurti Railway</i>) ⁵	Austria, Hungary	1 (employee only)
HŽ - Hrvatske željeznice (<i>Croatian Railways</i>)	Croatia	1 (employee only)
KD - Koleje Dolnośląskie (<i>Lower Silesian Railways</i>)	Poland	1 (employee only)
KŚ - Koleje Śląskie (<i>Silesian Railways</i>)	Poland	1 (employee only)
KW - Koleje Wielkopolskie (<i>Greater Poland Railways</i>)	Poland	1 (employee only)
MAV - Magyar Államvasutak (<i>Hungarian National Railways</i>)	Hungary	1 (employee only)
MŽ-T - Makedonski Železnici Transport (<i>Macedonian Passenger Railways</i>)	Macedonia	1 (employee only)
NIR - Northern Ireland Railways	Northern Ireland	2, and 2 for each eligible Dependant
NS - Nederlandse Spoorwegen (<i>Netherlands Railways</i>)	Netherlands	2, and 2 for each eligible Dependant
NSB - Vy (<i>Norwegian State Railways</i>)	Norway	1 (employee only)
ÖBB - Österreichische Bundesbahnen (<i>Austrian Federal Railways</i>)	Austria	1, and 1 for each eligible Dependant

⁵ Also known as *Raaberbahn*.

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Carrier	Location	No. free per calendar year for Employees and:
PKP - Polskie Koleje Państwowe <i>(Polish State Railways)</i>	Poland	1 (employee only)
RENFE - Red Nacional de los Ferrocarriles Españoles <i>(National Network of Spanish Railways)</i>	Spain	1 (employee only)
SBB-CFF - Schweizerische Bundesbahnen <i>(Swiss Federal Railways)</i>	Switzerland	1 (employee only)
SNCB - Société nationale des chemins de fer belges <i>(National Railway Company of Belgium)</i>	Belgium	2, and 2 for each eligible Dependant
SNCF - Société nationale des chemins de fer français <i>(National Railway Company of France)</i>	France	2, and 2 for each eligible Dependant
SP - Schweizer Privatbahnen <i>(Swiss Private Railways)</i>	Switzerland	1 (employee only)
StL - Stena Line BV ⁶	North Sea	2, and 2 for each eligible Dependant
SV - Srbija Voz <i>(Serbian Railways)</i>	Serbia	1 (employee only)
SŽ - Slovenske železnice <i>(Slovenian Railways)</i>	Slovenia	1 (employee only)
THI - THI Factory <i>(Thalys)</i>	France, Belgium, Germany	Nil
Train OSE - ΤραίνΟΣΕ <i>(TrainOSE)</i>	Greece	1, and 1 for each eligible Dependant
VR - VR-Group Ltd	Finland	1 (employee only)

⁶ Stena Line BV free travel for one return journey – present an FIP coupon + Port Tax ticket + Environmental Charge. Reduced rate tickets available at ports only. Advance reservations mandatory – phone 01255 202352.

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Carrier	Location	No. free per calendar year for Employees and:
ŽFBH - Željeznice Federacije Bosne i Hercegovine <i>(Railways of the Federation of Bosnia and Herzegovina)</i>	Bosnia-Herzegovina	Nil
ŽPCG - Željeznički prevoz Crne Gore <i>(Railway Transport of Montenegro)</i>	Montenegro	1 (employee only)
ŽRS - Željeznice Republike Srpske <i>(Republika Srpska Railways)</i>	Bosnia-Herzegovina	1 (employee only)
ŽSR - Železnice Slovenskej republiky <i>(Railways of the Slovak Republic)</i>	Slovakia	1 (employee only)

Reduced rate travel – FIP Cards

International Reduced Rate (FIP) Cards are valid for two calendar years. They are only valid for travel in conjunction with the Passport of the holder, and must be presented to purchase discounted tickets, and also when discounted tickets are inspected. The name on the passport must match that on the International Reduced Rate Card.

For a new International Reduced Rate Card, apply on the FIP Card Request Form (XX09a) on the Forms page of the RST website -

www.raildeliverygroup.com/rst/forms.html#international

Booking reduced rate tickets or obtaining reservations for free travel

To obtain reduced rate tickets, seat, couchette, sleeper reservations and supplements from the UK, you can contact, International Rail. Bookings can be made as early as 6 months, or as late as 21 days, prior to travel. If your journey has more than two legs you must email International Rail rather than phoning them.

W: www.bookmyrst.co.uk/

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T: 0333 003 0423 (charged as a local call within UK)

E: sales@bookmyrst.co.uk

You can also make bookings by telephone for journeys involving any of the following:

- When using International Coupons for free travel but additionally requiring reservations or supplements, or using an FIP card for discounted journeys
- Eurostar* London to Lille/Paris/Brussels/Amsterdam
- Lyria* TGV services between France and Switzerland
- Thalys* services (operated by THI Factory) between France/Belgium and the Netherlands and Germany
- Thello* day and night services between France and Italy
- AVE** services within Spain
- TALGO* services within Spain and between Spain and Portugal
- RENFE services within Spain and services between Spain and Portugal
- ALLEO* services between Paris and cities in Germany

* FIP Leisure Fares include travel ticket and seating/overnight accommodation. International Coupon Tickets are not valid.

** special FIP Leisure Fares which include travel ticket and reservation are payable by holders of International Coupon tickets and International Reduced Rate Cards.

When booking please have your International Reduced Rate Card and debit/credit card details ready.