

# **Rail Staff Travel Conditions of Issue and Use**

Version 13 - Updated – November 2024

These Conditions of Issue and Use apply to all Rail Staff Travel National, International and TOC and Group specific rail staff travel facilities (cards, passes, coupons and other facility letters and documents).

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## Section 1: Introduction

1. The use of the words "we", "our", "us" and "RSTL" in these Conditions of Issue and Use refers in each case to Rail Staff Travel Limited (part of the Rail Delivery Group), and the use of "you", "your" and "primary cardholder" refers in each case to the Employee, retired Employee and/or Widow(er) that is eligible for rail staff travel facilities. The use of the word 'dependents' refers to eligible family members who are the spouse/partner and children of the Employee/Primary Cardholder.
2. Users of **RST Online (www.railstafftravel.com)** are subject to these Conditions of Issue and Use for tickets purchased online.
3. Rail staff travel facilities are governed by the Facility Rules, the TOC Privilege Travel Arrangement, rules relating to the issue of TOC and Group Specific cards/passes and the FIP Regulations, depending on the card/pass issued.
4. The use of the words "rail staff travel facilities" and "rail staff travel facility" refers in each case to any card, pass, coupon, ticket, season ticket authorisation, letter or other document that provides free or reduced rate travel for the primary cardholder and their eligible family members.
5. A summary of facilities available to employees who either hold a Staff Travel Card, a Rail Staff Leisure Card or a RST Online Leisure Card is available at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)
6. The FIP regulations are available in summary form in the *Travel Tips for Europe* document available at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

**Not all employees are eligible for free or discounted travel in Europe.**

7. All travel using rail staff travel facilities is additionally subject at all times to the National Rail Conditions of Travel available at [www.nationalrail.co.uk/times\\_fares/conditions-of-travel.aspx](http://www.nationalrail.co.uk/times_fares/conditions-of-travel.aspx)
8. All travel using rail staff travel facilities is additionally subject to the Staff Travel Restrictions in Great Britain available at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)
9. All travel using any TfL services, including the Elizabeth Line and London Overground is additionally subject at all times to the TfL conditions of Carriage available at [tfl.gov.uk/corporate/terms-and-conditions/ticketing-and-travel-conditions-of-carriage](http://tfl.gov.uk/corporate/terms-and-conditions/ticketing-and-travel-conditions-of-carriage)
10. All rail staff travel facilities issued remain the property of RSTL. Once the primary cardholder or a family member is no longer eligible for them, the Primary cardholder must either return them to RSTL at their own expense by signed for delivery or cut them into four so they cannot be used and send a photo of them to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com). The primary cardholder should take a separate photo of each card/pass with the number clearly visible. For clarity once a cardholder is no longer eligible, they cannot use any card/pass until the expiry date- it must be returned.
11. By applying for and using any rail staff travel facilities, the Primary cardholder and all family members in receipt of cards/passes agree to these Conditions of Issue and Use. If they do not, they should return all cards/passes to RSTL for cancellation.
12. By applying for any rail staff travel facilities for family members, the primary cardholder agrees to make them aware of these Conditions of Issue and Use.
13. By applying for any rail staff travel facilities for family members the primary cardholder confirms they meet the eligibility criteria as outlined in Eligibility of Family Members, available at [www.raildeliverygroup.com/rst/eligibility.html](http://www.raildeliverygroup.com/rst/eligibility.html) If they are in any doubt they

should check with RSTL before applying.

14. Applying for and using rail staff travel facilities authorises RSTL to use the Primary Cardholder's personal information and that of their family (if they have rail staff travel facilities) for the purposes of providing rail staff travel facilities and the prevention and detection of fraud. This means that where suspected fraudulent travel is identified, RSTL will contact the employer of active employees, whether it involves the employee or their family member. If the Primary cardholder or any family members no longer want RSTL to process their data, they should contact us. See [www.raildeliverygroup.com/rst/rst-privacy.html](http://www.raildeliverygroup.com/rst/rst-privacy.html) for our full privacy notice.
15. RSTL reserve the right to amend these Conditions of Issue and Use at any time and the most up to date version will be available on the website with the date they were amended.

## Section 2: General Information that covers all Rail Staff Travel Facilities

1. Use of any rail staff travel facilities is deemed acceptance of these Conditions of Issue and Use.
2. The issue of rail staff travel facilities to an eligible family member is solely at the discretion of the primary cardholder.
3. Eligible family members only receive Rail Staff Travel facilities through the record of an employee (primary cardholder). Correspondence with Rail Staff Travel regarding these facilities is only through the primary cardholder. Rail Staff Travel is generally unable to respond to queries from family members. The exceptions to this are on the death of a primary cardholder, or where a someone holds a Power of Attorney for the primary cardholder.
4. All active and expired Rail Staff Travel facilities issued to an employee and their family members remain the property of Rail Staff Travel and on request must be returned at the employees' own expense to Rail Staff Travel.
5. All rail staff travel facilities are issued for the sole and exclusive use of the holder named on the card/pass. They are not transferable under any circumstances. The holder must not sell (or attempt to sell), copy, transfer, lend or offer the card, pass, coupon or ticket to any other person. Any attempt to do so will be deemed a Travel Irregularity.
6. Where a priv rate ticket has been purchased, it can only be used with the accompanying Staff Travel Card, Rail Staff Leisure Card or RST Online Leisure Card. The holder must not sell (or attempt to sell), copy, transfer, lend or offer the ticket to any other person. Any attempt to do so will be deemed a Travel Irregularity.
7. Rail staff travel facilities (e.g. cards, passes, tickets or coupons) must be shown on request, together with any Photo Identity Card or other supporting documents where these are required. They must be shown and/or handed over upon request to a member of staff, or

agents, of any carrier on whose service a journey is undertaken. Valid rail staff travel facilities must be held throughout the entire journey, and they should be kept available for inspection at all times.

8. Employees and dependents who are issued with a Rail Staff Leisure card, RST Online Leisure card or TOC specific smart card for travel that includes their photo do not need separate photo ID. However all other active employees and their eligible family members aged 16 or over must have a Photo Identity Card, which must be shown on demand in conjunction with any other cards or passes used for leisure or residential travel. Rail Photo Identity Cards can be requested from Rail Staff Travel or obtained free of charge from most national rail stations.
9. Generally retired employees and their eligible family members do not need a Photo Identity Card unless one is needed to accompany a TOC or group specific card.
10. All cards/passes issued for leisure use (and staff discounted private rate tickets) can be used to travel to and from places of voluntary work as long as there is no payment or travel expenses provided. Where any payment is provided, rail staff travel facilities cannot be used. For clarity, travel to training courses, work placements, jury service and the like are not permitted. If onboard or revenue staff believe a card/pass/ticket is being used for a non-leisure journey they will report this to RSTL for further investigation.
11. Journeys to job interviews are also classed as a leisure journey as long as the cardholder is not then travelling on to a place of work.
12. All rail staff travel facilities can only be used in the class of travel for which they are issued. However, those with First Class travel can buy tickets for travel in First or standard class. Check the restrictions booklet for more information  
[www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

13. 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 it is expected that when boarding a train all staff travel facilities holders should stand back to allow fare-paying passengers to obtain seats first.
14. Active Staff and dependents must vacate seats on request where fare paying passengers are standing. Retired Staff and dependents may be asked to vacate their seat but they do not have to.
15. Any unauthorised use of rail staff travel facilities will be classed as a Travel Irregularity and may result in the withdrawal of rail staff travel facilities, dismissal, and/or legal proceedings against the employee, widow(er) and/or a family member.
16. The primary cardholder must report the loss of any card/pass as soon as possible to RSTL, even if they are not going to order a replacement.
17. Employees (including retired employees) are only allowed to have one instance of rail staff travel facilities. For example, if an employee and their spouse/ partner are both employees of the railway they cannot have two instances of leisure facilities. This means that if they receive a card/pass for free or staff discounted (priv-rate) as an employee and one as a spouse/partner then they must return one of them. Likewise, children can only have one set of national and TOC/Group specific facilities.
18. If RSTL becomes aware that a cardholder has more than one instance of national leisure travel, then RSTL will contact the cardholder to resolve this.
19. Additionally, if a Safeguarded employee has rail staff travel facilities as a retired employee and then re-joins the industry, they cannot have leisure travel as both an active and a retired employee.



20. Likewise, if an employee is getting national leisure travel through two employees, once RSTL become aware of this, the employee will need to choose which facilities they want to retain. Rail Staff Travel will advise the employee of the best option. This also applies to children who have more than one rail staff travel record – they can only get national leisure travel through one record.

## Section 3 Types of travel

1. This section gives a definition of leisure, residential and duty travel.
2. Residential travel is the journey that is for the purpose of travelling from home to your place of work and back again. For child dependents is the journey that is for the purpose of travelling from home to their place of education and back again.
3. Any additional activity (i.e. gym, shopping, socialising) before or after work or place of education does not change this from residential travel to leisure travel.
4. To undertake residential travel, you must be in possession of a residential travel facility, either a TOC specific staff travel pass which includes residential travel, a residential pass issued by RSTL, an All Lines Pass issued by RSTL and endorsed for residential travel, or a reduced rate season ticket.
5. Duty travel is a journey made during the working day while the employee is at work. This may be from a booking on depot to collect a train or may be to attend meetings at another site.
6. To undertake duty travel at work, you must be in possession of a duty travel facility, either a TOC specific staff travel pass which includes duty travel, or an All Lines Pass endorsed for Duty Travel, or a Duty Travel pass issued by RSTL. In addition you need the supporting documentation to prove your journey is on your roster.
7. Leisure travel is defined as journeys made for fun or activities where there is no income accrued. If the main reason for travelling on a day is to travel to/from work, then the travel cannot be considered as leisure travel. For clarity, if the main purpose of your travel is to go from home to work and back again, but before or after work you spend time socialising or shopping, the travel between your work location and home location is not considered as leisure travel.

8. To undertake leisure travel, you must be in possession of a staff discounted (priv rate) ticket with a supporting Staff Travel Card, Rail Staff Leisure Card or RST Online Leisure Card, or a TOC specific staff travel pass which is valid for leisure travel, or a Staff Travel Card issued by RSTL with a dated box for free travel or a Status Pass or All Lines Pass endorsed for leisure travel.
  
9. If you travel to or from some unpaid voluntary work (such as Jury Service) where travel expenses are paid by the organisers, then you cannot use any rail staff travel facilities. You should purchase tickets at the public rate and claim this back on expenses from the organisers.

## Section 4: Educational purposes

1. Priv rate Season Tickets, Gold and Silver Status Passes issued to children and **some** TOC specific cards/passes can be used for educational purposes.
2. Educational purposes are defined as travelling to an education establishment as part of a full-time educational course.
3. Study as part of an apprenticeship is not considered as educational purposes so any dependents who are studying for an apprenticeship (and earn under the weekly threshold) cannot use a Priv rate Season ticket, TOC specific card/pass or any staff discounted (priv rate) tickets for travel as part of their apprenticeship.
4. Spouses/partners cannot use their rail staff travel facilities if they are travelling to training courses as part of their job.

## Section 5- Obligations of the primary cardholder

1. The Primary cardholder (usually the employee, retired employee or widow(er)) must notify us of any change in details, including change of address or email address promptly. If they do not, and cards/passes are sent to an old address they may need to pay for replacements to be sent to them.
2. The primary cardholder is responsible for ensuring that eligible family members are aware of these conditions of issue and use, especially for children aged under 16.
3. The primary cardholder must ensure that they and family members have read the Rail Staff Travel Restrictions. These are published on the RSTL website and updated at least twice per year. During periods of travel disruption updates may be more frequent.  
[www.raildeliverygroup.com/rst/where-can-i-go.html#Restrictions](http://www.raildeliverygroup.com/rst/where-can-i-go.html#Restrictions)
4. The primary cardholder must inform RSTL as soon as a family member is no longer eligible for rail staff travel facilities, and they should not allow any cards/passes to continue to be used. This includes a spouse/partner they are no longer living with (unless they get their travel as a non-cohabiting partner) or a child who leaves home (other than for education) or starts full time employment. They should not wait for the cards/passes to expire but must submit a Dependent Card Not Required XX24 form at [www.raildeliverygroup.com/rst/forms.html#details](http://www.raildeliverygroup.com/rst/forms.html#details) and either:
  - return cards to RSTL by signed for delivery or
  - email a photo of them cut into four pieces to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com)

Allowing family members who are not eligible to retain rail staff travel facilities is deemed a travel irregularity. Where this happens, the primary cardholder and all family members could lose their rail staff travel facilities permanently.

5. The primary cardholder must ensure that any family members are aware of the data that they are providing to RSTL about them. They should contact us immediately if they no longer want their data to be processed by RSTL.
6. The primary cardholder must provide RSTL with the necessary evidence of eligibility (including ongoing eligibility) for each family member as required. RSTL will not issue rail staff travel facilities until this is provided.
7. The primary cardholder must check that any card/pass issued have been issued for the correct person and that the personal information (e.g. name and date of birth) are correct.
8. The primary cardholder must let RSTL know if they believe they have been issued rail staff travel facilities in error. This includes if they are receiving full rail staff travel facilities as an employee and additionally as a spouse/partner of an employee.
9. The primary cardholder must report any loss or theft of cards/passes immediately to RSTL even if they are not going to request a replacement. If the primary cardholder or family members card/pass is lost or stolen and they do not let RSTL know, then they are liable for any misuse that occurs. It is therefore very important that the primary cardholder contacts RSTL as soon as they realise a card/pass is lost or stolen.
10. Revenue staff must be able to recognise the holder by the photo on the card. If the primary cardholder or a family members' appearance changes the primary cardholder must contact RSTL and request a new card with a new photo. A replacement fee may be charged.
11. The primary cardholder must ensure that cards/passes issued to them and family members are not laminated or otherwise altered.
12. If the primary cardholder leaves their employment, they must ensure that all cards and passes issued to them and their family

members are returned. Failure to do so may cause delays in RSTL issuing new cards/passes if they rejoin the railway.

## **Section 6- Obligations of family members (spouses, partners, non-cohabiting partners and children)**

1. All those issued with cards/passes must ensure that they use them in compliance with these conditions of issue and use. This is because any misuse can lead to a Travel Irregularity which may impact on the Primary Cardholder.
2. Cards/passes issued to spouses/partners/non-cohabiting partners and any staff discounted (priv rate) tickets purchased, can only be used for leisure travel - they cannot be used to travel to work.
3. Cards/passes issued to children and any staff discounted (priv rate) tickets purchased can be used for leisure travel. In some instances, residential travel (travel from home to school/college) is allowed with a TOC specific card/pass. You should check the card/pass before using it. However, staff discounted (priv rate) tickets cannot be used for travel to/from a place of education. If a child is in education the employee can apply for a staff discounted (priv rate) season ticket for them. The employee can purchase priv-rate tickets for themselves if accompanying the child to school.
4. Any cards issued to spouses, partners, non-cohabiting partners or children should be returned to the employee including those of any children no longer eligible in the event of separation or divorce.
5. Upon the death of a primary card holder, we ask that the partner/spouse/non co-habiting partner or adult child makes us aware of this.



## Section 7: Lost, Stolen, Damaged/Defaced cards/passes or those not received in the post

1. The primary cardholder must report the loss, theft, or damage to any cards/passes immediately to RSTL even if they are not going to request a replacement.
2. The primary cardholder must always complete the relevant form, even if they contact RSTL by phone or email to report the loss.
3. If cards/passes are lost, defaced or damaged a replacement fee is payable. It is a charge for each card that needs to be replaced. The current charge is £15.00 for each card/pass. The primary cardholder must submit the XX35 form and then make payment via their RST Online account or by cheque/postal order made payable to Rail Staff Travel Limited.
4. If the primary cardholder or family members find a card or pass that they have previously reported as lost and received a replacement for, it cannot be used. They should notify RSTL and return the card/pass. Any use of a card/pass previously reported as lost will be treated as a Travel Irregularity.
5. If cards/passes are stolen the replacements will be issued free of charge once the Replacement Form XX34 is received **and** proof of theft from an appropriate police force is also provided.
6. If the primary cardholder or any family members card/pass is lost or stolen and they do not let RSTL know, then they are liable for any misuse that occurs from the date of loss/theft until it is reported to RSTL. It is therefore very important that the primary cardholder contacts RSTL as soon as they realise any cards/passes are lost/stolen.
7. Prior to any renewal of cards/passes, RSTL will email the primary cardholder (if we hold an email address for them) to confirm the address is still correct. Once cards/passes are posted, RSTL will confirm this by email if there is an email address on the record. If

any cards or passes sent as part of a renewal are not received, the primary cardholder needs to let RSTL know as soon as possible. If the primary cardholder lets RSTL know within one month of the expiry date of the card/pass that is being replaced, RSTL will replace it free of charge. The primary cardholder must email RSTL to advise us of non-receipt. If the primary cardholder does not do this within one month, then they will need to pay for replacements to be issued.

8. If RSTL send the primary cardholder any cards/passes outside of a renewal and they do not receive them in the post, they need to let RSTL know within one month of the date they were sent. If they do not, then they will need to pay for replacements to be issued.
9. If the primary cardholder or any family members current card/pass has been damaged, defaced, spoiled (i.e. water damage) or altered in any way they must let RSTL know. RSTL will usually issue a replacement if they submit Replacement Form XX34, with an image of the card/pass and pay the replacement fee. Only then can a replacement be issued.
10. RSTL may request the primary cardholder pay for delivery of cards, passes, or coupons by registered post where there has been more than one occurrence of loss of cards/passes/coupons in the post, or the primary cardholder has identified that there are problems with the safe delivery of post at their address. If payment is refused, then RSTL will not send any cards/passes/coupons.
11. Where a rail staff travel facility allows instances of free travel:
  - a. any replacements issued due to the card being lost or stolen will not have the original number of boxes. The number of boxes will be reduced on a pro-rata basis.
  - b. any replacements issued due to the card being damaged or defaced (and the card/pass is returned to RSTL and the number of unused boxes can be determined), then the replacement will be issued with the same remaining boxes as

the damaged or defaced card.

- c. If it is an International Coupon, then under the FIP Regulations replacements are generally not permitted. Please contact RSTL for more information.
12. RSTL are not liable for any forms, letters, emails or any cards, passes, coupons or tickets that are lost, damaged or delayed or any emails that are not received by the primary cardholder or RSTL. This includes any delay in cards, passes, coupons, tickets, forms or letters being received in the post.
13. RSTL is not liable for any fares paid while waiting for forms to be processed or cards/passes to be issued or received.
14. RSTL may refuse to issue a rail staff travel facility at its discretion. Usually this will be in cases where there is suspected or actual fraud, a Travel Irregularity, or where there is an issue with eligibility.

## Section 8: Staff Travel Card

This section defines the key conditions of issue and use that are specific to the Staff Travel Card.

1. A Staff Travel Card can only be used for leisure travel. It must not be used for:
  - residential travel (i.e. home to work),
  - educational travel (i.e. home to school/college),
  - duty (travel during the working day to meetings/other work locations) or business travel
  - trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy staff discounted (priv) rate tickets to travel from their term time residence to their family home.

It can also be used for voluntary work- see section 2.10.

2. The Staff Travel Card has the specific endorsement code and wording printed on the front. The endorsements are as follows:

Code	Endorsement wording
1	Not Valid on Wightlink, Tyne & Wear Metro and Caledonian MacBrayne ships.
2	Not Valid on Tyne & Wear Metro and Caledonian MacBrayne ships.
3	Not Valid on Caledonian MacBrayne ships.
5	Valid on National Rail and London Underground only. Not Eurostar.
6	Not Valid on Eurostar services.
8	Available also for First Class privilege tickets between former G.W.R. stations.
11	Valid on National Rail only. Not Eurostar.
<b>NIL</b>	No endorsements apply <sup>1</sup>

<sup>1</sup> No endorsements apply so can be used on National Rail, London Underground, Wightlink, Tyne & Wear Metro and Caledonian MacBrayne, or to purchase discounted tickets on Eurostar  
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3. To obtain free leisure travel, the boxes printed on the Staff Travel Card must be used as follows:
- a. **Before** commencing a free journey, the date (day and month) of the journey must be entered using a pen in the first available box on the card (marked as “DAY” and “MTH”). The date must be entered using Arabic numerals, with zero in front of single digits, e.g. 07/08 for 7th August. The date **must** be completed using a pen; completing a box in pencil or erasable ink is prohibited. **Even if staff allow a cardholder through a gate-line without dating a box it is the cardholder’s responsibility to do so before starting their journey.**
  - b. Each dated box allows free travel from the time that the box was dated on the first day until midnight on the following day. For example, a box dated 07/08 allows journeys from the time that the box was completed on 7 August until 24.00hrs on 8 August.
  - c. In addition to this, free travel is permitted on overnight journeys starting between 22.00 and 24.00 on the previous day to the date entered on the card. These exceptional circumstances apply only to sleeper services and where the journey finishes after 04.30 the next day.
  - d. During the period of free travel, the travel does not have to be continuous: any number of journeys may be undertaken.
  - e. Alterations to the date entered are not permitted under any circumstances and dates must also not be overwritten. If a cardholder makes a mistake, that allocation of free travel is forfeited. The box with the error must be crossed out, and the correct date entered in the next box.
  - f. If a Staff Travel Card is used without a box being dated or with the wrong date entered, Revenue Protection Staff may cancel the next available box and require the holder to date and use the following box. Revenue Protection Staff may also treat it

as a Travel Irregularity.

- g. Any instances of travelling without dating a box, or where it appears the date has been overwritten will be classed as a Travel Irregularity.
  - h. Boxes must be dated in chronological order and not doing so can be considered a travel irregularity.
4. Revenue Protection Staff may at any time retain possession of a Staff Travel Card if it has been, or they suspect that it has been, used fraudulently.
5. The Staff Travel Card is valid for use from 1 April to the expiry date printed on the front of the card. All eligibility for free and privilege rate travel ceases at midnight on the expiry date. For the avoidance of doubt, the Staff Travel Card cannot be used for travel on the day after the expiry date even if a box has been dated on the expiry date, e.g. a Staff Travel Card expiring on 30th June and with a box dated 30/06 may only be used for travel on 30th June and not on 1st July.
6. Where the ticket office is open, cardholders must purchase staff discounted (priv rate) tickets prior to travel, even if there is a queue at the Ticket Office. If they do not, then any travel will be considered a travel irregularity.
7. Where the ticket office is closed, but the cardholder is travelling in a penalty fare area, then they must obtain a permit to travel before starting their journey. If they do not, then any travel will be considered a travel irregularity.
8. If there is no open ticket office or staff available to sell staff discounted (priv) rate tickets, and the cardholder is not travelling in a penalty fare area, then they must purchase tickets at the first available opportunity on board (or at an interim or destination station). The cardholder must actively offer to pay for their travel at the first available opportunity.

9. If the cardholder is unable to present their Staff Travel Card when travelling with a staff discounted (priv rate) ticket, then this will be considered a travel irregularity.
10. If the cardholder is not in possession of their Staff Travel Card at the time of purchasing a ticket, and buy a ticket at the full public rate, they are not eligible for any refund of that ticket on presentation of their Staff Travel Card at a later date.
11. In exceptional circumstances, the Staff Travel Card may be used to purchase priv rate tickets for travel between a temporary place of residence and place of employment for a period not exceeding 14 days. Any use for residential travel outside of this will be considered a travel irregularity.

## Section 9: Rail Staff Leisure Card

This section defines the key conditions of issue and use that are specific to the Rail Staff Leisure Card.

1. The Rail Staff Leisure Card is issued under the TOC Privilege Travel Arrangement, which is subject to annual rolling review by the participating TOCs.
2. A Rail Staff Leisure Card can only be used for leisure travel. It must not be used to buy tickets for
  - residential travel (i.e. home to work),
  - educational travel (i.e. home to school/college),
  - duty (travel during the working day to meetings/other work locations) or business travel
  - trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy staff discounted (priv) rate tickets to travel from their term time residence to their family home.

It can also be used for voluntary work- see section 2.10.

3. It is not valid for any free travel.
4. Where the ticket office is open, the cardholder must purchase staff discounted (priv rate) tickets prior to travel, even if there is a queue at the ticket office. If they do not, then any travel will be considered a travel irregularity.
5. Where the ticket office is closed, but the cardholder is travelling in a penalty fare area, then they must obtain a permit to travel at the public rate before starting a journey. If they do not, then any travel will be considered a travel irregularity.
6. If there is no open ticket office or staff available to sell staff discounted (priv) rate tickets, and the cardholder is not travelling in a penalty fare area, then they must purchase tickets at the first



available opportunity on board (or at an interim or destination station). They must actively offer to pay for their travel at the first available opportunity.

7. If the cardholder is unable to present their Rail Staff Leisure Card when travelling with a staff discounted (priv) rate ticket, then this will be considered a travel irregularity.
8. The cardholder should present their priv rate ticket for inspection, and e-tickets should be presented for scanning by on-board staff when requested.
9. If the cardholder is not in possession of their Rail Staff Leisure Card at the time of purchasing a ticket, and buys a ticket at the public rate, they are not eligible for any refund of that ticket on presentation of their Rail Staff Leisure Card at a later date.
10. In exceptional circumstances, it may be used to purchase privilege rate tickets for travel between a temporary place of residence and place of employment for a period not exceeding 14 days. Any use for residential travel outside of this will be considered a travel irregularity.
11. Revenue Protection Staff may at any time retain possession of a Rail Staff Leisure Card if it has been, or they suspect that it has been, used fraudulently. Your personal information will be used to support our investigations during this process and will not impact your data privacy rights and freedoms.

## Section 10: RST Online Leisure Card

1. The RST Online Leisure Card can only be used for leisure travel. It must not be used to buy tickets for
  - residential travel (i.e. home to work),
  - educational travel (i.e. home to school/college),
  - duty (travel during the working day to meetings/other work locations) or business travel
  - trading or other remunerative purposes.

It can however be used by students who live away from home for education to buy staff discounted (priv) rate tickets to travel from their term time residence to their family home.

It can also be used for voluntary work- see section 2.10.

2. It is not valid for any free travel.
3. **It can only be used to purchase staff discounted (priv rate) tickets via RST Online**, with the exception of leisure railways, where staff discounted (priv rate) tickets can be purchased at the leisure railway ticket office.
4. It is only valid on the services of train companies that have agreed to accept the RST Online Leisure card.
5. It is therefore not valid on:
  - Caledonian Sleeper
  - Elizabeth Line
  - Grand Central
  - Hull Trains
  - London Overground
6. The guide for holders of RST Online Leisure Cards has more information about the use of the card and is available at [www.raildeliverygroup.com/rst/where-can-i-go.html](http://www.raildeliverygroup.com/rst/where-can-i-go.html)

7. RST Online sells tickets for all train services, so the cardholder must ensure that the ticket they are purchasing is not for use on the services of operators listed in 9.4.
8. If the cardholder is unable to present their RST Online Leisure Card when travelling with a staff discounted (priv rate) ticket, then this will be considered a travel irregularity.
9. The cardholder should present their priv rate ticket for inspection, and e-tickets should be presented for scanning by on-board staff when requested.

## Section 11: All Lines Passes

This section defines the key conditions of issue and use that are specific to All Lines Pass holders.

1. An All Lines Pass may be personal issue. In which case it will contain the name of the holder and their photograph. No further supporting documentation is required for the use of the pass.
2. An All Lines Pass may be issued as a bearer pass with no holder photograph. In this case it will contain the name of the organisation that it is issued to. No further supporting documentation is required for the use of the pass.
3. The holder of an All Lines Pass can use it for the purpose endorsed on the card. The options are.
  - Duty only. Not valid for Leisure and Residential
  - Residential, Leisure and Duty travel
  - Leisure Travel Only. Not valid for Residential and Duty
  - Residential and Leisure travel only. Not valid for Duty
4. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
5. The All Lines Pass should be presented for scanning by on-board staff when requested.

## Section 12: Gold and Silver Status Passes

This section defines the key conditions of issue and use that are specific to Gold and Silver Status pass holders.

1. The holder of an Active Gold or Silver Status Pass can use it for residential (travel from home to work) and leisure travel.
2. The holder of a Retired Gold or Silver Status Pass can use it for leisure travel only. However it can be used in connection with unpaid voluntary work even if expenses, other than for rail travel, are paid.
3. Gold/Silver Status Passes issued to children can be used for travel to school/college.
4. No Gold or Silver Status Pass, whether Active or Retired, can be used for duty (travel during the working day to meetings/other work locations) or business travel.  **Holders with a Retired Gold or Silver Status Pass cannot use it as any part of paid employment, even if that employment is linked to the rail industry.**
5. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
6. The holder of a Gold or Silver Status Pass cannot use it as a gate pass. This means that for example, if you have a Retired Status Pass and have a full fare paper season ticket, you cannot use the Status Pass to open the gates. Likewise you cannot use it to allow others through the gates. Such usage will be treated as a travel irregularity which puts the holder at risk of losing their facilities.

7. The Status Pass should be presented for scanning by on-board staff when requested.
  
8. The Status Pass can only be used on some sections of the London Underground as shown in the 'Gold and Silver Status Pass Map' available at [www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG)

## Section 13: Blue Status Passes

This section defines the key conditions of issue and use that are specific to Blue Status pass holders.

1. The Blue Status Pass is valid in the region as indicated on the front of the pass.
2. A map of each region is available at [www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG)
3. Blue Status passes are valid on through services which operate from a station within the Region indicated on the Pass into a neighbouring Region and then back into the Region indicated on the Pass, on condition that the cardholder does not alight at any point in the neighbouring Region.
4. The holder of an Active Blue Status Pass can use it for residential (travel from home to work) and leisure travel.
5. The holder of a Retired Blue Status Pass can use it for leisure travel only. However, it can be used in connection with unpaid voluntary work even if expenses, other than for rail travel, are paid.
6. No Blue Status Pass can be used for duty (travel during the working day to meetings/other work locations) or business travel. Holders with a Retired Blue Status Pass cannot use it as any part of paid employment, even if that employment is linked to the railways.
7. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so when using travelling with their Blue Status Pass. The cardholder should do this even if the gates have been left in an open status.
8. The holder of a Blue Status Pass cannot use it as a gate pass. This means that for example, if you have a Retired Status Pass and have a full fare paper season ticket or if you have a dated Staff

Travel Card, you cannot use the Status Pass to open the gates. Likewise you cannot use it to allow others through the gate. Such usage will be treated as a travel irregularity which puts the holder at risk of losing their facilities.

9. The Status Pass should be presented for scanning by on-board staff when requested.



## Section 14: Residential Passes

This section defines the key conditions of issue and use that are specific to Residential Pass holders.

1. Eligible Safeguarded employees may be issued with a Residential Pass for travel to and from work.
2. The journey must be from the National Rail station nearest the employees' home to the National Rail station nearest to their work location. If the journey details provided do not match those on record, RSTL will reject the application for a Residential Pass.
3. If the employee has more than one work location, then they need to choose the journey to the work location they travel to most frequently.
4. If the employee requests a journey that is not from their nearest home station, then they will need to inform RSTL of the reason for the request. RSTL can then consider whether the journey can be authorised.
5. If the journey the employee requires exceeds their mileage allowance, then they will need to purchase a Privilege Rate Season Ticket with the mileage allowance deducted.
6. If the employee changes their work or home address and it invalidates their Residential journey, they must let RSTL know immediately.
7. On National Rail services, the cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
8. The holder of a Residential Pass cannot use it as a gate pass. This means that for example, if you have a dated Staff Travel Card, you cannot use the Residential Pass to open the gates. Likewise you

cannot use it to allow others through the gates. Such usage will be treated as a travel irregularity which puts the holder at risk of losing their facilities.

9. The Residential Pass should be presented for scanning by on-board staff when requested.

## Section 15: DAT Cards

This section defines the key conditions of issue and use that are specific to Duty Authority to Travel (DAT) Cardholders.

1. Active staff who work for a TOC **may** be eligible for a DAT card. A DAT is valid for travel on National Rail services only.
2. Employees cannot apply for DAT cards from RSTL- their employer must apply for a DAT card on their behalf and will only do so if the employee has a diagram that involves using the services of another TOC.
3. The cardholder can only use it to travel as a passenger on the services of TOCs as part of a diagrammed working. If the employee does not have a diagrammed duty, then they will not generally be eligible for a DAT card.
4. It is not valid for use whilst travelling on the employee's own TOC services as part of a diagrammed working.
5. The cardholder can use it:
  - Only when on duty and when they are on a diagrammed duty.
  - If they are contingency/management staff, they must have proof that they are carrying out a legitimate operational role.
  - For route familiarisation and to attend training at the Driver Academy.
  - In the class indicated on the card.
6. The cardholder **cannot** use it:
  - to attend medicals, meetings, Trade Union duties etc.
  - for residential (travel from home to work) or leisure travel (ie travel when not on duty).
  - In First Class if the class of travel indicated is Standard Class
  - On London Underground services for any reason, even if on duty.
  - As a gate pass. (i.e. if you are commuting or on a leisure journey with a season ticket, Residential Pass or non-smart

enabled TOC card or pass, or working at or passing through a station, you cannot use a DAT card to open the gates).

7. When travelling the cardholder must present at least one of the following supporting documents:
  - rostered diagram which shows the need to travel on the service they are using,
  - Safety Critical at Work Identity Card (or equivalent)
  - letter from their employer with details of their training at the Driver Academy.

If they cannot produce these but have a legitimate operational reason for travelling, then they must explain this to revenue staff. Revenue staff will obtain the cardholders details, and report this to RSTL for further investigation.

8. If the cardholder uses it for an invalid reason as detailed in clause 6 above, this will be considered a travel irregularity and the cardholder may lose their leisure rail staff travel facilities for a period of time or permanently.
9. The cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
10. The holder of a DAT cannot use it as a gate pass. This means that for example, they have a paper season ticket, they cannot use the DAT Card to open the gates. Likewise they cannot use it to allow others through the gates. Such usage will be treated as a Travel Irregularity which puts the holder at risk of losing their facilities.
11. The DAT card should be presented for scanning by on-board staff when requested.
12. If the employee moves roles and is no longer eligible for a DAT card, they must return it to RSTL by taking a photo of it cut into four with the card number visible and sending it to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com). Retaining a DAT card may cause

delays in RSTL issuing new cards/passes if the employee rejoins the railway.

## Section 16: Freight Duty Card

This section defines the key conditions of issue and use that are specific to Freight Duty Card (FDC) Cardholders.

1. Active staff who work for a Freight Company may be eligible for a FDC. A FDC is valid for travel on National Rail services only.
2. The cardholder can only use it to travel as a passenger on the services of TOCs as part of diagrammed working.
3. The cardholder can use it:
  - Only when on duty and when they are on a diagrammed duty.
  - If they are contingency/management staff, they must have proof that they are carrying out a legitimate operational role.
  - In standard class
4. The cardholder **cannot** use it:
  - to attend medicals, meetings, Trade Union duties etc.
  - for residential (travel from home to work) or leisure travel (ie travel when not on duty).
  - In First Class
  - On London Underground services for any reason, even if on duty.
  - As a gate pass. (i.e. if you are using a paper ticket you cannot use a FDC to open the gates).
5. When travelling the cardholder must present at least one of the following supporting documents:
  - rostered diagram which shows the need to travel on the service they are using (paper or electronic),
  - Safety Critical at Work Identity Card (or equivalent)
  - Company ID card

If they cannot produce these but have a legitimate operational reason for travelling, then they must explain this to revenue staff. Revenue staff will obtain the cardholders details and report this to

RSTL for further investigation.

6. If the cardholder uses it for an invalid reason as detailed in clause 4 above, this will be considered a travel irregularity
7. The cardholder must touch in and out at the start and end of their journey where there is the facility to do so. The cardholder should do this even if the gates have been left in an open status.
8. The holder of a FDC cannot use it as a gate pass. This means that for example, they have a paper season ticket, they cannot use the FDC to open the gates. Likewise, they cannot use it to allow others through the gates. Such usage will be treated as a travel irregularity.
9. The Freight Duty card should be presented for scanning by on-board staff when requested.
10. If the employee move roles and is therefore no longer eligible for FDC from their employer, they must return it to RSTL by taking a photo of it cut into four with the card number visible and sending it to [RST@raildeliverygroup.com](mailto:RST@raildeliverygroup.com). Retaining a FDC may cause delays in RSTL issuing new cards/passes if the employee re-joins the railway.

## Section 17: Buying Priv-rate leisure tickets or reserving seats online via RST Online ([www.railstafftravel.com](http://www.railstafftravel.com))

1. Once the primary cardholder has registered for RST Online, they can buy anytime, off-peak or 70MinFlex tickets at Priv-rate for themselves and any family members in receipt of rail staff travel facilities. Employees who hold a Staff Travel Card or Status Pass can also reserve seats for travel.
2. They can also buy advance tickets at the full public fare and discounted tickets for anyone in their group who has a Railcard.
3. The primary cardholder can also apply for their family members in receipt of rail staff travel facilities to have their own RST Online account.
4. When travelling on staff discounted (priv rate) tickets all cardholders must ensure they have their Rail Staff Leisure Card, RST Online Leisure Card or Staff Travel Card (whichever they are eligible for) with them as proof that they are eligible for staff discounted (priv rate) travel. Evidence of buying a staff discounted (priv rate) ticket online with no supporting card will be treated as a Travel Irregularity.
5. When travelling on a service where only a seat has been reserved via RST Online (and no ticket has been purchased as the employee has free travel), all travellers must ensure they have either a Staff Travel Card dated for travel that day or a valid Status Pass.
6. Employees may purchase a Priv rate Season Ticket or Flexi Season via RST Online. All conditions as set out in sections 16, 17 and 18 still apply and the employee must apply a minimum of 7 days in advance (only needed for the first application) using the relevant form [www.raildeliverygroup.com/rst/forms.html#resi](http://www.raildeliverygroup.com/rst/forms.html#resi)
7. Buying staff discounted (priv rate) tickets online and allowing someone who is not in receipt of rail staff travel facilities to use



them is not allowed and will be treated as a Travel Irregularity.

8. If a cardholder requires a refund for tickets purchased via RST Online, then they need to apply for one via their account. This is available in the 'My Account' option, then selecting 'Your Bookings', then clicking on 'View' against the ticket booking they wish to refund. If they have any difficulties with this, they should contact [customer.service@railstafftravel.com](mailto:customer.service@railstafftravel.com). Refunds for tickets purchased via RST Online cannot be done at Ticket Offices.
9. Once the holder of a Rail Staff Leisure card or RST Online Leisure Card leaves employment, they are no longer eligible to buy tickets via RST Online. They will be able to access their online account for a few months to process refunds only.
10. Details of ticket types are available on the National Rail website and there is also a National Rail guide to tickets available at [www.nationalrail.co.uk/times\\_fares/ticket\\_types/Train\\_Tickets.aspx](http://www.nationalrail.co.uk/times_fares/ticket_types/Train_Tickets.aspx)

## Section 18 Priv rate Season Ticket – for holders of Staff Travel Cards (Safeguarded Employees)

This section defines the key conditions of issue and use that are specific to the Priv rate Season Ticket for Safeguarded employees.

1. A Priv rate Season Ticket allows a Safeguarded Employee to travel between two stations on National Rail and open access operators Heathrow Express, Grand Central, Lumo, and Hull Trains.
2. For some Safeguarded employees it may also allow travel on London Underground and DLR services. In these circumstances its use is also subject to Transport for London Conditions of Carriage. There is no free mileage allowance for journeys on London Underground or DLR services.
3. Where a Safeguarded employee needs to travel from outside London and then across or within London, two Season Tickets will be required; one for travel on national rail services where the mileage allowance is applied and one for the zonal travelcard where no free mileage is applicable.
4. The Season Ticket must be from the National Rail station nearest the employees' home to the National Rail station nearest to their work location. If the journey details provided do not match those on record, RSTL will reject the application.
5. If the employee has more than one work location, then they need to choose a journey to the work location they travel to most frequently.
6. If the employee requests for a journey that is not from their nearest home station, then they will need to inform RSTL of the reason for the request. RSTL can then consider whether the journey can be authorised.
7. A Priv rate Season Ticket application will only be authorised by RSTL if the employee has applied on the correct form (Residential

Travel form xx01) and it has been received by RSTL at least 7 days before the proposed start date of the season ticket.

8. If the employee has selected to purchase it via RST Online, once authorised for the first time, the option to purchase the Season Ticket will be available in their RST Online account. Unless they change work or home address, they will not need to contact RSTL for a new Season Ticket, they can purchase a new one from their online account.
9. For a new Season Ticket for use on a smartcard, the ticket can be purchased up to 30 days in advance of the first day of validity.
10. If the employee has selected to purchase it at a Ticket Office, once authorised, they will be issued with an authorised Season Ticket form, which they will need to take to the station when purchasing their ticket. They must have the Photo ID with them as specified on the form.
11. For a new paper season ticket, if the start date is a Saturday, Sunday or Monday (also Tuesday after a Bank Holiday), the ticket can be purchased from noon on the previous Friday. If the start date is another day, the ticket can only be purchased after noon on the previous day. For a renewal which has no break in continuity from an existing Priv rate season ticket, the employee may purchase the renewal anytime up to seven days in advance. They must ensure that they buy their Season Ticket within these timescales or they will need to apply again on a Residential Travel form xx01
12. A Safeguarded Employee may apply for a Priv rate Season Ticket for eligible child dependents solely for use to travel to and from an educational establishment as specified at the time of application. They must not be used for residential, duty or business travel or for trading purposes, e.g. commuting to work (if they earn under the weekly threshold). The employee may be asked to provide proof of their child's place of education before an authorised Season Ticket form is issued. As mentioned above, those on an apprenticeship

are not eligible for a Privilege Season Ticket.

13. RSTL, the TOCs and Transport for London/London Underground reserve the right to refuse to issue, renew, or cancel a Priv rate Season Ticket.
14. The minimum period for a Priv Season Ticket is 7 days if purchased via RST Online or one month if purchased from a Ticket Office. The validity can be any period from the minimum and up to one year. If purchasing at a Ticket Office the employee must reapply to RSTL on a Residential Travel form xx01 every time they require a new ticket.
15. If an employee attempts to or succeeds in purchasing a Priv rate Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity. The only exception to this is if they are buying a zonal Travelcard from a London Underground station.
16. If an employee ceases to be eligible for rail staff travel facilities for any reason or it is not required for the purpose for which it was issued (e.g. as a result of change of residence, work location or duties, leaving service, or leaving education), the ticket must be surrendered immediately to RSTL as a refund may be due. Employees should contact RSTL for more information on how to do this.
17. If there is a gap of more than one month between Season Tickets RSTL has issued, RSTL may ask the employee for proof of how they have been travelling to work.
18. If a Priv rate season ticket is no longer required and the employee requires a refund, this must be approved by RSTL. For a refund of a paper Season Ticket, the employee must apply to RSTL using refund form XX11.

## **Section 19: Priv Rate Season Ticket for holders of Rail Staff Leisure Cards (Non-Safeguarded employees)**

This section defines the key conditions of issue and use that are specific to the Reduced Rate Season Ticket.

1. A Priv rate Season Ticket allows an Employee to travel between two stations on National Rail and open access operators Heathrow Express, Grand Central, Lumo, and Hull Trains. For the avoidance of doubt, this does not include travel on London Underground or DLR services (so zonal Travelcards cannot be purchased),
2. The Season Ticket must be from the National Rail station nearest the employees' home to the National Rail station nearest to their work location. If the journey details provided do not match those on record, RSTL will reject the application
3. If the employee has more than one work location, then they need to choose a journey to the work location they travel to most frequently.
4. If the employee requests for a journey that is not from their nearest home station, then they will need to inform RSTL of the reason for the request. RSTL can then consider whether the journey can be authorised.
5. A Priv rate Season Ticket will only be authorised by RSTL if the employee has applied on the correct form (Residential Travel form xx01) and it has been received by RSTL at least 7 days before the proposed start date of the season ticket.
6. If the employee has selected to purchase it via RST Online, once authorised for the first time, the option to purchase the Season Ticket will be available in their RST Online account. Unless they change work or home address, they will not need to contact RSTL for a new Season Ticket, they can purchase a new one from their online account.

7. For a new Season Ticket for use on a smartcard, the ticket can be purchased up to 30 days in advance of the first day of validity.
8. If the employee has selected to purchase it at a Ticket Office, once authorised, they will be issued with an authorised Season Ticket form, which they will need to take to the station when purchasing their ticket. They must have the Photo ID with them as specified on the form.
9. For a new paper season ticket, if the start date is a Saturday, Sunday or Monday (also Tuesday after a Bank Holiday), the ticket can be purchased from noon on the previous Friday. If the start date is another day, the ticket can only be purchased after noon on the previous day. For a renewal which has no break in continuity from an existing Priv rate season ticket, the employee may purchase the renewal anytime up to seven days in advance. They must ensure that they buy their Season Ticket within these timescales or they will need to apply again on a Residential Travel form xx01
10. An Employee may apply for a Priv rate Season Ticket for eligible child dependents solely for use to travel to and from an educational establishment as specified at the time of application. They must not be used for residential, duty or business travel or for trading purposes, e.g. commuting to work (if they earn under the weekly threshold). The employee may be asked to provide proof of their child's place of education before an authorised Season Ticket form is issued. As mentioned above, those on an apprenticeship are not eligible for a Priv rate Season Ticket.
11. RSTL and the TOCs reserve the right to refuse to issue, renew, or cancel a Priv rate Season Ticket.
12. The minimum period for a Priv Season Ticket is 7 days if purchased via RST Online or one month if purchased from a Ticket Office. The validity can be any period from the minimum and up to one year. If purchasing at a Ticket Office, the employee must reapply to RSTL on a Residential Travel form xx01 every time they

require a new ticket.

13. If an employee attempts to or succeeds in purchasing a Priv rate Season Ticket without using the Residential Travel Form this will be considered a Travel Irregularity.
14. If an employee ceases to be eligible for rail staff travel facilities for any reason or it is not required for the purpose for which it was issued (e.g. as a result of change of residence, work location or duties, leaving service, or leaving education), the ticket must be surrendered immediately to RSTL as a refund may be due. Employees should contact RSTL for more information.
15. If there is a gap of more than one month between Season Tickets RSTL has issued, RSTL may ask the employee for proof of how they have been travelling to work.
16. If a Priv rate season ticket is no longer required and the employee requires a refund, this must be approved by RSTL. For a refund of a paper Season Ticket, the employee must apply to RSTL using refund form XX11.
17. The Reduced Rate Season Ticket is an additional benefit to the TOC Privilege Travel Arrangement, which is subject to annual rolling review by the participating TOCs. There is no guarantee that it will continue from year to year and it can be withdrawn at any time.

## Section 20: Staff discounted (priv) rate Flexi Seasons

1. All employees eligible for priv rate residential travel are eligible to apply for a staff discounted (priv rate) Flexi Season. A Flexi Season is a smart product that allows eight days' worth of travel between two stations to be used within 28 days.
2. It is only available in Standard Class and there is no free mileage for Safeguarded employees.
3. There are journeys where a Flexi-Season ticket is not available. Employees **must** check the Season Ticket calculator **before** applying to check that their journey has a Flexi Season product available. This can be done at [www.nationalrail.co.uk/times\\_fares/Season-Calculator.aspx](http://www.nationalrail.co.uk/times_fares/Season-Calculator.aspx)
4. As the Flexi Season is a smart product employees will need an RST Season Smartcard to purchase it. An RST Season Smartcard can be requested using form XX42 available at [www.raildeliverygroup.com/rst/forms.html#resi](http://www.raildeliverygroup.com/rst/forms.html#resi)
5. Employees cannot use a smartcard issued by their TOC as an employee to load a staff discounted (priv rate) Flexi Season.
6. A Flexi Season will only be authorised by RSTL if the employee has applied on the correct form (Flexi Season form xx32) and it has been received by RSTL at least 7 working days before the proposed start date of the Flexi Season.
7. All conditions as set out in clauses 18.2-18.7 apply.
8. Once the Flexi Season is purchased, the National Rail Smartcard Manager App should be downloaded. This allows the employee to keep track of the number of Flexi passes used and the number available. The Flexi Season needs to be activated each day they intend to use it. They do this via the NR Smartcard Manager App or by touching in on the gate line or PVAL.



9. Once the employee has activated a day's travel, it can be used for an unlimited number of times between the two destinations until 04:29 the following morning. The day's travel is between 04.30 and 04.29.
10. Once a pass has been activated for a days' travel it cannot be put back in a non-active state to be used again another day. Employees should only activate a pass if they are definitely going to be travelling on that day.
11. If an employee boards a train without activating a pass they will be travelling without a valid ticket and may be liable for a Penalty Fare or Prosecution, as per the normal Penalty Fare rules.
12. Once purchased, the journey cannot be changed. If an employee does not intend to use their remaining passes they can apply for a refund, and then purchase a new Flexi Season.
13. If an employee wants a refund on their Flexi Season as they have not used all eight journeys, this must be approved by RSTL. A staff discounted (priv) rate Flexi Season cannot be taken to a ticket office for a refund. An employee will need to submit their refund request through RST Online.
14. Refund claims can only be made during the validity of the ticket (so must be done within 28 days from the start date). Any requests for refunds outside of this time will be refused.
15. Flexi Seasons are only available as an adult product, there is no child fare equivalent.
16. RSTL and the TOCs reserve the right to refuse to issue, renew, or cancel a staff discounted (priv rate) Flexi Season.

## Section 20: TOC and Group Specific Cards and Passes

1. RSTL issue cards and passes on behalf of TOCs for use on their own or their Group's services. These are subject to any additional terms and conditions that the TOC or Group set when they are issued. Employees should keep a copy of these for reference.
2. As a general rule, cards/passes issued to an employee are usually valid for residential, leisure and in some cases duty travel.
3. Cards/passes issued to partners/spouses are only valid for leisure use. They cannot be used for travelling to their place of work or to training courses, etc.
4. Cards/Passes issued to child dependents are usually valid for leisure travel and may be valid for travelling to/from places of education. However, the employee should check the wording on the card/pass to confirm what it can be used for, as **not all TOCs** allow use for educational purposes.
5. Employees cannot use a smart enabled TOC or Group Specific pass as a gate pass (i.e. if they have a smart enabled TOC or Group Specific pass and have a paper season ticket, priv-rate ticket, etc they cannot use the TOC or Group Specific pass to open the gates).
6. Any smart enabled TOC card should be presented for scanning by on-board staff when requested.
7. Employees need to be aware of any franchise changes, as this may affect what services they can use a TOC or Group specific card on.
8. Any misuse of these will be reported to the employing TOC as a Travel Irregularity.

## Section 21: International Travel - Leisure Travel Outside GB on FIP undertakings

This section defines the key conditions of issue and use that are specific to the reciprocal arrangements for free, reduced rate and concessionary travel outside of Great Britain.

1. FIP stands for “*Groupement pour les Facilités de Circulation Internationales des Personnel des Chemins de Fer*”. It is a group of European transport undertakings and sets the rules under which we exchange travel facilities. RSTL is part of this group and are governed by the FIP rules for European travel.
2. Not all employees in receipt of National rail staff travel facilities are eligible for a FIP card or FIP coupons.
3. The FIP International Reduced Rate Card (known as a FIP Card) is issued to eligible employees and their eligible family members for reciprocal reduced rate travel on the carriers that are members of FIP.
4. If eligible, employees can be issued with an International Coupon for reciprocal free travel on FIP carriers. The coupon is quota controlled on a personal and family basis and varies across FIP carriers and from calendar year to calendar year.
5. An International Coupon will only be authorised by RSTL if the employee has applied on the *International Coupons Application - Employee and Family Members* or *International Coupons Application - Employee only* form and it has been received by RSTL at least three weeks before the proposed start date of the journey.
6. If an employee is applying for International Coupons for more than six countries, they will need to provide details of their itinerary. Even then, RSTL may need further information before International Coupons can be issued.

7. If an employee ceases to be eligible for a FIP Card or FIP Coupons for any reason during the period of validity, no refund will be due for any tickets purchased or paid reservations made.
8. International Coupons are issued for a validity period of 3 months, except where the travel date is during December in which case the expiry date of the Coupon will be 31 March the following year.
9. If an employee has an unused quota for a FIP Undertaking at the end of a calendar year, then the unused quota for that FIP Undertaking can be used for travel in the first 3 months of the following year provided that: the application is made at least 3 weeks before 31 December and the outward journey date is stated as 31 December.
10. Each International Coupon is valid for travel only in the country and on the services specified on the Coupon (subject to any restrictions).
11. If an International Coupon has been used on a carrier adjoining or bordering the country of issue, it may not be used again for any further journeys on this railway after the return journey has been made to the issuing railway (i.e. if an employee returns to GB). Adjoining carriers adjoining or bordering Britain are StL (Stena Line North Sea) and SLL (Stena Line Irish Sea). Part used coupons for non-adjoining countries may still be used.
12. To obtain free international leisure travel, the boxes printed on the International Coupon are used as follows:
  - a. Before commencing a free journey, the date (day and month) of the journey must be entered in permanent ink in the first available box on the coupon. The date must be entered using Arabic numerals, with zero in front of single digits, e.g. 07/08 for 7th August. The date **must** be completed in permanent ink only; completing a box in erasable ink, erasable pen or pencil is prohibited.

- b. Each dated box on the coupon allows free travel from the time that the box was dated on the first day until midnight on the following day. For example, a box dated 07/08 allows journeys from the time that the box was completed on 7th August until 24.00hrs on 8th August.
  - c. During the period of free travel, the travel does not have to be continuous: any number of journeys may be undertaken.
  - d. Alterations to the date entered are not permitted under any circumstances; and dates must also not be overwritten. If a mistake is made, that allocation of free travel is forfeited, the error must be blocked out, and the correct date entered in the next box.
  - e. If an International Coupon is being used without a box being dated, Revenue Protection Staff, ticket inspectors, or the local equivalent, will cancel the next available box, charge the full fare for the journey and require the holder to date and use the following box.
  - f. If an International Coupon is being used with the wrong date entered, Revenue Protection Staff, ticket inspectors, or the local equivalent, will cancel the next available box, charge the full fare for the journey and require the holder to date and use the following box.
  - g. Any instances of travelling without dating a box, or where it appears the date has been overwritten will be classed as a Travel Irregularity.
14. International Coupons that are unused or have been lost, stolen or damaged in any way cannot be replaced under FIP Regulations.
15. International Duty Coupons are provided separately and are not subject to quota.

16. Loss of FIP cards or FIP coupons must be reported immediately to RSTL in writing or by e-mail giving the circumstances of the loss and steps undertaken to recover the cards or coupons.
  
17. Theft of FIP cards or FIP coupons must be reported immediately to the police in the country in which the theft took place and a certificate obtained from the police to confirm the report was submitted, and to RSTL in the form of a notification giving the circumstances of the theft long with a copy of the certificate received from the police.

## Section 22: International travel on non FIP undertakings

This section defines the key conditions of issue and use that are specific to the reciprocal arrangements for free, reduced rate and concessionary travel outside of Great Britain and outside the FIP undertakings.

1. Only Safeguarded staff are eligible to apply.
2. Applications for free or reduced rate travel must be made a minimum of ten weeks in advance of travel.
3. Countries that may offer free/discounted travel are outlined in the *Rail Staff Travel Guide for holders of the Staff Travel Card*.  
[www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG](http://www.raildeliverygroup.com/rst/where-can-i-go.html#WhereCanIGoSG)
4. RSTL cannot guarantee that tickets and letters of introduction for railways will be possible or will arrive in time for the date of travel so this should be borne in mind when making travel plans.