

# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card



***Rail Delivery Group***



**Rail Staff Travel is part of the Rail Delivery Group**

# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

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# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

## Section 1: Introduction

This is a guide to the National and International rail staff travel facilities granted to employees who joined rail employment on or after 1 April 1996 and their eligible dependants. If you work for Network Rail and joined on or after 1 April 1996 you should refer to the [guide Rail Staff Travel Guide for holders of the RST Online Leisure Card](#).

Employees who joined the rail industry on or before 31 March 1996 should refer to the guide *Rail Staff Travel Guide for holders of the Staff Travel Card*.

The eligibility for facilities is defined in the TOC Privilege Travel Arrangement.

This guide gives you an overview of the benefits you might enjoy. It is not a legally binding document.

The TOC Privilege Travel Arrangement is a non-contractual arrangement reviewed annually by TOCs and which may be withdrawn at any time.

TOC or group concessions available through specific employers are outside the scope of this Guide.

Use of travel facilities is subject at all times to the:

- Rail Staff Travel Conditions of Issue and Use [www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html](http://www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html)
- National Rail Conditions of Travel [www.nationalrail.co.uk/nrcot](http://www.nationalrail.co.uk/nrcot)
- Travel Restrictions (updated a minimum of twice a year) [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html).

You can get further information from Rail Staff Travel by emailing [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

## Section 2: Types of Travel and the concession available

The purpose of your journey determines which type of rail staff travel facility you can use.

### Leisure Travel

This is classified as travelling for social/pleasure reasons (as long as it does not fall within the Residential Travel or Duty Travel categories or involve trading or other remunerative activity).

The use of staff discounted (priv rate) tickets for leisure travel is permitted for both employees, partners and child dependants.

Type of Travel	Concessions available	Notes
<b>National: Leisure Travel</b>	Staff discounted (75% discount) on full fare (Anytime) tickets. Staff discounted (75% discount) on Off-Peak Tickets 70min Flex fares on selected LNER services Discounted rate on many Rovers and Rangers	
<b>International Leisure (discounted)</b>	You will be issued with a FIP Card (International Reduced Rate Card) that allows an unlimited 50% discount. The discount on CIE, NIR, SNCB, and SNCF services is 75%,	Available after 1 years' service.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Type of Travel	Concessions available	Notes
<b>International Leisure (free)</b>	<p>Limited free travel with one free coupon in each calendar year per carrier (a few offer two coupons in each calendar year).</p> <p>Mandatory reservations and supplement charges may apply on High-Speed and long distance services.</p>	<p>Available after 1 years' service.</p> <p>A coupon is valid for 3 months giving 4 x 2-day periods in which unlimited free travel is available. (Stena coupons are 2 x single journeys for travel).</p> <p>Some carriers do not allow coupons for partners or dependant children.</p>
<b>Other UK</b>	<p>Generally Staff discounted (priv rate), but there are differences by operator.</p>	<p>Leisure railways and ferries have their own offers and restrictions- see the relevant section for more information.</p>
<b>London (TfL)</b>	<p>No discount on London Underground and Docklands Light Railway but free travel on London Tramlink for Leisure travel.</p>	<p>National Rail concessions apply on the Elizabeth Line and London Overground services.</p>

### Residential Travel (i.e. commuting)

Residential Travel is travelling from your permanent place of residence (i.e. your home address) to your permanent place of regular employment (i.e. your office, depot or station) or education (i.e. a university, college or school), i.e. commuting.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Employees can have only one place of regular employment and a child dependant one place of regular education.

Dependant children who earn under the weekly threshold may not use staff discounted (priv rate) Season Tickets for commuting to work. These are only available for commuting to a place of education. If the child is in work you should check whether they are still eligible for rail staff travel facilities.

Where dependant children attend an educational establishment on a full time basis for school or advanced education and live away from the family home in term time accommodation, then travel between the term time accommodation and the school/university/college is considered residential travel.

Occasional travel between the family home and the term time accommodation (i.e. at the start and end of term, at weekends or occasionally mid-week) is considered leisure travel.

The use of Priv Rate Season Tickets for Residential Travel is only permitted for employees and dependant children. These can only be purchased once Rail Staff Travel has authorised the application.

The use of single/return Priv-rate tickets for residential travel is not permitted for employees, partners or child dependants.

Type of Travel	Concessions available	Notes
<b>National: Residential Travel</b>	Staff discounted (priv rate) 75% discount of full fare season ticket on National Rail services only.	Season ticket authority, for eligible travel, must be obtained from RST before purchase.



## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

		No discount on zonal Travelcards retailed by TfL.
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### Duty Travel

Duty Travel is travelling as required by your employment or employer during the working day. This includes attending training events and meetings.

The use of staff discounted (priv rate) tickets for Duty Travel is prohibited for both employees, partners and child dependants.

# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

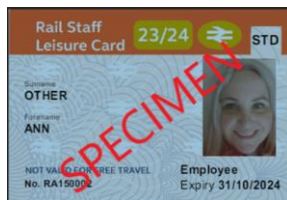
## Section 3: Rail Staff Travel products

The Rail Staff Travel products available are:

Product	For what	Supporting ID
<b>Rail Staff Leisure Card</b> <sup>1</sup>	Leisure (staff discounted (priv rate))	None
<b>Reduced Rate Season Ticket</b> <sup>2</sup>	Residential (staff discounted (priv rate))	Photocard or RST Season Ticket Smartcard
<b>FIP International Reduced Rate Card</b>	Leisure (reduced rate)	Passport
<b>International FIP Coupons</b>	Leisure (free)	Passport

### Rail Staff Leisure Card

Leisure travel is delivered via the **Rail Staff Leisure Card**. You can use it to purchase unlimited staff discounted (priv rate) tickets for leisure travel. It cannot be used for free travel or to buy staff discounted (priv rate) tickets for travelling to work.



<sup>1</sup> A Rail Staff Leisure Card is not valid for the purchase of Reduced Rate Season Tickets

<sup>2</sup> Authority must be obtained from RST before each purchase at station.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

Staff discounted (priv rate) tickets can only be used by the Rail Staff Leisure Card holder and are not transferrable to any other person.

### **Staff discounted (priv rate) Season Ticket**

Residential Travel (i.e. commuting to and from work) is delivered through a Priv Rate Season Ticket or a PrivRate Flexi-Season Ticket.

### **Obtaining a Staff discounted (priv rate) Season/Flexi-Season Ticket**

Employees must apply to Rail Staff Travel for an authority to purchase a staff discounted (priv rate) Season Ticket using the Employee Residential Travel (XX01) form or Employee Priv-rate Flexi Season (XX32) available at [www.raildeliverygroup.com/rst/forms.html#resi](http://www.raildeliverygroup.com/rst/forms.html#resi)

If the journey meets the criteria for a staff discounted (priv rate) season ticket, Rail Staff Travel will authorise the journey. Depending on the fulfilment method selected either:

- an authority to purchase the staff discounted (priv rate) season ticket will be sent to the employee to hand in at the ticket office when buying the ticket **Or**
- the employees RST Online account will be updated to enable the purchase of the requested Season Ticket. The employee will need to already hold an RST Season Ticket Smartcard.

Employees who choose to purchase their season ticket at the station will need to apply to RST for an authorisation form for each season ticket they buy.

Employees who choose to purchase their season ticket from RST Online will have continuous authority to purchase consecutive season tickets for their journey providing their home address and work location remain unchanged. This means there is no need to apply when you wish to purchase a season ticket for the same journey.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

You can also apply for a staff discounted (priv rate) Flexi Season ticket. A Flexi Season allows eight days' worth of travel within 28 days between two stations. You need an RST Season Ticket Smartcard to be able to get one.

Flexi Seasons are not available for rail journeys entirely within the Scotrail network, the Transport for Wales network or the MerseyRail travel area.

Flexi Seasons are also not available for journeys entirely within the London Fare Zones Area. If your rail station falls within a Travelcard zone then you won't be able to get a Flexi Season. For example, Barnes to Waterloo is not available on a Flexi Season. For that journey you need to either pay the full fare or get a staff discounted (priv rate) Season Ticket. They are also not valid on London Overground and TfL Rail services. If you live in London, you can check whether your station is in the London Fare Zones Area at: [www.nationalrail.co.uk/London\\_Rail\\_Tube\\_0519.pdf](http://www.nationalrail.co.uk/London_Rail_Tube_0519.pdf)

### **Refunds of staff discounted (priv rate) Season or Flexi-Season Tickets**

For tickets bought at stations, an employee must submit the season ticket to Rail Staff Travel to authorise the refund and complete Refund Form XX11. Rail Staff Travel will accept a photo of the Season Ticket cut into four pieces and a photo taken and emailed to Rail Staff Travel. You must also include an image of the ticket before you cut it up so all details can be viewed.

Rail Staff Travel will then either arrange the refund if the ticket was purchased via RST Online or send the ticket to the appropriate department within the Train Operating Company to process the refund.

For tickets bought through RST Online, the employee can submit the refund request in the 'Your Account' section of RST Online.

### **Photo ID card for staff discounted (priv rate) Season Ticket or Flexi Season**

Photo ID is a mandatory requirement for all employees and child dependants (including those under age 16) to support the use of a staff discounted (priv rate) paper Season Ticket.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

For employees who hold an RST Season Ticket Smartcard and have their Season Ticket loaded onto it, no further Photo ID is required. For those with a paper ticket, the only valid form of Photo ID to support the staff discounted (priv rate) Season Ticket is the pink Photocard ID used by the general public which can be obtained free of charge from most station booking offices.



The Rail Staff Leisure Card is not a valid form of identification for the purchase or use of a staff discounted (priv rate) Season Ticket or Flexi Season.

Please note that in very limited circumstances a spouse/partner may be eligible for a staff discounted (priv rate) Season ticket. Please contact Rail Staff Travel for more information.

### FIP International Reduced Rate Card

See the later section in this document on Foreign Undertakings for more information.

### International FIP Coupons

See the later section in this document on Foreign Undertakings for more information.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Loss & Replacement of Rail Staff Leisure Cards or Passes**

All losses, for any reason, must be reported to RST immediately, even if you are not going to order a replacement. If you do not and someone else is found using it, you will be liable for the misuse. A replacement fee is payable if cards are lost, damaged or destroyed. The fee may be waived if loss is the result of theft, robbery or fire, subject to evidence of this being produced from the relevant police or fire service authorities.

Postal losses notified later than one month after the expiry date of the previous card or pass will not be replaced free of charge but must be paid for as if lost by the holder. There are no exceptions to this rule as this is to support fraud prevention.

Likewise if you move and do not let RST know your new address, and are unable to collect your cards/passes you will need to pay a replacement fee before replacements can be issued.

The current replacement charges are £15.00 for each card/pass. To request any replacement card or pass, please submit either:

- Replacement of Lost or Damaged Cards (XX35)
- Replacement of Faulty or Stolen Cards (XX34)

on the Forms page of the RST website at -  
[www.raildeliverygroup.com/rst/forms.html](http://www.raildeliverygroup.com/rst/forms.html).

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Section 4: Joining, mobility within, and leaving the rail industry**

#### **Joining a TOC**

When you start employment, your employer will notify Rail Staff Travel and provide us with your details. For most employers this is at the start of employment, but this can vary by employer.

We will create your Rail Staff Travel record for you. We will require a passport-style photo of you. You must submit this online at [www.raildeliverygroup.com/rst/photo-upload.html](http://www.raildeliverygroup.com/rst/photo-upload.html)

Once we have your information and photo, we will automatically issue your Rail Staff Leisure Card, and any other relevant TOC specific travel products and send it to your home address.

You will also receive an email with your one-time pass-code so you can register for **RST Online**.

Rail Staff Travel products may take up to 2 weeks to be created by the production service and delivered to you. If you have not received them within 4 weeks of starting, please contact RST.

#### **Moving from one TOC to another TOC**

If you move between Train Operating Companies and retain continuous service (i.e. you finish with your TOC on one day and start with the new TOC on the next working day) you may retain your National and International travel passes, but you must return any TOC and group specific passes to the TOC you are leaving.

If you have a gap in service between working for one TOC and another TOC, you must return your Rail Staff Leisure Cards and FIP cards direct to RST.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

You need to cut each one into four, take a photo and email it to [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

You need to do this for family members as well. If employees fail to do this and then join another TOC, RST will not issue any new cards/passes until these expire or are returned.

There will be a gap in service if there are any business days between the date supplied to RST by your former TOC as your leaving date, and the date supplied to RST by your new TOC as your starting date.

### **Resignation, retirement, redundancy or dismissal**

Your eligibility for national and international travel facilities ceases when you leave employment with National Rail TOCs, regardless of the reason for leaving.

All cards/passes issued by RST to you and all family members must be returned to RST. You need to cut each one into four, take a photo and email it to [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

You need to do this for family members as well. If employees fail to do this and then join another TOC, RST will not issue any new cards/passes until these expire or are returned.



## Section 5: Eligibility of family members

### Spouse/Partners and child dependants

As a general rule you can apply for travel facilities for the following:

- one spouse or partner (providing you live together)
- resident dependant children up to the age of 18
- resident dependant children (though they may reside at another address in term time if they attend college or university elsewhere) between 18 and 25 subject to declaration of continued eligibility
- resident dependant children aged 25+ in very limited circumstances

Children under age 5 travel for free on most National Rail services. Therefore staff travel facilities are not normally issued until a child reaches their 5<sup>th</sup> birthday. However RST will issue national staff travel facilities once a child is over twelve months of age. FIP cards are issued to children aged 4 and over on request, providing the employee holds an active FIP card.

Once a child dependant is earning over the weekly limit (unless they are in full time education and earning more during the holiday time only) then they are not eligible for rail staff travel facilities.

It is up to the employee to decide whether spouse/partners and child dependants are issued with rail staff travel facilities. No spouse/partner or child dependant is independently eligible for anything.

Spouse/Partners and child dependants generally receive the same National leisure-only benefits as the employee.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

The Employee is responsible for the correct use of rail staff travel facilities by partners and child dependants.

Employees can apply online at

[www.raildeliverygroup.com/rst/forms.html#family](http://www.raildeliverygroup.com/rst/forms.html#family)

The forms are

- *Add Spouse or Partner (XX02a)* - if for a partner you will also need the *Partner Declaration (XX03)*
- *Add Child Dependant (XX02b)*- if child is aged 18 or over you will also need the *Child Declaration (XX05)*

### **Divorce or separation from a spouse/partner**

In the event of divorce or legal separation, or no longer living together, all cards and passes for the spouse/partner must be returned.

**Once a partner is no longer eligible the employee must inform RST immediately by completing a *Dependant Card Not Required form XX24 on the RST website*.** The cards and passes must be returned to RST by signed for delivery or images of them cut up must be sent by e-mail to [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

You cannot apply for facilities for any new spouse/partner until the passes from the first partner have been returned or have expired by date.

The Travel Irregularities section contains information on how employees not making RST aware of any changes can impact on the employees eligibility to rail staff travel.

### **Children no longer dependant on the employee**

When children are no longer dependant on the employee, either by gaining employment, leaving home or entering into a serious relationship, all cards and passes must be returned.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

**The employee must inform RST immediately by completing a *Dependant Card Not Required* form XX24 on the RST website.** The cards and passes must be returned to RST by signed for delivery or images of them cut up must be sent by e-mail to [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

### **More eligibility information**

More specific details about individual circumstances, categories, variations and eligibility is available online and employees should check this, or contact RST, if they are ever in doubt about eligibility of one of their children.

- Conditions of Issue and Use  
[www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html](http://www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html)
- Eligibility of Family Members  
[www.raildeliverygroup.com/rst/eligibility.html](http://www.raildeliverygroup.com/rst/eligibility.html)

### **Facilities for a couple, both employed in the rail industry**

As a general rule, upon becoming an “employed couple”, you can opt for leisure travel in your own right, or as a partner. This must apply to both National and international leisure travel. You can however retain residential travel and your TOC Specific travel offered by your employer separately as an employee, even if you take your leisure travel through your partner.

European (FIP) travel must align with your national travel facilities, as opposed to TOC-specific, eligibility.

We recommend that you approach RST for specific guidance if you are unsure.

Likewise children of employees who both work in the railway are only eligible for one set of National rail staff travel facilities.

# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

## Section 6: Travel on National Rail

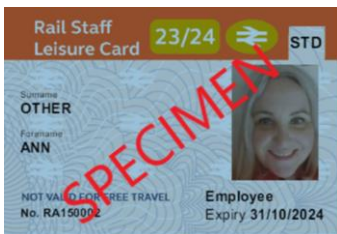
### Leisure Travel

#### Staff discounted (priv rate) tickets

Leisure travel is delivered via the **Rail Staff Leisure Card**.

You can use it to purchase unlimited staff discounted (priv rate) tickets for leisure travel only, subject to the **Restrictions on Travel** as documented above in section 2.

Staff discounted (priv rate) tickets can only be used by the Rail Staff Leisure Card holder and are not transferrable to any other person.



The current Rail Staff Leisure Card is valid until the date printed on the card.

Ticket Type	Discount available on National Rail services
Anytime	75% off the public fare
Off-Peak	75% off the public fare. Travel is subject to the same time restrictions as the public ticket.
70 min flex fares	75% off the public fare on a specific price point. Only available through RST Online or at station ticket offices. Not available on-board trains.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Ticket Type	Discount available on National Rail services
Advance	<p>Generally none, but some on selected LNER routes on a specific price point.</p> <p>Only available through RST Online or at station ticket offices. Not available on-board trains.</p>
Rovers and Rangers	<p>75% off the public fare for most Rovers and Rangers. Some Rover and Rangers have no staff discount (priv rate) available.</p>
Plusbus Day tickets	<p>No discount available.</p> <p>The Rail Staff Leisure Card on its own is not valid for the purchase of a Plusbus Day ticket.</p> <p>Plusbus Day tickets can be purchased at the appropriate public rate if you present any of the following at the ticket office:</p> <ul style="list-style-type: none"> <li>• staff discounted (priv rate) Anytime or Off-Peak ticket</li> <li>• staff discounted (priv rate) Rover or Ranger</li> <li>• staff discounted (priv rate) Season Ticket</li> </ul> <p>A PlusBus ticket cannot be bought if the origin and destination stations of the rail journey indicated on the ticket or pass are located wholly within the same towns PlusBus travel zone (or within the same metropolitan region: Greater Manchester; South Yorkshire; West Midlands; West Yorkshire)</p>
Plusbus Season tickets	<p>No discount available.</p> <p>The Rail Staff Leisure Card on its own is not valid for the purchase of a Plusbus Season ticket.</p>

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Ticket Type	Discount available on National Rail services
	<p>Plusbus Season tickets can be purchased at the appropriate public rate if you present any of the following at the ticket office:</p> <ul style="list-style-type: none"><li>• staff discounted (priv rate) Rover</li><li>• staff discounted (priv rate) Season Ticket</li></ul> <p>The PlusBus season ticket may not extend beyond the end of validity date of the Rover or Season Ticket.</p>

Staff discounted (priv rate) tickets are not valid on TfL Underground and DLR services in London except when the ticket shows the Cross-London Indicator, in which case it may be used on the Underground to cross London between the relevant London Terminal stations only.

**Staff discounted (priv rate) tickets purchased with a Rail Staff Leisure Card must not be used for business, trading, duty or residential (commuting to work or travel to educational establishments).**

The agreement underwriting this non-contractual arrangement for Non-Safeguarded Leisure Travel is reviewed annually by TOCs and may be withdrawn at any time.

### Staff Travel Restrictions and complimentary refreshments

The use of staff discounted (priv rate) tickets and staff discounted (priv rate) Season Tickets is subject to **Staff Travel Restrictions** on rail services. These are updated at least twice per year on the RST website. They are published on the website at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

It is the responsibility of the employee and their family member to ensure they do not travel in contravention of the Staff Travel Restrictions. It is not

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

the responsibility of RST Online or any ticket office or ticket clerk to know whether or not the train you wish to travel on is subject to the Staff Travel Restrictions.

Travelling on restricted services will be treated as a Travel Irregularity.

Train Operators have restrictions on the acceptance of complimentary refreshments by holders of rail staff travel facilities.

As ticket inspection and refreshment service may be carried out by different on-board staff, those providing refreshments may not know that you are travelling using Rail Staff Travel facilities.

You must refuse refreshments when offered, unless the **Staff Travel Restrictions** document specifically allows you to accept them.

### **Class of Travel**

If you hold a STD class Rail Staff Leisure Card, then you may only buy Standard Class staff discounted (priv rate) tickets and travel in Standard Class.

Where a TOC offers Weekend First upgrades, Rail Staff Leisure Card holders with Standard Class staff discounted (priv rate) tickets, may purchase the Weekend First upgrade at the public rate and travel in First Class accommodation.

A few TOCs may allow the purchase of upgrades for First Class using apps such as Seatfrog, however, not all of them allow this. If it is permitted, it will be documented in the **Staff Travel Restrictions**.

Apart from the exceptions above, you cannot pay the difference between Standard Class and First Class fares to travel in First Class accommodation.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

If you hold a 1st Class Rail Staff Leisure Card, then you may buy either Standard or First Class staff discounted (priv rate) tickets. If you buy Standard Class staff discounted (priv rate) tickets, then you may only travel in Standard Class accommodation.

### **Seat Reservations**

When purchasing a staff discounted (priv rate) ticket it is normally possible to make a seat reservation where available. Seat reservations are available via RST Online either as part of a ticket purchase or separately if travelling with a dated Staff Travel Card or Status Pass. Some TOCs restrict staff from making seat reservations and the rules are in the **Staff Travel Restrictions**.

### **How to buy a staff discounted (priv rate) ticket, and what to do if this is not possible**

You can purchase tickets online your RST Online account. If you do not yet have details on how to do this contact [rst@raildeliverygroup.com](mailto:rst@raildeliverygroup.com)

Where the station has a staffed ticket office, you must purchase a valid ticket before you start a journey, irrespective of the length of queue or wait time.

If you are travelling from a station within a Penalty Fare area, then you must obtain a permit to travel at the public rate in accordance with the Penalty Fare instructions displayed at the station.

If you board a train from a station with an open ticket office and have no ticket, or from a station in a Penalty Fare area and you haven't obtained a 'promise to pay' ticket, the train operator is within their right to refuse to sell you a Priv-rate ticket and report it as a Travel Irregularity.

Only if the ticket office is closed, and there is no local 'promise to pay' in use, can you buy a Priv-rate ticket on board a train. You must actively seek out staff on-board the train, have your fare ready and offer to pay it at the



## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

first available opportunity. By offering to pay there can be no question that you are trying to travel without paying.

If you don't actively offer to pay, then you may be accused of fare avoidance, and risk committing a Travel Irregularity. (See the separate section on Travel Irregularities for the consequences).

### **Residential Travel (Commuting)**

Residential travel can only be granted from the station nearest to your home address and the station nearest your permanent work location.

A Rail Staff Leisure Card cannot be used to buy a Priv Rate Season Ticket or daily tickets for travel to work or school/college.

Priv Rate Season Tickets are available immediately upon commencing employment with a TOC once their purchase has been authorised by Rail Staff Travel.

For more information see section 'Staff discounted (priv rate) Season Ticket.'

Staff discounted (priv rate) Season Tickets may also be used for leisure travel on the route specified.

### **Sleeper Services**

Employees, spouse/partners and child dependants are eligible for staff travel on Caledonian Sleeper and Great Western Railway Sleeper:

#### **Caledonian Sleepers**

On Caledonian Sleeper services between Euston and destinations in Scotland there are two options available for staff discounted travel:

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

1. 75% discount off the public fare (single only), inclusive of travel and room accommodation (Solo or Twin Accommodation), on presentation of a Rail Staff Leisure Card. Reduced fares are subject to availability and can be purchased in advance from a National Rail station or via RST Online.
2. Purchase a staff discounted (priv rate) Any time or Off Peak ticket and pay the room supplement. There is no discount on the room supplement. Room supplements can be booked online at [www.sleeper.scot](http://www.sleeper.scot)

Please note that option 1 is usually cheaper.

Holders of Standard Class facilities may only travel in Classic accommodation. Holders of Standard Class facilities must pay the full public rate if they wish to travel in Club Class.

Holders of 1st Class facilities are eligible for discounted travel in either Club or Classic accommodation.

There are no staff discounted rates on travel in Caledonian Doubles.

There is no discounted travel in the overnight seated accommodation. Rail staff may use discounted travel in seated accommodation on daytime legs between Kingussie – Inverness, Edinburgh – Fort William and 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, or season tickets.

### **Travelling with children on Caledonian Sleeper**

When travelling with children, you may obtain 75% discount off the public fare inclusive of travel and room accommodation on presentation of a Rail Staff Leisure Card.

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You need to request a 'Solo Room with free child' ticket and the child effectively travels for free.

Reduced fares are subject to availability and can be purchased in advance from a National Rail station.

If there are more children travelling than adults with rail staff travel facilities, then an additional room will have to be purchased at the 75% discount adult rate.

### **Great Western Railway sleepers**

Great Western operate the Night Riviera sleeper between London Paddington and Penzance.

To travel you must purchase a staff discounted (priv rate) ticket and pay the sleeping berth supplement.

The berth supplement is £60 for a berth in a twin cabin, or £90 for a berth in a solo cabin. The twin cabin cannot be shared with a stranger, so if two pass holders are travelling, the price is £120. There are no discounts on the berth supplements for any category of customer (Child / Railcard / PRIV etc.).<sup>3</sup>

Staff discounted (priv rate) tickets may be used in the seated accommodation, but seat reservations are strongly recommended.

Tickets can be purchased from a GWR managed station ticket office, or via RST Online.

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<sup>3</sup> (Source: RST Ref: 90-003-003/D8250INC)

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Train delays and service disruption**

When employees using their national leisure or residential travel concessions are subject to train delays and service disruptions, they should be dealt with no less favourably than the public insofar as the provision of alternative transport, overnight accommodation or compensation (based on actual fare paid if appropriate) is concerned.

Employees should apply for 'Delay/Repay' on the website of the TOC they were travelling on.

### **Travel Irregularities**

Employees are responsible for the proper use of all rail staff travel facilities that are issued to themselves and their families.

The Employee has absolute discretion as to whether they allow their spouse/partner and child dependant(s) to enjoy these facilities.

The Scheme sets out the penalties if any holder of any National or International rail staff travel facility, whether employee, spouse/partner or dependant child, attempts to use it fraudulently or allows someone else to do so.

Generally, if a primary cardholder transgresses, the spouse/partner and all dependants also lose their facilities; if a spouse/partner or dependant child is at fault, then generally just that individual is subject to penalty.

Any person who is found to:

- improperly use any Rail Staff Leisure Card
- improperly use any ticket/pass issued by or on behalf of a TOC or Group
- transfer or any card, ticket or pass, or attempts to do so,

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will be liable to prosecution, permanent withdrawal of rail staff travel facilities and, if an employee, possible dismissal.

**Staff discounted (priv rate) leisure tickets purchased with a Rail Staff Leisure Card are not valid for business, trading, duty or residential use (commuting to work or travel to educational establishments) by either employees, partners or dependant children. Where such cases are detected they will be treated as a travel irregularity.**

There is more information in the Travel Irregularities document on the RST website [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

## **Complaints**

If you have a problem using Rail Staff Travel facilities on TOC services, you should firstly raise the issue with the TOC concerned. Details of how to contact each TOC can be found on their website.

If your complaint remains unresolved, then you should then raise your complaint with the Rail Ombudsman. [www.railombudsman.org](http://www.railombudsman.org)

If you have problems in the following areas, please contact Rail Staff Travel

- Using Travel facilities on non-TOC services, e.g. Leisure Railways
- The service provided to you by Rail Staff Travel
- Using FIP Rail Staff Travel facilities in Europe

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

### Section 7: National Rail services in Great Britain

Rail Staff Travel facilities are valid on the services of the following franchised and concessionary National Rail train operating companies in Great Britain.

Avanti West Coast	Island Line (Isle of Wight)
C2c	Scotrail
Caledonian Sleeper	South Western Railway
Chiltern Railways	Southeastern Railway
CrossCountry	Southern
East Midlands Railway	Thameslink
Elizabeth line	TransPennine Express
Gatwick Express	Transport for Wales
Great Northern	West Midlands Trains operating under two brand names
Greater Anglia	• London Northwestern Railway
Great Western Railway	• West Midlands Railway
London North Eastern Railway	
London Overground	
Merseyrail	
Northern	

When a franchised or concessionary operator is replaced by another franchised or concessionary operator, or any other operator appointed by the Department for Transport, rail staff travel facilities remain valid on the services provided by the new operator. The only exception is for employees who are issued with a card/pass valid on operators within their TOC Owing group. If operators are no longer part of a TOC Owing group then those Group specific cards/passes will not be valid on those service.

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### **Section 8: Other undertakings in Great Britain**

Travel facilities are granted to employees, spouse/partners and child dependants on some other GB transport undertakings as indicated below.

Unless otherwise stated, only reduced rate travel is available, and for leisure use only.

#### **Rail**

##### **Eurostar**

The Rail Staff Leisure Card does not offer discounts on Eurostar.

You can benefit from FIP discounted fares once you have an FIP International Reduced Rate Card which should be carried with you on the journey.

FIP fares are subject to availability (so the further in advance the FIP tickets are booked, the greater the choice of trains available).

Reservations on Eurostar services are compulsory. For prices and booking please see [www.raildeliverygroup.com/rst/offers](http://www.raildeliverygroup.com/rst/offers)

Although tickets can be purchased on the day of travel at the stations served, it is better to obtain tickets in advance through International Rail. For International Rail, you can email them at [sales@bookmyrst.co.uk](mailto:sales@bookmyrst.co.uk) or visit the website [www.bookmyrst.co.uk](http://www.bookmyrst.co.uk)

There are also alternative agents, details can be found on our FAQs [www.raildeliverygroup.com/rst/faqs.html#IntBook](http://www.raildeliverygroup.com/rst/faqs.html#IntBook)

Reservations can be made in Standard Premier (1st class) by holders of 1st Class FIP.

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You cannot upgrade from Standard Class to Standard Premier for holders of Standard Class FIP.

### **Grand Central**

Open access operator Grand Central accepts:

- staff discounted (priv rate) tickets purchased with the Rail Staff Leisure Card.
- staff discounted (priv rate) season tickets

### **Heathrow Express**

Open access operator accepts staff discounted (priv rate) tickets purchased with a Rail Staff Leisure Card for leisure travel. Tickets can be purchased at the ticket office at Paddington, or the ticket office at Terminals 2 and 3, or the ticket office in the arrival hall at Terminal 4 and Terminal 5. Alternatively, a Priv-Oyster card may be used. The fare charged will be the staff discounted (priv rate) of the Peak or Off-Peak public single ticket as appropriate.

Children under 16 travel free at all times on Heathrow Express, as long as they travel with a fare-paying adult. Customers travelling with children under 16 should ask Heathrow Express staff to open the ticket gate for them, to allow entry to the platform. Children who have a 5-10 or an 11-15 Zip Oyster photocard or a Young Visitor discount added to a standard retail Oyster card or to a Visitor Oyster card should not touch in or out as they will be charged. There is no limit to the number of accompanied children allowed to travel for free.

### **Hull Trains**

Open access operator Hull Trains accepts:

- staff discounted (priv rate) tickets purchased with the Rail Staff Leisure Card.
- staff discounted (priv rate) season tickets



## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **London Tramlink**

Unlimited free leisure travel for Rail Staff Leisure Card holders (just show your Rail Staff Leisure Card).

### **LUMO**

Open access operator Lumo accepts:

- staff discounted (priv rate) tickets purchased with the Rail Staff Leisure Card.
- staff discounted (priv rate) season tickets

LUMO services are standard class only. There is no 1st class accommodation.

### **West Coast Railway Company - The Jacobite**

Steam-hauled main line charter trains operate weekday return services between Fort William and Mallaig typically from April to October, with weekend return services for a slightly shorter period. You can travel on these services at a privilege rate of a quarter of the published price.

There is no staff discounted (priv rate) available on 1st class fares. <sup>4</sup>

### **West Coast Railway Company booking details:**

Std class staff discounted (priv rate) tickets. Telephone: 01524 732100.

First class public rate tickets. Website [westcoastrailways.co.uk](http://westcoastrailways.co.uk)

### **Heritage Railways (generally not on the National Rail network)**

Staff discounted (priv rate) travel is generally not available on special event days with leisure/heritage railways. You should check with the railway

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<sup>4</sup> Source RST Ref: 90-035-421/D7976INC

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

before making a trip to ensure that staff discounted (priv rate) travel is available on your intended day.

Staff discounted (priv rate) travel is obtained by presentation of the Rail Staff Leisure Card. Other TOC specific and group specific passes will not be accepted.

Railway company	Notes
Avon Valley Railway	
Bala Lake Railway	
Bluebell Railway	
Bodmin & Wenford Railway	
Brecon Mountain Railway	
Bure Valley Railway	
Chinnor and Princes Risborough Railway <sup>5</sup>	Half-price adult tickets only when you book at <a href="http://www.chinnorrailway.co.uk">www.chinnorrailway.co.uk</a> using the Offer Code <b>TOC</b> . Under 5s get free travel and £3 flat-fare for 5-15 years. Valid only on Standard Days, not on Gala Days, Dining Services, or Santa Specials. At the final Checkout, select the green REDEEM BUTTON for the discount to be applied.
Crich Tramway Museum	National Tramway Museum (2 for 1 offer)
East Lancashire Railway	Discounts on Standard Travel (Green / Blue / Orange Days) and steam/diesel galas can be booked online in advance or on the day. Discounts on some other special events (check with ELR before booking). <a href="mailto:customer.services@eastlancsrailway.co.uk">customer.services@eastlancsrailway.co.uk</a> <sup>6</sup>

<sup>5</sup> Source: RST Ref 90-035-031/D7661INC. This is a commercial offer provided through the goodwill of the CPRR rather than a reciprocal arrangement with Rail Staff Travel.

<sup>6</sup> Source: RST Ref:90-035-427/D8368INC

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Railway company	Notes
Embsay Steam Railway	
Ffestiniog Railway and Welsh Highland Railway	In place of 2 <sup>nd</sup> class accommodation, the Railway provides 3 <sup>rd</sup> class
Great Central Railway	
Helston Railway	
Isle of Wight Railway	
Kent and East Sussex Railway	
Lakeside and Haverthwaite Railway	
Lappa Valley Railway	
Llanberis Lake Railway	
Lynton and Barnstaple Railway	
Mid-Hants Railway (Watercress Line)	
North Norfolk Railway	
North Yorkshire Moors Railway	Staff discounted (priv rate) tickets are 75% discount off standard fares on ordinary timetabled daily services (excluding pre-bookable services including Pullman Dining Trains and special events.) Only bookable on the day of travel at an NYMR Booking Office and subject to availability. Priv-rate ticket does not include the annual pass offer.
Paignton & Dartmouth Steam Railway	
Plym Valley Railway	Staff discounted (priv rate) tickets are not available on Christmas services
Ravenglass and Eskdale Railway	Staff discounted (priv rate) tickets issued only at Ravenglass Booking Office. Not available on Bank Holidays and subject to availability.

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Railway company	Notes
Romney, Hythe and Dymchurch Light Railway	Staff discounted (priv rate) tickets are only issued if purchasing a RomneyRover and are not available for use on special event days (see - <a href="http://www.rhdr.org.uk">www.rhdr.org.uk</a> )
Severn Valley Railway	
Snowdon Mountain Railway	Staff discounted (priv rate) tickets are issued for return journeys only
South Devon Railway	
Strathspey Railway	
Swanage Railway	Staff discounted (priv rate) tickets are not valid on special event days.
Talylyn Railway	
Vale of Rheidol Railway	
Welsh Highland Railway	See Ffestiniog Railway
Welshpool and Llanfair Light Railway	Staff discounted (priv rate) tickets are not available on special event days, dining trains, and other premium services.
Wensleydale Railway	
West Somerset Railway	

## Shipping

### P&O Ferries (Dover-Calais & Hull-Rotterdam)

Rail Staff Leisure Cards issued to employees, partners and child dependants can be used for a discount for travel on any of the Dover-Calais, and Hull-Rotterdam routes against the standard fares for any duration.

Travel on the Dover-Calais route as a Foot Passenger (without a vehicle) is free except for the port taxes charged. Port taxes are payable in each direction. Port Tax tickets for travel as a Foot Passenger are not available to book on-line. For these call the P&O Ferries contact centre.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Route	Adult port tax	Child (4-15 yrs) port tax
Dover – Calais	£4.00	£4.00

Foot passengers can travel on one morning, one afternoon and one evening sailing per day only in each direction. The schedule varies depending on the time of year which is why 2 times are listed for most sailings. <sup>7</sup>

- Dover to Calais 09:15 or 09:55, 13:40 or 14:00, 17:25
- Calais to Dover 10:35 or 11:10, 15:50 or 15:55, 18:50 or 19:20.

Present your Rail Staff Leisure Card at the port when you check-in for travel. Failure to do so will result in being refused travel.

### P&O Ferries booking details

- Web [www.poferries.com/ATOC](http://www.poferries.com/ATOC) (when prompted for your Membership Number, enter the number of your current Rail Staff Leisure Card)
- Email: [RTS.supportgroup@poferries.com](mailto:RTS.supportgroup@poferries.com)

**Tel: 01304 448 888. Hours of operation daily 07.30 until 21.00 (22.00 from Easter to September). Telephone bookings attract an additional charge of approximately £5, unless paying Port Tax tickets only. Stena Line Irish Services**

Rail Staff Leisure Cards for employees, partners and dependant children can be used on services operated by Stena Line on its services to the Republic of Ireland and Northern Ireland.

Travel as a foot passenger is free, but a Port Tax ticket (for all passengers aged 4 or over) must be obtained in advance and presented at the embarkation port.

Passengers should report at least 45 minutes prior to departure on all routes except Belfast-Liverpool where check-in is at least 90 minutes prior to departure.

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<sup>7</sup> Source RST Ref: 90-035-017/D8452INC

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

The following routes tend to be exceptionally busy throughout the summer months, Christmas, New Year, Easter, Halloween and Bank Holiday periods:

- Cairnryan – Belfast
- Fishguard – Rosslare
- Holyhead – Dublin
- Liverpool – Belfast

Reservations are compulsory on all sailings. All free and concessionary travel holders must have the correct documentation before travelling. Bookings **cannot** be made at the Port on the day of departure.

Space for concessionary travel is subject to availability. An alternative can be requested if the first choice of sailing has no space left for concessionary travel.

All Stena Line services are single class.

### Vehicles

Fares are generally cheaper the earlier the booking is made. As such the 50% discount available to staff for conveyance of vehicles will be on the flexi fare available at the time of booking.

### Port Taxes

These are payable on Stena Line services in each direction for adults and children (4-15 years).

Route	Adult	Child (4-15 yrs)
Fishguard – Rosslare	£5.00	£3.00
Rosslare - Fishguard	€7.00	€4.00
Holyhead - Dublin	£5.00	£3.00
Dublin - Holyhead	€7.00	€4.00
Cairnryan - Belfast	£5.00	£3.00
Liverpool - Belfast	£15.00	£13.00
Belfast - Liverpool	£15.00	£13.00

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### Environmental Charge

All passengers and vehicles are subject to the Environmental Charge introduced as part of the global regulation on Sulphur emissions introduced by the International Maritime Organisation.

The fees are currently payable for all single journeys as follows:

Vehicle	Adult	Child (4-15 yrs)
£3.00/€3.00	£2.00/€2.00	£1.00/€1.00

More details are available on the Stena Line website here:

[www.stenaline.co.uk/faqs/book-quote-online/what-is-the-environmental-charge](http://www.stenaline.co.uk/faqs/book-quote-online/what-is-the-environmental-charge)

### Other facilities

Cabins, Stena Plus and Meals can also be pre-booked at brochure prices.

### Stena Line booking details

Telephone: **03432 081801** for port tax payments and vehicle discounted fares.

Online: [www.stenaline.co.uk](http://www.stenaline.co.uk) for Cabins, Stena Plus and Meals.

### Stena Line Harwich to Hook of Holland

The facilities for this are in the **European (FIP) Arrangements** section towards the end of this document.

### Irish Ferries

Irish Ferries operate services between Pembroke Dock and Rosslare, and between Holyhead and Dublin.

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Rail Staff Leisure Card holders may purchase staff discounted (priv rate) foot-passenger tickets.

The discount is available on the price of the foot-passenger ticket. Port tax must be paid at the public rate. Tickets must be purchased from Irish Ferries in advance of travel.

### **Irish Ferries booking details**

Telephone **08717 300 400**

### **Windermere Lake Cruises**

Unlimited free travel is granted to all Rail Staff Leisure Card holders, including partners and child dependants.

Before boarding, a Boarding Pass must be obtained by producing a valid Rail Staff Leisure Card at the Company's booking offices at Ambleside, Bowness or Lakeside.

### **Luton Airport**

#### **Luton DART**

Privilege rate tickets may be purchased to Luton Airport.

Until 3 March 2024 the ticket will be priced at the privilege rate for the National Rail portion of the journey and the full public rate for the Luton DART.

From 3 March 2024 the ticket to Luton Airport including the travel on Luton DART will be at priv-rate.

There is no free travel on Luton DART for any rail staff holding any TOC specific pass.



# Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

## Section 9: Travel in London

There is no eligibility for free or reduced rate travel on TfLs' London Underground, Dockland Light Railway, bus and river services.

### National Rail Services in the Oyster area

You can use your Rail Staff Leisure Card to travel at staff discounted (priv rate) either by purchasing a paper ticket or using an Oyster card. This is for leisure journeys only and cannot be used for residential travel.

If you want to travel using staff discounted (priv rate) on an Oyster card, take your Rail Staff Leisure Card to one of the Elizabeth Line stations listed below within the times stated and ask an Elizabeth Line member of staff for help. **Your Oyster card must be registered before staff can set the discount.**

Station	Monday to Friday	Saturday	Sunday
Ilford	10am - 3pm	10am - 3pm	10am - 3pm
Romford	10am - 3pm	10am - 3pm	
Ealing Broadway	10am - 3pm	10am - 3pm	10am - 3pm
West Ealing	10am - 3pm	10am - 3pm	
Hayes and Harlington	10am - 3pm	10am - 3pm	10am - 3pm
Southall	10am - 3pm	10am - 3pm	
West Drayton	10am - 3pm	10am - 3pm	
Abbey Wood	10am - 3pm	10am - 3pm	10am - 3pm
Custom House	10am - 3pm	10am - 3pm	10am - 3pm
Woolwich	10am - 3pm	10am - 3pm	10am - 3pm
Canary Wharf	10am - 3pm	10am - 3pm	10am - 3pm
Paddington	10am - 3pm	10am - 3pm	10am - 3pm

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

London Overground and the Elizabeth Lline are part of the national rail network so priv rate tickets are valid on all of their services.

On services operated by Tramlink which is owned by TfL, showing a Rail Staff Leisure Card allows free leisure travel.

There is no concessionary travel within London on other TfL services (i.e. London Underground, Docklands Light Railway, London Buses, London River Services etc.).

However, staff discounted (priv rate) tickets purchased with a Rail Staff Leisure Card may used on TfL services for National Rail Cross London journeys between London Terminals stations where the relevant Cross London indication is shown on the National Rail travel ticket.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Section 10: Northern Ireland and the Republic of Ireland**

You cannot use your Rail Staff Leisure Card for free or discounted travel in Northern Ireland or the Republic of Ireland.

The FIP Card can be used to purchase discounted tickets, and FIP coupons can be used for free travel. See **‘Travel Tips in Europe’** for more information.

If you are crossing the border travelling on the *Enterprise* service and using FIP coupons and crossing the border then both NIR and CIE coupons are needed.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Section 11: Foreign Undertakings**

#### **European (FIP) Arrangements**

After one year's service, reduced rate or free rail travel is granted to TOC employees, partners and child dependants on FIP carriers.

The **International Reduced Rate Card** (FIP Card) is for unlimited reduced rate leisure travel (i.e. buying discounted tickets) and **International Coupons** (FIP Coupons) are for limited free leisure travel.

FIP free and reduced rate travel facilities **may only be used for leisure purposes. They cannot be used for residential, commuting or duty travel.**

Guidelines on travel in Europe can be found in the **Travel Tips for Europe** guide on the RST website. [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

#### **General**

There are a number of open access and franchised carriers in countries which were previously covered by a single national carrier. FIP facilities are carrier specific and care must be taken by FIP facilities holders to ensure that the carrier accepts the FIP facilities held.

The class of travel allowed by European carriers is the same as that granted to an employee on National Rail.

On FIP carriers (except on Eurostar), it is usually possible to upgrade from 2<sup>nd</sup> Class to 1<sup>st</sup> Class where the difference in the public fare between 2<sup>nd</sup> and 1<sup>st</sup> class is paid for in advance. It is an offence for an employee holding 2<sup>nd</sup> class facilities to travel 1<sup>st</sup> class unless the difference in fare has been paid prior to travel.

Business class is often not available to FIP 1<sup>st</sup> or 2<sup>nd</sup> class facilities holders.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

Restrictions imposed by FIP carriers from time to time are on the Where Can I Go page of the RST website - [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

Supplements and seat reservations are payable on many express, long distance or cross-border services, particularly ICE and TGV. Some carriers do not permit supplements to be purchased on board the train, unless departing from a station where the ticket office is not staffed.

### **Free Travel**

Free travel is granted usually once a year on most FIP carriers to all employees, spouse/partners and child dependants (see table below for details). FIP International Free Coupons that are issued must be in the same name as your passport and you must have this with you when traveling.

Coupons are valid for a maximum of 3 months from date of issue. To travel before 31 March of the next year out of the current year's quota, you must apply at least 3 weeks before 31 December, and state your outward travel date as 31 December.

Apply online on the International Coupon Application Form (XX09b for employee travel only or XX09c for employees, partners and child dependants) at - [www.raildeliverygroup.com/rst/forms.html#international](http://www.raildeliverygroup.com/rst/forms.html#international)

**You must apply a minimum of 3 weeks before your intended date of travel.**

Coupons are issued as a batch for the journey requested.

All FIP carriers listed below grant unlimited reduced rate leisure travel for all FIP card holders. The table shows the number of coupons per calendar year available for employees and dependants (in this context dependants refers to both partners and dependant children).

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Carrier	Location	No. free per calendar year for employees and:
<b>BDZ</b> - Balgarski darzhavni zhelezniitsi	Bulgaria	1, and 1 for each dependant
<b>BLS AG</b>	Switzerland	1, and 1 for each dependant
<b>BSB/VSU</b> - Bodensee-Schiffsbetriebe	Austria, Switzerland, Germany	1 (employee only)
<b>ČD</b> - České dráhy	Czech Republic	1 (employee only)
<b>CFL</b> - Société nationale des chemins de fer luxembourgeois	Luxembourg	1, and 1 for each dependant
<b>CFR</b> - Căile Ferate Române	Romania	1 (employee only)
<b>CIÉ</b> - Córas Iompair Éireann	Republic of Ireland	2, and 2 for each dependant
<b>CP</b> - Comboios de Portugal	Portugal	1 (employee only)
<b>DB</b> - Deutsche Bahn AG	Germany	1 (employee only)
<b>DSB</b> - Danske Statsbaner	Denmark	1 (employee only)
<b>Euskotren</b> – EuskotrenTrena	Spain	1 (employee only)
<b>FS</b> - Ferrovie dello Stato Italiane	Italy	1, and 1 for each dependant
<b>GYSEV</b> - Győr-Sopron-Ebenfurti Vasút <sup>8</sup>	Austria, Hungary	1 (employee only)
<b>HT</b> – Hellenic Train	Greece	1, and 1 for each dependant
<b>HŽ</b> - Hrvatske željeznice	Croatia	1 (employee only)
<b>KD</b> - Koleje Dolnośląskie	Poland	1 (employee only)
<b>KŚ</b> - Koleje Śląskie	Poland	1 (employee only)
<b>KW</b> - Koleje Wielkopolskie	Poland	1 (employee only)
<b>ŁKA</b> - Łódzka Kolej Aglomeracyjna	Poland	1 (employee only)
<b>MAV</b> - Magyar Államvasutak	Hungary	1 (employee only)
<b>NIR</b> - Northern Ireland Railways	Northern Ireland	2, and 2 for each dependant
<b>NS</b> - Nederlandse Spoorwegen	Netherlands	2, and 2 for each dependant
<b>ÖBB</b> - Österreichische Bundesbahnen	Austria	1, and 1 for each dependant
<b>PKP</b> - Polskie Koleje Państwowe	Poland	1 (employee only)
<b>RENFE</b> - Red Nacional de los Ferrocarriles Españoles	Spain	1 (employee only)
<b>SBB-CFF</b> - Schweizerische Bundesbahnen	Switzerland	1 (employee only)

<sup>8</sup> Also known as *Raaberbahn*.

## Rail Staff Travel Guide for holders of the Rail Staff Leisure Card

Carrier	Location	No. free per calendar year for employees and:
<b>SNCB</b> - Société nationale des chemins de fer belges	Belgium	2, and 2 for each dependant
<b>SNCF</b> - Société nationale des chemins de fer français	France	2, and 2 for each dependant
<b>SP</b> - Schweizer Privatbahnen	Switzerland	1 (employee only)
<b>StL</b> - Stena Line BV <sup>9</sup>	North Sea	2, and 2 for each dependant
<b>SV</b> - Srbija Voz	Serbia	1 (employee only)
<b>SŽ</b> - Slovenske železnice	Slovenia	1 (employee only)
<b>VR</b> - VR-Group Ltd	Finland	1 (employee only)
<b>Vy</b> - Vygruppen	Norway	1 (employee only)
<b>ŽPCG</b> - Željeznički prevoz Crne Gore	Montenegro	1 (employee only)
<b>ŽRS</b> - Željeznice Republike Srpske	Bosnia-Herzegovina	1 (employee only)
<b>ŽRSM</b> - - Železnici na Republika Severna Makedonija	North Macedonia	1 (employee only)
<b>ŽSR</b> - Železnice Slovenskej republiky	Slovakia	1 (employee only)

### Reduced rate travel – FIP Cards

International Reduced Rate (FIP) Cards are valid for two calendar years. They are only valid for travel in conjunction with the Passport of the holder, and must be presented to purchase discounted tickets, and also when discounted tickets are inspected. The name on the passport must match that on the International Reduced Rate Card.

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<sup>9</sup> Stena Line BV free travel for one return journey – present an FIP coupon + Port Tax ticket + Environmental Charge. Reduced rate tickets available at ports only. Advance reservations mandatory – phone 01255 202352.

## **Rail Staff Travel Guide for holders of the Rail Staff Leisure Card**

### **Booking reduced rate tickets or obtaining reservations for free travel**

To obtain reduced rate tickets, seat, couchette, sleeper reservations and supplements from the UK, you can contact, International Rail. Bookings can be made as early as 6 months, or as late as 21 days, prior to travel.

W: [www.bookmyrst.co.uk/](http://www.bookmyrst.co.uk/)

E: [sales@bookmyrst.co.uk](mailto:sales@bookmyrst.co.uk)

You can also make bookings for journeys involving any of the following:

- When using International Coupons for free travel but additionally requiring reservations or supplements, or using an FIP card for discounted journeys
- Eurostar\* London to Lille/Paris/Brussels/Amsterdam
- Lyria\* TGV services between France and Switzerland
- Thalys\* services (operated by THI Factory) between France/Belgium and the Netherlands and Germany
- Thello\* services between France and Italy
- AVE\*\* services within Spain
- TALGO\* services within Spain and between Spain and Portugal
- RENFE services within Spain and services between Spain and Portugal
- DB/SNCF\* services between Paris and cities in Germany

\* FIP Leisure Fares include travel ticket and seating/overnight accommodation. International Coupon Tickets are not valid.

\*\* special FIP Leisure Fares which include travel ticket and reservation are payable by holders of International Coupon tickets and International Reduced Rate Cards.

When booking please have your International Reduced Rate Card and debit/credit card details ready.