

International Rail as agent for sales of GB National Rail tickets

From 1st September 2023 International Rail is licenced by GB National Rail to sell FIP discounted tickets on National Rail services in England, Scotland and Wales.

The train operating companies on which FIP facilities are valid in Great Britain is published on the Rail Staff Travel website in “**A Guide in English, French, German and Italian for visitors to Britain using FIP facilities**” which can be found here www.raildeliverygroup.com/rst/where-can-i-go.html#Visitors

Employees of FIP participating members (excluding National Rail and Eurostar) may use this service to purchase tickets in advance of their arrival in Britain.

The tickets purchased form a contract with the train operating company. International Rail act only as an agent and accepts no liability for any matters arising from or otherwise connected with your contract.

Booking service

International Rail offer a Travel Agency service. Employees may contact them via e-mail with their travel requests at : uktravel@bookmyrst.co.uk

Employees must correspond with International Rail in English.

In a booking enquiry e-mail, the following information is required:

- evidence of the eligibility to the FIP discount (i.e. a photograph of the FIP International Reduced Rate Cards or FIP Coupons of everyone in the group for whom they are requesting tickets or reservations.)
- the names and ages of the people travelling (children aged 0-4 travel for free without occupying a seat).
- the National Rail services that you wish to travel on (dates and departure times) and the class of travel you would like. For journey planning use www.nationalrail.co.uk. (The National Rail timetable for Great Britain is usually confirmed 12 weeks in advance. Journeys further in the future may be subject to amendment.)
- the telephone number (including country code) of the employee for International Rail to contact to take payment.

International Rail aim to respond to all booking queries within 5 business days.

The booking service covers the following products on the franchised and open access operators of Britain’s National Rail network:

- FIP discounted tickets for travel on daytime services (including seat reservations)
- FIP discounted tickets including a berth reservation for travel on overnight sleeper services
- Seat reservations when travelling with a FIP Coupon or International Senior Manager Free Pass

- Public rate tickets in the same booking where a FIP holder travels with others without FIP facilities

The booking service does not cover:

- FIP discounted tickets for Eurostar services
- Sleeper berth reservations when travelling on a FIP coupon or International Senior Manager Free Pass (Please note that a berth only supplement is usually more expensive than inclusive FIP discounted tickets which include a berth reservation).
- Upgrades from Standard Class to First Class when travelling with 2nd Class FIP facilities
- London area travelcards (as these include travel on London Underground and London Buses)
- Rover and Ranger products
- Travel on the ferry between Portsmouth Harbour and Ryde Pier Head on the Isle of Wight.
- Travel in Northern Ireland
- Reservations for Bicycles
- Passenger assistance for those people who need support whilst travelling. This is booked separately once tickets have been purchased. The information on this service (in English only) is here: www.nationalrail.co.uk/help-and-assistance/passenger-assist/
- PlusBus zonal bus add on tickets

Payments and booking fee

All transactions will be by Visa or Mastercard payment card only in GBP and a £10.00 non-refundable booking fee will apply.

Payment will be taken by phone. Once employees confirm the price quoted for a booking, International Rail will arrange a suitable time to call to take payment.

Ticket fulfilment

All passengers are issued with individual tickets for each journey.

On most routes in Britain, eTickets with barcodes are used. These are delivered as PDF attachments to an e-mail.

On a small number of routes in Britain, eTickets are not yet available. Tickets for these journeys must be collected from Ticket Vending Machines installed at most stations. An 8-character booking reference will be supplied by e-mail for the passenger to collect their tickets. Please note that it is usually a requirement to insert a payment card into the Ticket Vending Machine to initiate the retrieval of the ticket, but this is purely for identification. No payment is taken when tickets are collected.

Tickets issued by Ticket Vending Machines with a magnetic stripe and eTickets with barcodes will operate ticket gates at stations. eTickets will also be scanned on board trains by ticket inspectors.

Employees must present their FIP International Reduced Rate Card and Passport when travelling with FIP

discounted tickets.

Seat reservations

Most seat reservations are shown on electronic displays above the seats.

Occasionally pre-booked seat reservations may not be available due to last minute changes of train stock or other operational issues. In these cases, on board staff will attempt where possible to find you alternative seating in the class of travel in which you are booked, but this may not always be possible.

If you are travelling with FIP Coupons or the International Senior Manager Free Pass and have made seat reservations, then there will be no ticket for the seat reservation. The booking confirmation from International Rail will show the services you are booked on with the coach and seat details.

Bookings for full paying travellers accompanying an FIP holder cannot be guaranteed seats together in the same carriage as these will be two separate transaction.

Ticket terms and conditions

Tickets must be checked carefully upon receipt. International Rail accept no liability for ticket errors resulting from incorrect information provided by an employee.

Errors must be notified to International Rail within 48 hours of receipt of tickets.

International Rail make every effort to ensure that all tickets booked are issued correctly and efficiently but in the event of any error or delay occurring in connection with the booking or the issue of tickets, the maximum liability will be to refund the price of the ticket.

Travel on National Rail is subject to the **National Rail Conditions of Travel** (English only) which is available here: www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/

Refunds

All applications for refunds must be submitted no more than 28 days from the expiry date of the tickets. Applications for refunds will not be considered after this date.

You may return an unused ticket to International Rail where you will be given a full refund with no administration fee charged, if you decide not to travel because the train you intended to use is:

- cancelled, or
- delayed, or
- rescheduled from that in Published Timetable of the Day after you have purchased a Ticket, or
- your reservation will not be honoured

For all other circumstances the following conditions apply to refund applications for unused tickets:

- A £10 administration fee will apply.
- eTickets which have been scanned on board a train are no longer refundable.
- Where tickets have been collected from a Ticket Vending Machine, images of the tickets cut into two pieces must be submitted to International Rail as evidence that they cannot be used.

Compensation for delays

Where travel is started and services are significantly delayed most National Rail operators offer compensation for delays.

The scheme is known as “Delay Repay”. Compensation is claimed direct from the operator. The operator’s website contains details of how to submit claims.

Rail Staff Travel and International Rail are not liable for any dispute with an operator over claims under the “Delay Repay” scheme.