

Rail Delivery Group



Staff Travel Restrictions

Winter 2020-21

**Sunday 13 December 2020
to
Saturday 15 May 2021**

Version 1. Issued date 27/11/2020

Contents

Introduction	4
Updates to this document	4
‘Facilities barred’ and ‘exceptions’ codes	5
Restrictions on all services.....	6
Avanti West Coast	8
c2c.....	9
Caledonian Sleeper	9
Chiltern Railways	10
CrossCountry.....	11
East Midlands Railway	13
Gatwick Express	15
Grand Central	15
Greater Anglia.....	15
Great Northern	16
Great Western Railway	16
Heathrow Express.....	19
Hull Trains.....	19
London North Eastern Railway.....	20
London Northwestern Railway	23
London Overground (operated by Arriva Rail London)	23
Merseyrail	23
MTR Elizabeth line	24
Northern.....	24
Scotrail.....	24
Southeastern	26
Southern	26
South Western Railway.....	26
Stansted Express.....	26

TfL Rail	26
Thameslink	26
TransPennine Express.....	27
Transport for Wales	27
West Midlands Railway	28
Shipping services and Leisure Railways	28

Introduction

These are the restrictions in force on the use of free and privilege staff travel facilities for the timetable period outlined on the cover.

These restrictions do not apply to holders of FIP facilities.

Please also refer to the 'Where Can I Go?' document online for detailed information about rail staff travel facilities.

Updates to this document

These restrictions remain in force as outlined in this document until a subsequent version is published on the Rail Staff Travel website.

The staff travel restrictions may be updated during the period of the Winter 2020/21 timetable as the national or local travel situation evolves.

Holders of Rail Staff Travel facilities must ensure they check for the latest version of these Staff Travel restrictions before attempting any journey using their facilities.

Version 1 published 27/11/2020.

Codes used in this document

Facilities barred'

- A** All First Class National Rail free and privilege travel facilities (including privilege season tickets)
- B** All First Class National Rail free travel facilities
- C** All First Class National Rail privilege travel facilities (including privilege season tickets)
- D** All First Class National Rail free and privilege travel facilities (including privilege season tickets) in First Class accommodation (may be used in STD accommodation)
- E** All STD National Rail free and privilege travel facilities (including privilege season tickets)
- F** All STD National Rail free travel facilities
- G** All STD National Rail privilege travel facilities (including privilege season tickets)

Exceptions

- X** Gold Status Passes
- Y** Silver Status Passes
- Z** Blue Status Passes

Index

STD Standard class travel

Days

- M** Monday
- T** Tuesday
- W** Wednesday
- Th** Thursday
- F** Friday
- S** Saturday
- Su** Sunday

Restrictions on all services

To maintain social distancing, train operators may control passenger numbers through mandatory reservations or other quota control mechanisms. These controls vary by operator and apply to those using Rail Staff Travel facilities. Check with each operator before you start your journey.

Restrictions apply to the use of both leisure and residential travel facilities unless otherwise stated.

As required by the National Rail Conditions of Travel section 6 (with the exception that privilege tickets are not available from Ticket Vending machines), you must buy your privilege tickets in advance before boarding the train. If you don't you will be charged the STD single fare for the journey or a penalty fare if appropriate. Where the facility to purchase a Priv ticket does not exist at the station where you start your journey, you should actively seek to obtain a ticket at the first available opportunity, either on the train or from gate-line staff, or the next available ticket office.

When you intend to purchase a Priv discounted ticket and start your journey from a station within a Penalty Fare area, a permit to travel must be obtained before boarding the train.

If you have STD class rail staff travel facilities you can only purchase tickets for travel in STD class. The only exception to this is if the TOC offers weekend First Class upgrades and they are purchased on the day on board the train. Most TOCs do not allow upgrades using Seatfrog. Any exceptions are indicated in this document.

If you have First Class rail staff travel facilities you can purchase tickets for either STD or First Class travel.

Only a limited number of reservations may be available for staff travel on sleeper services and this can sometimes be reduced if demand is high.

Reservations are not permitted on some TOC services. Please refer to the specific pages for further details.

When travelling using your staff travel facilities, priority should be given to fare-paying passengers. Whenever possible, cardholders should travel on lightly-loaded trains. If a train is crowded, cardholders should allow fare-paying passengers to take seats.

Active Staff and dependants must vacate seats on request in First Class accommodation where fare paying passengers are standing.

Retired Staff and dependants may be asked to vacate their seat in First Class accommodation but they do not have to.

Travel in Business Class is generally not allowed; see specific TOC page for further information.

Trains shown in the passenger timetable with U or S stops cannot be used for either alighting or joining at the stations designated.

Leisure railways may not accept rail staff travel facilities on special services or event days.

If travelling in First Class, you should check for restrictions on accepting complimentary refreshments. Although catering staff may offer you food and drink, you can only accept what is permitted in this booklet. If you do not, then you are at risk of committing a Travel Irregularity.

Avanti West Coast

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Avanti West Coast services to avoid

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Train	From	To	Days	Dates	Please avoid using
17.10	London Euston	Holyhead	M-F	All	First and STD Class
18.10	London Euston	Wrexham	M-F	All	First and STD Class
19.00	London Euston	Manchester Piccadilly	M-F	All	First and STD Class
19.03	London Euston	Birmingham New Street	M-F	All	First and STD Class
19.07	London Euston	Liverpool Lime Street	M-F	All	First and STD Class
19.10	London Euston	Holyhead	M-F	All	First and STD Class
19.30	London Euston	Glasgow	M-F	All	First and STD Class

This information was previously given as a timeframe of services to avoid. For clarity, this is now provided as a table of services to avoid

Lounge access

Access to Avanti West Coast First Class lounges is limited due to the need to control the number of people using the lounge at any one time.

Holders of National Rail and Avanti West Coast First Class staff travel facilities are not permitted to use the First Class lounge at London Euston on Thursdays and Fridays between 17.00 and 20.00. At all other times admittance is at the discretion of lounge staff.

Reservations on Avanti West Coast

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.

Please make a reservation when you book your ticket or 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.

Catering on Avanti West Coast

First Class travel facilities holders may partake of complimentary tea, coffee and soft drinks on West Coast services. However, regardless of the type of staff travel facilities document held acceptance of alcohol or complimentary food is not permitted.

Staff pass holders may purchase a catering voucher from the Shop. The catering voucher can only be used on the train on which it was purchased. This can be presented to the crew in First Class for the full First Class menu offering for the train you are travelling on, excluding alcoholic drinks.

Seatfrog upgrades on Avanti West Coast

Seatfrog upgrades are not allowed for those with rail staff travel facilities.

Information provided by: *Head of Revenue and Analysis, Avanti West Coast, North Wing Offices, Euston Station, London, NW1 2HS.*

c2c

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Caledonian Sleeper

Please note the restrictions that apply to ALL operators' services detailed above in addition to the information below.

Caledonian Sleeper does not have any service specific restrictions.

The number of free places is limited per service and once this allocation is exhausted staff may still purchase 75% discounted tickets.

However any free or 75% discounted tickets reservations can only be made 12 weeks before the train operates.

Holders of STD Class facilities can only travel in Classic accommodation. Holders of First Class facilities can travel in either Club or Classic accommodation.

There is no free or discounted travel in the Caledonian Double or the overnight seated accommodation.

Rail staff may use either Free or discounted travel on daytime legs between Kingussie – Inverness, Edinburgh – Fort William and Fort William – Edinburgh. Reservations are not required.

Seatfrog upgrades on Caledonian Sleeper

Seatfrog upgrades are not allowed for those with rail staff travel facilities.

Information provided by: *Retail and Pricing Manager, Caledonian Sleeper, 1 Union Street, Inverness, IV11 1PP.*

Chiltern Railways

Please note the restrictions that apply to ALL operators' services detailed above in addition to the information below.

The Business Zone accommodation on selected services is not First Class accommodation, but an additional facility available to all staff travel facilities holders upon payment of the full public supplement (currently £15 off-peak and £30 peak).

Information provided by: *Pricing and Ticketing Manager, Chiltern Railways, Great Central House, Marylebone Station, Melcombe Place, London, NW1 6JJ.*

CrossCountry

Please note the restrictions that apply to ALL operators' services detailed on page 5, in addition to the information below.

CrossCountry services to avoid

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Train	From	To	Days	Dates	Please avoid using
0638	Derby	Birmingham New Street	M-F	All	First and STD Class
0657	Banbury	Manchester Piccadilly	M-F	All	First and STD Class
0710	Lydney	Cardiff Central	M-F	All	First and STD Class
0713	Derby	Leamington Spa	M-F	All	First and STD Class
0721	Sheffield	Leeds	M-F	All	First and STD Class
0727	Manchester Piccadilly	Leamington Spa	M-F	All	First and STD Class
0736	Derby	Birmingham New Street	M-F	All	First and STD Class
0744	York	Birmingham New Street	M-F	All	First and STD Class
0750	Leicester	Birmingham New Street	M-F	All	First and STD Class
0757	Banbury	Birmingham New Street	M-F	All	First and STD Class
1557	Birmingham New Street	Stoke-on-Trent	M-F	All	First and STD Class
1607	Nottingham	Gloucester	M-F	All	First and STD Class
1609	Birmingham New Street	Leicester	M-F	All	First and STD Class
1619	Birmingham New Street	Derby	M-F	All	First and STD Class
1627	Manchester Piccadilly	Oxford	M-F	All	First and STD Class
1630	Birmingham New Street	Gloucester	M-F	All	First and STD Class
1649	Birmingham New Street	Derby	M-F	All	First and STD Class
1657	Birmingham New Street	Stoke-on-Trent	M-F	All	First and STD Class
1700	Cambridge	Peterborough	M-F	All	First and STD Class
1704	Birmingham New Street	Oxford	M-F	All	First and STD Class
1707	Nottingham	Birmingham New Street	M-F	All	First and STD Class

Train	From	To	Days	Dates	Please avoid using
1722	Birmingham New Street	Leicester	M-F	All	First and STD Class
1727	Manchester Piccadilly	Leamington Spa	M-F	All	First and STD Class
1727	Stansted Airport	Leicester	M-F	All	First and STD Class
1749	Birmingham New Street	Derby	M-F	All	First and STD Class
1811	Leeds	Sheffield	M-F	All	First and STD Class

This information was previously given as a timeframe of services to avoid. For clarity, this is now provided as a table of services to avoid

Reservations on CrossCountry services

CrossCountry advise that you book in advance and reserve a seat on a specific train.

To reserve a seat before the day of departure, either

- make a reservation when purchasing a ticket at a ticket office, or
- call CrossCountry Customer Relations on 03447 369 123 (Monday to Friday 08.00 to 20.00, or Saturday and Sunday 08.00 to 16.00),
- or e-mail: staff.reservations@crosscountrytrains.co.uk

Should a reservation not be possible, where available Coach B will be left unreserved.

For reservations on the day, use the CrossCountry Ten Minute Reservation service. See www.crosscountrytrains.co.uk/tickets/ten-minute-reservations

For Duty Travel, the following areas are pre-reserved for staff travelling with rail staff travel duty facilities

- Voyager Coach D seats 04, 05, 08, 09
- HST Coach G seats 01, 03, 05, 06
- Turbostar Coach C seats 46, 51, 54, 57, 58, 59

Catering on CrossCountry services

Acceptance of alcohol or complimentary food is not permitted on any CrossCountry service.

Active and retired staff with First Class travel facilities may partake of complimentary tea, coffee and soft drinks **except** on the following routes where Turbostar rolling stock operate and catering is provided by an external supplier. Services between:

- Cardiff, Gloucester, Birmingham and Nottingham
- Birmingham, Leicester, Peterborough and Stansted Airport.

Seatfrog upgrades on CrossCountry services

On CrossCountry services, Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Information provided by: *Pricing and Distribution Analyst, CrossCountry, 5th Floor, Cannon House, 18 Priors Queensway, Birmingham, B4 6BS*

East Midlands Railway

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

East Midlands Railway services to avoid

Passenger loadings have been significantly affected by the pandemic, however we expect the it will be difficult to maintain distancing on the services below. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to use alternative services where possible.

Train	From	To	Days	Dates	Please avoid using
05.31	Sheffield	London St Pancras	M-F	All	First and STD Class
06.31	Nottingham	London St Pancras	M-F	All	First and STD Class
06.47	Liverpool	Manchester	M-F	All	First and STD Class
06.48	London St Pancras	Nottingham	M-F	All	First and STD Class
07.42	Liverpool	Manchester	M-F	All	First and STD Class
15.05	London St Pancras	Nottingham	M-F	All	First and STD Class
15.31	London St Pancras	Sheffield	M-F	All	First and STD Class
15.47	London St Pancras	Corby	M-F	All	First and STD Class
16.02	London St Pancras	Sheffield	M-F	All	First and STD Class
16.12	Nottingham	London St Pancras	M-F	All	First and STD Class
16.31	London St Pancras	Sheffield	M-F	All	First and STD Class

Train	From	To	Days	Dates	Please avoid using
17.02	London St Pancras	London St Pancras	M-F	All	First and STD Class
17.12	Nottingham	London St Pancras	M-F	All	First and STD Class
17.29	Sheffield	London St Pancras	M-F	All	First and STD Class
17.37	Manchester	Liverpool	M-F	All	First and STD Class
18.02	London St Pancras	Sheffield	M-F	All	First and STD Class
19.01	London St Pancras	Sheffield	M-F	All	First and STD Class

On special non-timetabled loco-hauled services that EMR may operate from time to time, rail staff travel facilities will not be valid.

Reservations on East Midlands Railway

To help maintain social distancing on board we have temporarily removed the ability to reserve specific seats on our trains.

Pre-booking specific services using walk-up tickets will not be possible, however walk-up tickets can continue to be sold and will still be valid for travel on any service which meets the restrictions of the ticket.

There is currently no expected date when we plan to revert back to normal seat reservations but we will continue to review this approach based on government guidelines and available data.

Catering on East Midlands Railway

First Class travel facility holders must not accept the complimentary glass of wine, fruit juice, breakfast and snacks, but are welcome to accept complimentary tea, coffee and mineral water. Breakfast is available to purchase on-train for £5.00 (Mondays - Fridays). Snacks and other items are also available to purchase on-train.

Lounge access

First Class lounges are not available to First Class travel facility holders before 09.00.

Information provided by: *Pricing Distribution Manager, East Midlands Railway, 1 Prospect Place, Millennium Way, Pride Park, Derby DE24 8HG*

Gatwick Express

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Grand Central

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Grand Central are introducing a reservation only policy onboard all services for travel from Thursday 3 December 2020.

No staff travel is available during December 2020. Please do not plan to make any journey using Rail Staff Travel facilities with Grand Central in December.

For travel from 2 January 2021, rail staff facilities holders must make seat reservations in advance via the Grand Central customer relations team, or via Twitter.

- Customer Relations – 0345 603 4852 (Option. 5), Mon-Fri 0900 – 1700
- Twitter - @GC_Rail

Greater Anglia

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Services to avoid on Greater Anglia

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Train	From	To	Days	Dates	Please avoid using
08.30	Norwich	Liverpool Street	M-F	All	First Class when travelling south of Ipswich only
17.50	Liverpool Street	Norwich	M-F	All	First Class

Reservations on Greater Anglia

Active staff and dependants must not make First or STD seat reservations on any service booked to arrive in London before 10.00, or to depart London between 16.00 and 19.00 (inclusive) on Mondays to Fridays. This restriction does not apply to retired staff and dependants.

Catering on Greater Anglia

On trains with a café bar service, rail industry colleagues can obtain a discount on selected catering items on presentation of a valid staff travel pass.

The complimentary refreshments served in First Class or from the café bar on InterCity services are not available to staff travel holders regardless of the level of facilities held.

Information provided by: *Head of Revenue, Greater Anglia, Floor 11, One Stratford Place, Montfitchet Road, London E20 1EJ.*

Great Northern

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Great Western Railway

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Great Western Railway services on which a staff travel restriction applies

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
13.23	Portsmouth Harbour	Cardiff Central	F	All	AE (Note 1)	X
14.23	Portsmouth Harbour	Cardiff Central	F	All	AE (Note 1)	X
All	Taunton	Bishops Lydeard	All	All	AE (Note 2)	None
All	Bishops Lydeard	Taunton	All	All	AE (Note 2)	None

Note 1: Between Portsmouth Harbour and Bristol Temple Meads only.

Note 2: Services are provided jointly by GWR and West Somerset Railway so staff travel facilities are not valid.

Great Western Railway services to avoid

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Train	From	To	Days	Dates	Please avoid using
07:23	Worcester Shrub Hill	London Paddington	M-F	All	First and STD Class between Swindon and Paddington
16.15	London Paddington	Swansea (first stop Bristol Parkway)	M-F	All	STD Class between Paddington and Bristol Parkway
16.18	London Paddington	Cardiff Central	M-F	All	STD Class between Paddington and Bristol Parkway
16.30	London Paddington	Cheltenham Spa	M-F	All	First and STD Class between Paddington and Kemble
16.32	London Paddington	Taunton	M-F	All	STD Class between Paddington and Chippenham
18.58	London Paddington	Hereford	M-F	All	STD Class between Paddington and Oxford
19.00	London Paddington	Bristol Temple Meads (first stop Chippenham)	M-F	All	STD Class between Paddington and Chippenham
19.02	London Paddington	Bristol Temple Meads	M-F	All	STD Class between Paddington and Swindon

Train	From	To	Days	Dates	Please avoid using
19.04	London Paddington	Plymouth/ Penzance	M-F	All	First and STD Class between Paddington and Newbury
19.15	London Paddington	Weston-super-Mare (first stop Bristol Parkway)	M-F	All	STD Class between Paddington and Bristol Parkway
19.18	London Paddington	Swansea	M-F	All	STD Class between Paddington and Swindon

This information was previously given as a timeframe of services to avoid. For clarity, this is now provided as a table of services to avoid

Seatfrog upgrades on Great Western Railway services

On GWR services, Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Reservations for Duty Travel on Great Western Railway

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

Reservations for Residential and Leisure Travel on Great Western Railway

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 on 03457 000 125 or by visiting any staffed National Rail ticket office.

Catering on Great Western Railway

First class free pass facilities holders may partake of complimentary tea, coffee, hot chocolate, water and Walkers twin pack biscuits on Great Western Railway services. However, regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary food items, fruit juice, fizzy or alcoholic drinks is not permitted.

Travel facilities holders who have Priv discounted First Class tickets, a Seatfrog upgrade, or at weekends who have purchased a Weekend First upgrade, are entitled to partake of the full complimentary catering offer.

Information provided by: Pricing Manager, Great Western Railway, Milford House, 1 Milford Street, Swindon SN1 1HL.

Heathrow Express

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Hull Trains

Please note the restrictions that apply to ALL operator's services detailed above, in addition to the information below.

Hull Train services on which a staff travel restriction applies

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
06.04	Beverley	Kings Cross	M-Th	All	All (note 1)	Nil
18.48	Kings Cross	Beverley	Fr	All	All (note 2)	Nil

Note 1: Restriction applies to travel to Retford, Grantham or London Kings Cross only

Note 2: Restriction applies to passengers joining at Kings Cross. Boarding at other stations en-route is permitted.

Hull Trains services to avoid

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Train	From	To	Days	Dates	Please avoid using
15.48	Kings Cross	Hull	M-F	All	First and STD Class
12.48	Kings Cross	Beverley	Su (note 3)	All	First and STD Class
14.48	Kings Cross	Beverley	Su (note 3)	All	First and STD Class

Train	From	To	Days	Dates	Please avoid using
17.48	Kings Cross	Beverley	Su (note 3)	All	First and STD Class

Note 3: Please avoid if boarding at London Kings Cross only

Reservations on Hull Trains

Holders of Hull Trains and National Rail staff travel cards and passes are not permitted to make seat reservations on Hull Trains services.

Catering on Hull Trains

Holders of First Class staff passes may partake of complimentary tea, coffee, water and biscuits/light snacks as available. However, acceptance of any other food or drink is not permitted unless a catering voucher has been purchased on board that train from the Train Manager; the receipt for this should be retained and shown to the First Class host.

Vouchers purchased on one train are not valid for use on another, and are not refundable. In all cases, priority of stock will be given to full fare paying customers, and the provision of food and drink to holders of staff passes and Priv discounted tickets is not guaranteed for shorter journeys, although every effort will be made to serve all passengers.

Staff and their dependents who have purchased PRIV discounted First Class fares, or a Weekend First upgrade, are entitled to partake of the full catering offer without the need to purchase the voucher.

Information provided by: Pricing & Revenue Manager, Europa House, 184 Ferensway, Hull, HU1 3UT

London North Eastern Railway

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

General restrictions

You can make First Class reservations if you hold 1st class Rail Staff Travel facilities however seats are subject to availability.

Passengers are asked to sit in their assigned seat according to their reservation.

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

Duty Travel on LNER services

Reservations are recommended. Should a reservation not be possible, staff should board the train and socially distance from other passengers in **Coach C***.

Half of seats in Coach C will be reservable on all fleet types marked by red seat labels marked "Only sit in your allocated seat". Seats in Coach C which can be used for Duty staff travel are indicated by the presence of oxblood-coloured seat labels stating "This seat cannot be reserved".

Staff are encouraged to report any regular cases of not being able to socially distance while travelling on duty.

Residential Travel on LNER services

Reservations are recommended. Should a reservation not be possible, staff should board the train and socially distance from other passengers in **Coach C**.

Half of seats in Coach C will be reservable on all fleet types marked by red seat labels marked "Only sit in your allocated seat". Seats in Coach C which can be used for Residential staff travel are indicated by the presence of oxblood-coloured seat labels stating "This seat cannot be reserved".

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

Free Rail Staff leisure facilities on LNER services

A reservation is mandatory for those using Free Rail Staff Travel leisure facilities.

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

Priv rate Rail Staff leisure facilities on LNER services

A reservation is mandatory for those using Priv rate Rail Staff Travel leisure facilities.

Those travelling on their Priv rate Season Ticket to make a leisure journey must make a reservation.

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

Where reservations are not available staff should book the next service with availability.

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

How to make reservations on LNER services

There are three options to reserve a seat:

- Online at 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 and Ticket Offices
- LNER Customer Solutions Centre

If you make a reservation and then will not be travelling you should cancel your reservation to ensure availability for another customer. This is an easy process to do if the reservation was made via the LNER app or online at www.lner.co.uk.

Catering on LNER services

First Class free travel facilities holders may partake of tea, coffee, water, fruit juice, biscuits and savoury snacks.

However, regardless of the type of free First Class staff travel facilities held, acceptance of complimentary food, fizzy or alcoholic drinks is not permitted unless a catering voucher has been purchased in advance from the designated member of on- train staff. In all cases the voucher should be handed to the member of the on-board crew before ordering or accepting food or drink. Vouchers purchased on one train are not valid for use on another.

Holders who have purchased Priv/FIP Privilege First Class fares, Seatfrog upgrades or at Weekends who have purchased a Weekend First upgrade are entitled to partake of the offer without the need to purchase the voucher.

Seatfrog upgrades on LNER services

On LNER services, Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Information provided by: *Pricing Manager, London North Eastern Railway, East Coast House, Skeldergate, York, YO1 6DQ.*

London Northwestern Railway

See entry for *West Midlands Trains*.

London Overground (operated by Arriva Rail London)

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Merseyrail

The only restrictions that apply are those applicable to ALL operators' services detailed above.

MTR Elizabeth line

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Northern

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

You must purchase a ticket before boarding. If this is not possible then you need to obtain a 'promise to pay' ticket from the TVM (Ticket Vending Machine) if one is available at the station.

Scotrail

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Scotrail services to avoid

The following services are usually crowded. There is no specific ban on use of these services, but active and retired staff, partners and dependants are requested to avoid them where possible and use alternative services.

Services in *italic type* are eXpress services.

Train	From	To	Days	Dates	Please avoid using
07.00	<i>Edinburgh Waverley</i>	<i>Glasgow Queen Street</i>	M-F	All	First Class
07.15	<i>Edinburgh Waverley</i>	<i>Glasgow Queen Street</i>	M-F	All	First Class
07.30	<i>Edinburgh Waverley</i>	<i>Glasgow Queen Street</i>	M-F	All	First Class
07.45	<i>Edinburgh Waverley</i>	<i>Glasgow Queen Street</i>	M-F	All	First Class
08.00	<i>Edinburgh Waverley</i>	<i>Glasgow Queen Street</i>	M-F	All	First Class
07.00	<i>Glasgow Queen Street</i>	<i>Edinburgh Waverley</i>	M-F	All	First Class

Train	From	To	Days	Dates	Please avoid using
07:15	Glasgow Queen Street	Edinburgh Waverley	M-F	All	First Class
07:30	Glasgow Queen Street	Edinburgh Waverley	M-F	All	First Class
07:45	Glasgow Queen Street	Edinburgh Waverley	M-F	All	First Class
08:00	Glasgow Queen Street	Edinburgh Waverley	M-F	All	First Class
05:34	Aberdeen	Glasgow Queen Street	M-F	All	First Class
05:47	Aberdeen	Edinburgh	M-F	All	First Class
16:28	Edinburgh	Aberdeen	M-F	All	First Class
16:39	Glasgow Queen Street	Aberdeen	M-F	All	First Class
17:17	Aberdeen	Edinburgh	M-F	All	First Class
17:34	Edinburgh	Aberdeen	M-F	All	First Class
17:39	Aberdeen	Glasgow Queen Street	M-F	All	First Class
17:40	Glasgow Queen Street	Aberdeen	M-F	All	First Class
17:41	Edinburgh	Inverness	M-F	All	First Class
18:07	Glasgow Queen Street	Inverness	M-F	All	First Class

This information was previously given as a timeframe of services to avoid. For clarity, this is now provided as a table of services to avoid

Reservations on Scotrail services

Active staff and dependants must not make First Class seat reservations on Mondays to Fridays. Please make use of any unreserved seats, unless they are required by fare paying customers. This restriction does not apply to retired staff and their dependants.

Catering on Scotrail services

Holders of First Class staff passes or travelling with first class priv discounted tickets may partake of complimentary tea, coffee, water and biscuits/light snacks as available. However, acceptance of any other food or drink is not permitted.

In all cases, priority of stock will be given to full fare paying customers, and the provision of food and drink to holders of staff passes and Priv discounted tickets is not guaranteed although every effort will be made to serve all passengers.

Southeastern

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Southern

The only restrictions that apply are those applicable to ALL operators' services detailed above.

South Western Railway

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Stansted Express

The only restrictions that apply are those applicable to ALL operators' services detailed above.

TfL Rail

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Thameslink

The only restrictions that apply are those applicable to ALL operators' services detailed above.

TransPennine Express

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Reservations on TransPennine Express services

First Class seat reservations for active staff and dependants are not permitted. This restriction does not apply to retired staff and their dependants.

Information provided by: *Pricing Manager, TransPennine Express, 7th Floor, Bridgewater House, 60 Whitworth Street, Manchester M1 6LT.*

Transport for Wales

Please note the restrictions that apply to ALL operators' services detailed above, in addition to the information below.

Capacity on Transport for Wales services

For information on how busy Transport for Wales services are, please visit the **Capacity Checker** tool tfwrail.wales/planning-ahead/capacity-checker, which provides typical use of our services in 30-minute windows.

Reservations on Transport for Wales services

Seat reservations are currently suspended on all Transport for Wales services. Transport for Wales are working towards opening reservations across all services to enable customers to plan their journeys around social distancing requirements. If/when this facility is launched, you may be asked to make a reservation in order to travel on a Transport for Wales service. Up-to-date information on Covid-19 specific journey planning requirements can be found on our website tfwrail.wales/travel-safer.

Regardless of Covid-19 and social distancing, Business Class seat reservations for active and retired staff are not permitted.

Catering on Transport for Wales services

Holders of First Class travel facilities are not permitted to accept free meals in Business Class. Meals can be purchased on the day of travel from the catering staff.

Where seats are available, holders of STD Class travel facilities may travel in Business Class accommodation upon payment of the relevant upgrade for the journey being made and meals will be included.

Information provided by: *Head of Revenue, Transport for Wales Rail Services, St. Mary's House, 47 Penarth Road, Cardiff, CF10 5DJ.*

West Midlands Railway

The only restrictions that apply are those applicable to ALL services detailed above.

Shipping services and Leisure Railways

There are no specific restrictions for shipping services and leisure railways, though rail staff travel facilities may be unavailable during peak times or on special services. Shipping services must be booked in advance and you should always contact the leisure railway before the date of your intended trip in case of any restrictions.

Please read the 'Where Can I go?' booklet for information on how to book.
www.raildeliverygroup.com/rst/where-can-i-go.html