

# ***Rail Delivery Group***

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## **Staff Travel Restrictions**

**Winter 2023-24**

**Sunday 10 December 2023  
to  
Saturday 1 June 2024**

**Version 1**

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# Introduction

These are the restrictions in force on the use of free and staff discounted (priv rate) staff travel facilities for the timetable period outlined on the cover.

These restrictions do not apply to visitors from Europe who hold FIP facilities issued by a European Railway employer.

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 as the national or local travel situation evolves or timetables change.

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.

# Codes used in this document

## Facilities codes

- 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

- A** All Lines Passes
- 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
- Sa** Saturday
- Su** Sunday

# Restrictions on all services

## Introduction

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.

During periods of disruption and/or service cancellations where passenger restrictions are relaxed, employees travelling with a Duty Authority to Travel (DAT) card and holding the supporting diagram evidence are permitted to use any available services including normally restricted services. However, employees must not occupy seats if members of the public are standing at any point during their journey.

## Information specific to holders of Staff Travel Cards or Rail Staff Leisure Cards

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 staff discounted (priv rate) 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 staff discounted (priv rate) 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 staff discounted (priv rate) ticket and start your journey from a station within a Penalty Fare area, and no ticket facilities are available, a permit to travel must be obtained before boarding the train where these are available.

## Information specific to holders of the RST Online Leisure Card

You must purchase your staff discounted (priv rate) ticket from RST Online before passing the ticket inspection point at a station or boarding any train.

Some operators do not accept the RST Online Leisure Card. The entries in this document for the operators who do not accept the RST Online Leisure Card show this.

## **General**

If you have STD class rail staff travel facilities you cannot purchase tickets for travel in First 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. Some 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 for staff discounted (priv rate) or free travel on some TOC services, except where the service requires a mandatory reservation. 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 pages for further information.

Trains shown in the passenger timetable with U (pick up only) stops cannot be used for alighting and those with S (set down only) stops cannot be used for joining at the stations designated.

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 on pages 6 to 8 above, in addition to the information below.

## Lounge access

Holders of National Rail and Avanti West Coast First Class staff travel facilities may use the First Class lounge facilities.

The Avanti West Coast website has further information regarding First Class lounge facilities and opening times.

## Reservations on Avanti West Coast

There are multiple ways to reserve a seat on Avanti West Coast services:

- Avanti West Coast ticket offices
- Avanti West Coast Social Media Team (X, Facebook and Instagram)
- Avanti West Coast Customer Resolutions Centre
- RST Online (for safeguarded staff)

Customers without reservations should find an available unreserved seat or present themselves to the Train Manager who will assist in finding a suitable seat.

## Catering on Avanti West Coast

First Class travel facilities holders may partake of complimentary tea, coffee and soft drinks on Avanti West Coast services:

- Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 1L, or ID Cards endorsed 1U are entitled to complimentary non-alcoholic beverages, and food for leisure travel (subject to availability, with the priority of food being used for paying customers first)

- Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 2L, or ID Cards endorsed 2U are entitled to complimentary non-alcoholic beverages and food, for leisure Weekend Travel Only travel (subject to availability, with the priority of food being used for paying customers first)
- Retired & other TOC First Class Pass & Status Pass holders may partake of complimentary non-alcoholic beverages, but not food

Staff pass holders may purchase a catering voucher at £8.00 per person from the Onboard Shop (please check with the Service Manager in First Class before purchase to ensure there is sufficient food available). This can be presented to the Service Manager in First Class for the full First Class menu offering for the train you are travelling on, excluding alcoholic drinks.

The catering voucher can only be used on the train on which it was purchased. The First Class menu is not available in Standard Premium accommodation.

### **Standard Premium accommodation**

Standard Premium accommodation is currently only available on Avanti West Coast Pendolino services as an advance purchase ticket, upgrade via Seatfrog or as an on-board upgrade.

Standard Premium is not available for discounted purchase by holders of any Staff Travel Facilities.

First Class accommodation remains available to holders of First Class staff travel facilities. Holders of First Class staff travel facilities are welcome to sit in Standard Premium if First Class is busy. Reservations can be made at the ticket office before travel.

### **Seatfrog upgrades on Avanti West Coast**

On Avanti West Coast services, First Class and Standard Premium Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. First Class upgrades, specifically, entitles the holder to partake in the full complimentary service without having to purchase a catering voucher from the onboard shop.

Please note, there is no entitlement for any discount from Seatfrog upgrades.

Information provided by: *Head of Revenue and Analysis, Avanti West Coast, 5th floor, 338 Euston Road, London, NW1 3BT.*

## **c2c**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **Caledonian Sleeper**

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Caledonian Sleeper services. For all other card holders, Caledonian Sleeper does not have any service specific restrictions.

### **Travel in a sleeper berth**

Safeguarded staff using a Staff Travel Card dated box or a Status Pass should note that the number of free places is limited per service. Once this free allocation is exhausted staff may still purchase 75% discounted tickets.

All bookings on Caledonian Sleeper using Staff Travel facilities 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.

## Travel in seated accommodation

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

Staff Travel facilities may be used on daytime legs between

- Kingussie – Inverness
- Edinburgh – Fort William
- Fort William – Edinburgh.

Reservations are mandatory but this can only be made up to 7 days before travel. This applies to all travel facilities including 75% discounted tickets, season tickets or residential passes.

## 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, IV1 1PP.*

# Chiltern Railways

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 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.

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 pages 6 to 8 above in addition to the information below.

## CrossCountry services on which a staff travel restriction applies

The following services are consistently extremely busy between the points indicated, and so travel in these sections of the service is not allowed:

For the letters and text under the **Facilities** and **Exceptions** columns, please see page 5.

<b>Barred services on Monday to Thursday</b>						
UID	Train	From	To	Days	Facilities	Exceptions
G25179	07:52	Sheffield	Birmingham New St	M-Th	F	
G25134	08:03	Tamworth	Birmingham New St	M-Th	F	
G24843	10:15	Southampton Central	Birmingham New St	M-Th	F	
G24847	10:54	Exeter St Davids	Stoke-on-Trent	M-Th	F	
G25003	11:04	Stoke on Trent	Leamington Spa	M-Th	F	
G24849	11:15	Southampton Central	Wolverhampton	M-Th	F	
G25011	13:04	Stoke on Trent	Leamington Spa	M-Th	F	
G25112	15:03	Birmingham New St	Darlington	M-Th	F	
G24645	16:30	Birmingham New St	Derby	M-Th	F	
G24868	16:30	Coventry	Stoke-on-Trent	M-Th	F	
G24938	16:49	Birmingham New St	Derby	M-F	F	
G24646	17:30	Birmingham New St	Derby	M-F	F	
G25239	17:44	York	Cheltenham Spa	M-Th	F	
G25122	18:03	Birmingham New St	Derby	M-Th	F	

<b>Barred services on Fridays</b>						
UID	Train	From	To	Days	Facilities	Exceptions
G25194	10:11	Leeds	Plymouth	F	F	
G24843	10:15	Southampton Central	Manchester Piccadilly	F	F	
G25099	10:15	Cheltenham Spa	Newcastle	F	F	
G24839	10:16	Reading	Stoke-on-Trent	F	F	
G25003	10:25	Manchester Piccadilly	Bournemouth	F	F	
G25110	10:27	Plymouth	Leeds	F	F	
G24847	10:41	Dawlish	Manchester Piccadilly	F	F	
G25205	10:52	Durham	Plymouth	F	F	

**Barred services on Fridays**

UID	Train	From	To	Days	Facilities	Exceptions
G25251	11:05	Darlington	Reading	F	F	
G24849	11:15	Southampton Central	Manchester Piccadilly	F	F	
G25007	11:25	Manchester Piccadilly	Southampton Central	F	F	
G25146	11:41	Derby	Birmingham New St	F	F	
G24855	12:15	Southampton Central	Stoke-on-Trent	F	F	
G25112	12:27	Exeter St Davids	Newcastle	F	F	
G25253	12:36	Newcastle	Banbury	F	F	
G25011	13:39	Wolverhampton	Southampton Central	F	F	
G25217	13:44	York	Plymouth	F	F	
G25119	14:27	Exeter St Davids	Bristol Temple Meads	F	F	
G24868	14:31	Winchester	Stoke-on-Trent	F	F	
G25014	14:39	Wolverhampton	Southampton Central	F	F	
G25157	16:02	Tamworth	Newport (S. Wales)	F	F	
G25017	16:03	Birmingham New St	Southampton Central	F	F	
G24870	16:14	Reading	Stoke-on-Trent	F	F	
G25157	16:30	Birmingham New St	Cheltenham Spa	F	B	A, X
G24877	16:32	Winchester	Manchester Piccadilly	F	F	
G25239	16:40	Newcastle	Bristol Parkway	F	F	
G24938	16:49	Birmingham New St	Derby	M-F	F	
G24875	17:00	Bristol Temple Meads	Wolverhampton	F	F	
G24974	17:00	Cambridge	Leicester	F	F	
G24885	17:15	Southampton Central	Manchester Piccadilly	F	F	
G25033	17:25	Manchester Piccadilly	Leamington Spa	F	F	
G24655	17:27	Exeter St Davids	Derby	F	F	
G24646	17:30	Birmingham New St	Derby	M-F	F	
G25024	18:03	Birmingham New St	Reading	F	F	
G24651	18:12	Oxford	York	F	F	
G25243	18:44	York	Derby	F	F	
G24902	18:49	Birmingham New St	Derby	F	F	

**Barred services on Saturdays**

UID	Train	From	To	Days	Facilities	Exceptions
G24830	08:15	Reading	Manchester Piccadilly	Sa	F	
G25181	08:48	Tamworth	Birmingham New St	Sa	F	
G24925	08:49	Gloucester	Nottingham	Sa	F	
G25093	09:03	Birmingham New St	Newcastle	Sa	F	
G25188	09:03	Manchester Piccadilly	Wolverhampton	Sa	F	
G24835	09:15	Reading	Manchester Piccadilly	Sa	F	
G24838	09:15	Southampton Central	Manchester Piccadilly	Sa	F	

**Barred services on Saturdays**

UID	Train	From	To	Days	Facilities	Exceptions
G25097	09:15	Cheltenham Spa	Leeds	Sa	F	
G25085	09:35	Newcastle	Edinburgh	Sa	F	
G25196	09:44	York	Exeter St Davids	Sa	F	
G24827	09:48	Wolverhampton	Manchester Piccadilly	Sa	F	
G25250	09:58	Doncaster	Birmingham New St	Sa	F	
G24845	10:15	Southampton Central	Birmingham New St	Sa	F	
G25106	10:27	Exeter St Davids	Newcastle	Sa	F	
G24832	10:30	Birmingham New St	Manchester Piccadilly	Sa	F	
G25047	10:45	Nuneaton	Birmingham New St	Sa	F	
G24846	10:53	Exeter St Davids	Birmingham New St	Sa	F	
G24850	11:15	Southampton Central	Stoke-on-Trent	Sa	F	
G25109	11:27	Exeter St Davids	Cheltenham Spa	Sa	F	
G24838	11:30	Coventry	Birmingham New St	Sa	B	A, X
G25100	12:05	Chesterfield	York	Sa	F	
G24672	12:10	Derby	Birmingham New St	Sa	F	
G25140	12:13	Newport (South Wales)	Cardiff Central	Sa	F	
G25053	12:45	Nuneaton	Birmingham New St	Sa	F	
G25206	15:45	Bristol Temple Meads	Exeter St Davids	Sa	F	
G24801	17:22	Birmingham New St	Leicester	Sa	F	
G25218	17:45	Bristol Temple Meads	Plymouth	Sa	F	
G24693	18:03	Manchester Piccadilly	Birmingham New St	Sa	F	
G25121	18:03	Birmingham New St	Derby	Sa	F	
G24696	19:03	Manchester Piccadilly	Birmingham New St	Sa	F	
G25032	19:25	Manchester Piccadilly	Reading	Sa	F	
G24933	19:49	Birmingham New St	Derby	Sa	F	
G24917	20:00	Cardiff Central	Gloucester	Sa	F	
G24916	20:49	Birmingham New St	Derby	Sa	F	
G24922	22:49	Birmingham New St	Derby	Sa	F	

**Barred services on Sundays**

UID	Train	From	To	Days	Facilities	Exceptions
G25104	10:31	Bristol Temple Meads	Newcastle	Su	F	
G25005	10:36	Stockport	Birmingham New St	Su	F	
G24848	11:31	Winchester	Manchester Piccadilly	Su	F	
G25111	11:52	Taunton	Durham	Su	F	
G25098	12:06	Leeds	Newcastle	Su	F	
G25207	12:11	Leeds	Derby	Su	F	
G24853	12:25	Weston-Super-Mare	Manchester Piccadilly	Su	F	
G25209	13:03	Manchester Piccadilly	Bristol Temple Meads	Su	F	

<b>Barred services on Sundays</b>						
UID	Train	From	To	Days	Facilities	Exceptions
G25013	14:03	Birmingham New St	Reading	Su	F	
G25212	14:31	Derby	Bristol Parkway	Su	F	
G25018	14:33	Stockport	Winchester	Su	F	
G25016	15:03	Birmingham New St	Reading	Su	F	
G25114	15:03	Birmingham New St	Wakefield Westgate	Su	F	
G24876	17:14	Reading	Stockport	Su	F	
G25023	18:55	Banbury	Reading	Su	F	
G25027	19:03	Birmingham New St	Reading	Su	F	

## Reservations on CrossCountry services

CrossCountry strongly 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 through RST Online, or
- call CrossCountry Customer Relations on 03447 369 123 choosing option 3 to get through to the in-house team (Monday to Friday 08.00 to 20.00, or Saturday and Sunday 08.00 to 16.00), or
- if using safeguarded free travel facilities through RST Online, or
- e-mail: [customer.relations@crosscountrytrains.co.uk](mailto:customer.relations@crosscountrytrains.co.uk) or
- contact our Social Media team on twitter @crosscountryuk

Should a reservation not be possible, where available, Coaches B & F on Voyagers, and Coach B on Turbostars 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](http://www.crosscountrytrains.co.uk/tickets/ten-minute-reservations)

## 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. Travel facilities holders who have a Seatfrog upgrade are entitled to partake of the full complimentary catering offer.

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

# **East Midlands Railway**

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

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 EMR**

Reservations are available on EMR Intercity services (Sheffield/Nottingham – London).

EMR Connect (Corby – London), Liverpool – Norwich and Nottingham – Skegness services will only take bookings with non-assigned seats. All other EMR routes are non-reservable.

Active First Class pass holders and their dependants may not book seats in advance. This restriction does not apply to retired staff and their dependants.

## **Catering on EMR**

First Class travel facility holders are welcome to accept complimentary tea, coffee and mineral water.

Fruit juice, breakfast items, sandwiches or snacks may be purchased on payment of £4.00 per person per journey to the First Class Host.

Snacks and other items are also available to purchase from the on-train trolley.

### **Seatfrog upgrades on EMR services**

On East Midlands Railway services, Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Information provided by: *Pricing Implementation Manager, East Midlands Railway, Locomotive House, Locomotive Way, Pride Park, Derby DE24 8PU*

## **Gatwick Express**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **Grand Central**

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Grand Central services.

### **Seatfrog upgrades on Grand Central services**

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

Information provided by: *Pricing & Retail Manager, Grand Central Rail, Northern House, Rougier Street, York, YO1 6HZ*

# Greater Anglia

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

## 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 on pages 6 to 8.

# Great Western Railway

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

## GWR services on which a staff travel restriction applies

For the letters and text under the **Facilities** and **Exceptions** columns, please see page 5.

UID	Train	From	To	Days	Facilities	Exceptions	Applies between
L65671	06:49	Didcot Parkway	Paddington	T-Th	E	Nil	M Maidenhead and Paddington
L65672	07:17	Didcot Parkway	Paddington	T-Th	E	Nil	M Maidenhead and Paddington
L65674	07:44	Didcot Parkway	Paddington	T-Th	E	Nil	M Maidenhead and Paddington
L65375	19:02	Paddington	Bristol Temple Meads	Th,F	E	Nil	M Paddington and Chippenham
L65499	19:33	Paddington	Worcester Shrub Hill	Th,F	E	Nil	M Paddington and Kemble
L65400	12:03	Paddington	Penzance	Th	E	Nil	M Paddington and Plymouth
L65399	11:03	Paddington	Plymouth	F	E	Nil	M Paddington and Exeter St Davids
L65401	12:03	Paddington	Penzance	F	E	Nil	M Paddington and Bodmin Parkway
G82384	10:30	Paddington	Exeter St Davids	S	E	Nil	M Paddington and Bath
G60362	10:30	Paddington	Weston-super-Mare	Su	E	Nil	M Paddington and Bath
G60460	10:54	Cheltenham Spa	Paddington	Su	E	Nil	M Swindon and Paddington
G60298	11:00	Bristol Temple Meads	Paddington	Su	E	Nil	M Bath Spa and Paddington

## Lounge access

Holders of National Rail and GWR First Class staff travel facilities may use the First Class lounge facilities where they are available.

At busy times, those using free or discounted staff travel facilities should avoid or vacate the Lounge to allow space for fare-paying customers.

## **Seatfrog/onboard upgrades on GWR services**

On GWR services, Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. Those travelling using staff facilities may also purchase on board first class upgrades where these are made available. Staff who have purchased an upgrade are entitled to enjoy the full onboard first class offer.

## **Reservations for Residential and Leisure Travel on GWR**

A seat reservation is recommended if travelling on long-distance services operated by InterCity Express Trains (IETs).

## **Catering on GWR**

First class free pass facilities holders may accept complimentary hot and cold soft drinks, and ambient snacks such as crisps and 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 (including sandwiches, hot or chilled food), or alcoholic drinks is not permitted. Other items can be purchased from onboard Customer Hosts using card payment. Cash payments are not accepted.

Travel facilities holders who have Priv/FIP discounted First Class tickets, a Seatfrog upgrade, or who have purchased an onboard upgrade, are entitled to partake of the full complimentary catering offer.

Information provided by: *Head of Revenue, Great Western Railway, Milford House, 1 Milford Street, Swindon SN1 1HL.*

# Heathrow Express

Please note the restrictions that apply to ALL operator's services detailed on pages 6 to 8 above, in addition to the information below.

Business First accommodation is not available to any holders of Staff Travel facilities.

# Hull Trains

Please note the restrictions that apply to ALL operator's services detailed on pages 6 to 8 above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Hull Trains services.

## Hull Train services on which a staff travel restriction applies

For the letters and text under the **Facilities** and **Exceptions** columns, please see page 5.

UID	Train	From	To	Days	Facilities	Exceptions	Applies
C11521	06.05	Beverley	Kings Cross	M-Th	A,E	Nil	If travelling to Retford, Grantham or Kings Cross only.

## Reservations on Hull Trains

Reservations are not possible for staff, except when a service is subject to mandatory reservations. Standard class pass holders should board the train using Carriage A. All seats in Carriage A will be un-reservable.

First Class pass holders should use any seats marked available.

## 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 On Board 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 passengers, 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: Product and Inventory Manager, Ground Floor, Cherry Court, 36 Ferensway, Hull, HU2 8NH*

## London North Eastern Railway

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

### **General restrictions**

You are entitled to make First Class seat reservations if you hold First 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, it is highly recommended that you reserve a seat on the next available service before boarding.

## **Duty and Residential Travel on LNER services**

Seat reservations are highly recommended. Should a reservation not be possible it is likely that the train is fully booked, however staff can board the train and head towards **Coach C** where there may still be some non-reservable capacity

A number of seats in Coach C will be non-reservable (indicated by green lights) on all LNER services.

We ask that staff use their judgement and if trains appear to be near capacity either through loadings or direct observation that staff should catch the next available service.

## **Free Rail Staff leisure facilities on LNER services**

A seat reservation is highly recommended 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 seat reservation is highly recommended for those using Priv rate Rail Staff Travel leisure facilities, this includes leisure travel on Priv rate Season tickets.

## **How to make reservations on LNER services**

There are five options to reserve a seat:

- Online at [www.lner.co.uk/reserve](http://www.lner.co.uk/reserve). You will need to create an LNER account. Once you have selected your train, enter "Staff" into the box which requests the ticket number.
- LNER Mobile app
- Station Travel Centres and Ticket Offices
- LNER Customer Solutions Centre
- RST Online (for safeguarded staff)



If you make a reservation and then choose not to travel you should cancel your reservation to ensure availability for another customer. This is a simple process via the LNER app, RST Online or via the web at [www.lner.co.uk](http://www.lner.co.uk), if this is where the original reservation was made.

## **Catering on LNER services**

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice, biscuits and snacks. Catering vouchers can also be purchased for £5.00 from the Café Bar which will enable passengers to partake of the full LNER catering offer.

Regardless of the type of First Class free 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 Café Bar. In all cases, the voucher should be handed to the member of the on-board crew before ordering or accepting food and drink. Vouchers are only valid for the services on which they were purchased.

For passengers travelling using First Class LNER leisure boxes, the complimentary food offer is also available, however fare paying passengers should be prioritised. This offer does not include alcoholic drinks unless a catering voucher has been purchased in advance from the Café Bar. In all cases the voucher should be handed to the member of the on-board crew before ordering or accepting food or drink. Vouchers are only valid for the service on which they were purchased.

Passengers who have purchased Priv/FIP Privilege First Class fares or the LNER Weekend First Upgrade products are entitled to partake of the full catering offer without the need to purchase a catering voucher.

## **Seatfrog upgrades on LNER services**

On LNER services, Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. This will entitle the holder to partake of the full catering offer without the need to purchase a catering voucher.

## Lounge access

Station lounges run by LNER may at times be restricted to LNER customers only. This restriction also applies to people travelling using staff travel facilities.

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

## London Northwestern Railway

The only restrictions that apply are those applicable to all services detailed above on pages 6 to 8.

## London Overground

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on London Overground services.

## Lumo

The only restrictions that apply are those applicable to all services detailed above on pages 6 to 8.

## Merseyrail

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## MTR Elizabeth line

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Elizabeth Line services.

## Northern

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 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 for the journey you intend to make from the TVM (Ticket Vending Machine) if one is available at the station. The member of staff on the train, or at your destination, will then exchange this and sell you a Priv rate ticket.

## ScotRail

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

### **Reservations on ScotRail services**

Active staff and dependants must not make First Class seat reservations on Mondays to Fridays except when a service is subject to mandatory reservations. 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.

Information provided by *Revenue Manager Inter7city and scenic, ScotRail, Atrium Court, 50 Waterloo Street, Glasgow G2 6HQ*

## **Southeastern**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **Southern**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **South Western Railway**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **Stansted Express**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

## **Thameslink**

The only restrictions that apply are those applicable to all operators' services detailed above on pages 6 to 8.

# TransPennine Express

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 above, in addition to the information below.

## Reservations on TransPennine Express services

First Class seat reservations for active staff and dependants are not permitted except when a service is subject to mandatory reservations. This restriction does not apply to retired staff and their dependants.

## Catering on TransPennine Express services

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice and biscuits. There is no entitlement to alcoholic drinks and other food served on board.

## Seatfrog upgrades on TransPennine Express services

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

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 on pages 6 to 8 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 [fwrail.wales/planning-ahead/capacity-checker](https://fwrail.wales/planning-ahead/capacity-checker), which provides typical use of our services in 30-minute windows.

## **Reservations on Transport for Wales services**

First Class seat reservations for active and retired staff are not permitted except when a service is subject to mandatory reservations.

## **Catering on Transport for Wales services**

Meals can be purchased on the day of travel from on-board staff (where facilities exist). Where seats are available, holders of STD Class travel facilities may travel in First Class accommodation upon payment of the relevant upgrade for the journey being made. Meals can then be purchased on the day of travel from on-board staff (where facilities exist).

Information provided by: *Head of Commercial Insight & Analytics, Transport for Wales, 3 Llys Cadwyn, Pontypridd CF37 4TH*

## **West Midlands Railway**

The only restrictions that apply are those applicable to ALL services detailed above on pages 6 to 8.

## **Shipping services and Leisure Railways**

There are no specific restrictions, 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 'Rail Staff Travel guides for information on booking [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

**END**