

Retail mitigations for Customer Focused Stations proposals.

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Product Policy

- Wider industry reform looks to deliver retail enhancements on an ongoing basis
- Alternative retail channels to ticket offices are proposed to be made available following any closures, although the specifics may change subject to consultation
- The customer proposal from day one of any closures is:
 - Buy online where possible, most transactions can already be done online
 - For customers who arrive at a station, which previously had a ticket office, without a ticket, they can be purchased at a ticket vending machine (TVM). Nearly all stations with a ticket office today have a TVM and most have one which accepts cash, station staff will be available during staffed hours to help with the use of a TVM if needed
 - For customers who don't wish to or can't transact online contact centres are available, tickets can be physically or electronically sent or arranged to be collected at a station
 - Ticket office facilities are offered at key locations as a backup where none of the above is suitable
- Ticket office facilities are proposed to be maintained at major stations
- Similar alternative arrangements are already in place when customers travel from stations which do not have ticket office facilities today, allowing customers to purchase the correct ticket whilst completing their journey
- We do not expect customers to go out of their way in order to buy a ticket, customers must purchase at their earliest opportunity as they do today
- Specifics;
 - Walkup, Advance, and Season tickets are available online, at some TVMs with more planned to be upgraded, onboard where retail staff are available, via contact centres with collection from TVMs where needed, and at stations which retain ticket office facilities. Policies around the requirement for photocards with some season tickets are being reviewed to account for the proposed changes.
 - Customers who need to change a ticket can do so online if purchased there, onboard where retail staff are available, via contact centres, and at stations which retain ticket office facilities. Customers should make any required changes as soon as possible on their journey.
 - Railcards are available to purchase online, via contact centres, and at stations which retain ticket office facilities

- Refunds can be requested online if purchased there, at stations which retain ticket office facilities, or through train operators contact centres
- Special fares such as boundary fares, special disabled fares, and CIV fares, can be used at stations which retain ticket office facilities, alternative arrangements are being reviewed to account for the proposed changes
- Special forms of payment such as Warrants and Rail Vouchers can be used at stations which retain ticket office facilities, alternative arrangements are being reviewed to account for the proposed changes
- Reservations including seats, bike spaces, and wheelchair spaces can be made online, by calling train operators contact centres, or at stations which retain ticket office facilities

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