

# National Rail Staff Travel facilities for new TOC employees

## Overview

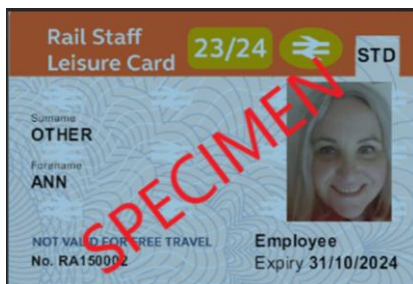
National rail staff travel facilities are delivered to TOC employees by Rail Staff Travel Limited (RSTL), part of the Rail Delivery Group.

The RSTL website [www.raildeliverygroup.com/rst.html](http://www.raildeliverygroup.com/rst.html) has information and applications forms.

In addition to national facilities, your TOC may provide you with TOC-specific and/or owning group specific rail staff travel facilities. Your employer will provide details of these.

## What national rail staff travel facilities are provided to an employee?

The Rail Staff Leisure card provides a discount of 75% off Anytime and Off-Peak tickets. This discount is known as priv-rate.



Priv-rate tickets can only be used for leisure travel. They cannot be used for residential travel (i.e. commuting), or duty or business travel.

For residential travel (i.e. commuting) between home and your work location, you can apply to RSTL for authority to purchase a reduced rate season ticket.

If for duty, you need to travel on other TOC services, your TOC employer can request that RSTL provide you with a Duty Authority to Travel pass.

## What facilities are provided to family members of an employee?

The Rail Staff Leisure card can be used to purchase priv-rate tickets for leisure travel. Priv-rate tickets **cannot** be used for residential travel (i.e. commuting), or duty or business travel.

## National Rail Staff Travel facilities for new TOC employees

Partners/spouses and dependant children can apply for a reduced rate season ticket as above if they are travelling to a place of full time education (school, college or university).

They are not eligible for any reduced rate season tickets for commuting to their own employment.

### How do you get your facilities?

Your TOC will notify RSTL that you have joined them as an employee. RSTL will create your rail staff travel record.

You must upload a passport-style photograph of yourself using our Photo Upload page here [www.raildeliverygroup.com/rst/photo-upload.html](http://www.raildeliverygroup.com/rst/photo-upload.html)

Your Rail Staff Leisure Card will be issued and posted to your home address. It is valid for a maximum of 12 months and will be automatically renewed, providing you are still an employee.

### How do your family members get their facilities?

Once your rail staff travel record is created, you can apply to RSTL to add your family members to your record. The eligible family members are one spouse or partner that you live with, plus any dependant children of either of you. Full details here [www.raildeliverygroup.com/rst/eligibility.html](http://www.raildeliverygroup.com/rst/eligibility.html)

For spouses and civil partners you must supply a copy of a marriage or civil partnership certificate. For other partnerships you need evidence that you live at the same address and make a Statutory Declaration in front of a Solicitor, Commissioner of Oaths, Justice of the Peace or a Notary Public that you are in a meaningful relationship.

The RSTL website has the forms for you to apply. You upload a passport-style photograph of each family member along with each application.

Once family members are added to your record and we have accepted the photographs of them, RSTL will send you their Rail Staff Leisure cards. The lead time for this is typically 3-4 weeks from application but may be longer at busy times.

## National Rail Staff Travel facilities for new TOC employees

As the employee it is your decision whether or not to add family members to your staff travel record.

Employees are responsible for:

- ensuring all family members are aware of the *Conditions of Issue and Use*, and the consequences of misuse.
- informing RSTL immediately when a family member is no longer eligible, through divorce or separation, or where dependant children are no longer classified as dependent (i.e. when they obtain employment, or enter into a partnership or marriage, or leave home).
- returning any passes no longer required to RSTL

### How to I buy discounted tickets?

Once we post your Rail Staff Leisure Card to you, we will e-mail you details of RST Online, our booking system, and your registration details. You will be able to purchase tickets and have them delivered by e-mail, or with a booking reference to collect at station.

You can also purchase tickets for leisure journeys, by taking your Rail Staff Leisure Card to any National Rail station ticket office.

If you start your journey from a station with an open ticket office, you must purchase a ticket before you board the train.

If you start your journey from a station with no open ticket office, you can buy a priv-rate ticket on board (unless there is a penalty fare area in operation and the ticket vending machine has a promise to pay option. In this case, you must purchase a promise to pay before boarding the train).

To purchase a reduced rate season ticket for commuting you need to obtain an authorisation form from RSTL. National Rail station ticket offices will sell you your reduced rate season ticket on submission of the authorisation form.

### Where can I go with my national rail staff travel facilities?

It is valid on all National Rail Train Operating Company services, including open access operators Grand Central, Heathrow Express and Hull Trains.

## National Rail Staff Travel facilities for new TOC employees

You cannot use facilities on London Underground or Docklands Light Railway unless you have a priv-rate ticket which includes the Cross-London indication which allows you to transfer between London Terminal stations.

Other carriers accept the Rail Staff Leisure Card, including London Tramlink and many Leisure and Heritage Railways. Full details are published in the *Where Can I Go guide for Non-Safeguarded Staff* on the RSTL website.

[www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoNSG](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoNSG)

### What about staff travel facilities on European railways and shipping companies?

This is covered by a separate introductory guide on the RSTL website.

### Misuse of rail staff travel facilities

Misuse of rail staff travel facilities is a serious disciplinary offence. Your TOC HR department will follow its disciplinary processes.

The TOC which detects the offence will follow its Revenue Protection process.

Rail Staff Travel will review your eligibility to retain your rail staff travel facilities under their Travel Irregularity process. If you lose your eligibility for staff travel facilities, so will all your family members.

Where a spouse, partner or dependant child misuses their facilities, Rail Staff Travel will review the eligibility of the spouse, partner or dependant to retain their rail staff travel facilities under the Travel Irregularity process.