

Rail Staff Travel Guide for Holders of the RST Online Leisure Card



Rail Delivery Group



Rail Staff Travel is part of the Rail Delivery Group

Rail Staff Travel Guide for holders of the RST Online Leisure Card

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Rail Staff Travel Guide for holders of the RST Online Leisure Card

Section 1: Introduction

This is a guide to the National Rail Staff Travel facilities for those people who hold the RST Online Leisure Card.

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
- National Rail Conditions of Travel www.nationalrail.co.uk/nrcot
- Travel Restrictions (updated a minimum of twice a year) www.raildeliverygroup.com/rst/where-can-i-go.html.

The scheme is for leisure travel on some carriers in Britain only.

- It is **not valid** for travel on the Caledonian Sleeper, Hull Trains, Grand Central, London Overground, or Docklands Light Railway.
- It is **not valid** for travel on London Underground (except when crossing London between London Terminal stations using a ticket containing the Cross-London marker)
- It is **not valid** for travel on the Elizabeth Line (except when crossing London between Liverpool Street and Paddington on a ticket containing the Cross-London marker)
- **Residential travel (i.e. using staff travel benefits for commuting to and from work) is not included.**
- **Free and discounted travel on Eurostar and other European carriers through the FIP scheme is also not included.**

For information on the joining the scheme and any taxable benefit which may accrue, please email Network Rail Reward and Benefits team at: rewardandbenefits@networkrail.co.uk

For further information please contact Rail Staff Travel at: rst@raildeliverygroup.com

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Section 2: Types of Travel and the concession available

The RST Online Leisure Card can only be used to purchase tickets for leisure travel.

This is classified as travelling for social/pleasure reasons. This means that it cannot be used to purchase tickets for travelling to work, school or college, etc and also cannot be used to purchase tickets to travel between work locations during the working day.

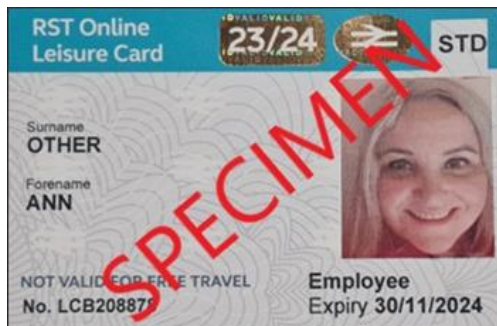
It also cannot be used to purchase tickets for any other trading or other remunerative activity.

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

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Section 3: Rail Staff Travel products

RST Online Leisure Card



Leisure travel is delivered via the **RST Online Leisure Card**. The card must be kept as issued and not laminated or altered in anyway.

You can use it to purchase unlimited staff discounted (priv rate) tickets for leisure travel on all rail services in Great Britain except:

- Caledonian Sleeper
- Elizabeth Line
- Grand Central
- Hull Trains
- London Overground

All tickets must be purchased via RST Online only. Although RST Online will display fares for the above operators (as you may want to purchase full fare tickets for them) if you purchase priv-rate fares and travel on those operators that is deemed a travel irregularity.

Staff discounted (priv rate) tickets cannot be purchased from station ticket offices or on-board trains by holders of the RST Online Leisure Card.

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Staff discounted (priv rate) tickets can only be used by the RST Online Leisure Card holder and cannot be given to anyone else to use for travel – they are not transferrable to any other person.

You must have the RST Online Leisure Card with you and available for inspection when travelling using staff-discounted (priv rate) tickets. If you cannot present the RST Online Leisure Card with any staff-discounted (priv rate) tickets, then the Train Operating Company will follow their revenue protection procedures and treat you as a passenger without a valid ticket.

If you travel without your RST Online Leisure Card and have to purchase public rate tickets, or pay a penalty fare, you cannot get this refunded.

Loss & Replacement of RST Online Leisure Cards

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.

New cards are issued annually in November before the expiry date of the current cards. Post losses notified later than 31 December must be paid for. There are no exceptions to this rule as this is to support fraud prevention.

Likewise if you move house 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 replacement charge for each RST Online Leisure Card is published on the RST website:

www.raildeliverygroup.com/rst/useful-information.html

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To request a replacement card or pass, please submit one of these forms:

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

Via www.raildeliverygroup.com/rst/forms.html#card

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Section 4: Joining and leaving the rail industry

Joining Network Rail

When you start employment or opt into the scheme, Network Rail will notify Rail Staff Travel and provide us with your details if you have opted to receive an RST Online Leisure Card.

Once we have created your Rail Staff Travel record, you must upload a passport-style photo of you before we can issue your RST Online Leisure Card. www.raildeliverygroup.com/rst/photo-upload.html

Once we have your information and photo, we will send your RST Online Leisure Card to your home address.

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

You can only buy tickets via *RST Online* once you have received your physical card in the post as you need to have this with you when you travel.

Opting out of the scheme

You should only apply for an RST Online Leisure Card if you intend to use it for the duration of its validity.

If you do need to opt out due to personal circumstances then you can do this. However you will need to return all cards issued before charges cease.

Additionally, you will not be able to opt in again for twelve months.

To opt out you need to:

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- email rst@raildeliverygroup.com stating that you want to opt out. and
- Return all cards issued to RST. Cut each card into four, with the card number visible, and email to rst@raildeliverygroup.com.

Resignation, retirement, redundancy or dismissal

Your eligibility for rail staff travel facilities ceases when you leave employment with Network Rail, irrespective of the reason for leaving.

All RST Online Leisure Cards for you and all family members must be returned to Rail Staff Travel when you leave. Cut each card into four, with the card number visible, and email these to rst@raildeliverygroup.com

If you fail to do this and then join another company that offers rail staff travel, RST will not issue any new cards/passes until the RST Online Leisure cards expire or are returned.

Your access to your RST Online account will also be removed.

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Section 5: Eligibility of family members

The full rules around eligibility of family members is covered by a specific guide on the RST website www.raildeliverygroup.com/rst/eligibility.html

Children under age 5 travel for free on most National Rail services. Staff travel facilities are not normally issued until a child reaches their 5th birthday. However on request RST will issue national staff travel facilities once a child is over twelve months of age.

Facilities for a couple, both employed in the rail industry (where one already receives some rail staff travel facilities)

If you already receive a Rail Staff Leisure Card or a Staff Travel Card through a partner or spouse that works in the industry it is better than you retain that one. This is because you may be eligible to a FIP card for reduced rate travel in Europe through them, but you are not eligible for this through this scheme. We recommend that you approach RST for specific guidance.

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Section 6: Travel on National Rail on services where the RST Online Leisure Card is valid.

It is **not valid** for travel on the Caledonian Sleeper, Hull Trains, Grand Central, London Overground, London Underground or Docklands Light Railway.

It is **not valid** for travel on the Elizabeth Line (except when crossing London between Liverpool Street and Paddington on a ticket containing the Cross-London marker)

Staff discounted (priv-rate) tickets

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 fare	75% off the public fare on a specific price point.
Rovers and Rangers	<p>75% off the public fare for most Rovers and Rangers. Some Rover and Ranger products have no staff discount available.</p> <p>Rovers and Rangers may only be used on the services of the TOCs which accept RST Online Leisure cards This overrides any list of TOCs on which the Rover/Ranger product is available for people purchasing the product at the public rate.</p>

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Ticket Type	Discount available on National Rail services
	<p>This means that even if the companies below are included in the Rover/Ranger purchased you cannot use it on these services:</p> <ul style="list-style-type: none">• Caledonian Sleeper• Elizabeth Line• Grand Central• Hull Trains• London Overground

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 London Underground to cross London between the relevant London Terminal stations only.

Buying staff discounted (priv rate) tickets with the RST Online Leisure Card

The RST Online Leisure Card can only be used to buy tickets online through **RST Online** at www.railstafftravel.com

You can only access the service once you have been issued with a *one-time passcode* by Rail Staff Travel which will enable you to register and create your on-line account.

Rail Staff Travel will send your *one-time passcode* by e-mail once you have been issued with your RST Online Leisure Card. This is because you must have your RST Online Leisure card with you when you travel.

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You can request family members have access to RST Online by submitting the RST Online – Request Access for Family Members (XX40) form which is here www.raildeliverygroup.com/rst/forms.html#rstonline

RST Online offers journey planning facilities to enable you to find staff discounted and public fares, buy tickets and make seat reservations. You can collect the tickets bought through **RST Online** at a Ticket Vending Machine at a station, or you can have e-tickets sent to your registered e-mail address.

Although you can purchase tickets for all carriers, please remember that it is not valid for travel on the Caledonian Sleeper, Hull Trains, Grand Central, London Overground, London Underground or Docklands Light Railway.

It is also **not valid** for travel on the Elizabeth Line (except when crossing London between Liverpool Street and Paddington on a ticket containing the Cross-London marker)

Therefore, you must not purchase staff discounted (priv rate) tickets for services on which staff discounted (priv rate) tickets bought with the RST Online Leisure Card are not valid.

You can purchase a Rover or Ranger with a start date of between 7 and 14 days from the date of purchase. Rovers and Rangers are printed and posted to you by 1st class post. There is no other fulfilment option available.

Staff Travel Restrictions

The use of staff discounted (priv-rate) tickets is subject to **Staff Travel Restrictions**.

These are updated at least twice a year on the RST website at www.raildeliverygroup.com/rst/where-can-i-go.html

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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 the responsibility of RST Online to prevent the sale of tickets on trains which are subject to the Staff Travel Restrictions.

Staff and family members must ensure priority is given to fare-paying passengers. They should, whenever possible, seek to travel on lightly loaded services. When this is not possible and travel is undertaken on a crowded train, they should stand back to allow fare-paying passengers to obtain seats.

Travelling on restricted services is a Travel Irregularity which will put your facilities at risk of withdrawal.

Class of Travel

The RST Online Leisure Card is for Standard Class staff discounted (priv-rate) tickets only.

Where a TOC offers Weekend First upgrades, RST Online Leisure Card holders with Standard Class staff discounted (priv-rate) tickets, may purchase the Weekend First upgrade (subject to availability) from staff on board the train at the public rate and travel in First Class accommodation.

A few TOCs also 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.

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Seat Reservations

When purchasing a staff discounted (priv-rate) ticket it is normally possible to make a seat reservation.

Some TOCs restrict staff from making seat reservations and the rules are in the **Staff Travel Restrictions**.

Travel to and from the Isle of Wight

Staff discounted (priv rate) travel is available on services wholly on Island Line (Isle of Wight) services. However, there is no staff discounted (priv rate) available for the ferry crossing between Portsmouth Harbour and Ryde Pier Head so staff discounted (priv rate) tickets for through travel to and from the mainland are not available from RST Online.

Unavailability of tickets

In the event of a prolonged system outage of RST Online or any Rail Industry system which prevents all staff discounted (priv rate) online ticket purchase, Rail Staff Travel will arrange messaging for ticket office and on board staff to accept the RST Online Leisure Card on a temporary basis until the service is restored.

Rail Staff Travel is not liable for the unavailability of specific fares within RST Online.

There are no other circumstances under which you may purchase staff discounted (priv rate) tickets at stations or on-board trains. Rail Staff Travel, the Train Operating Companies and other retailers are not liable if you are unable to purchase staff discounted (priv rate) tickets through RST Online and you choose to purchase full price tickets from other sources.

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Where operational staff believe a ticket has been purchased from a station or on a train when RST Online was working, they will report this to RST for further investigation.

Sleeper Services

Caledonian Sleeper

The RST Online Leisure Card is not valid for any travel on Caledonian Sleeper services.

Great Western Railway sleepers

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

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

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

The berth supplements are commercially priced so vary depending on forecast demand. The twin cabin cannot be shared with a stranger, so can only be booked if two passengers are travelling. The prices are visible in RST Online when making bookings. ¹

There are no discounts on the berth supplements for any category of customer (Child / Railcard / PRIV etc.). ²

¹ Source: RST Ref: 90-035-122/D8721INC

² Source: RST Ref: 90-003-003/D8250INC

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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.

There are penalties if any holder of an RST Online Leisure card whether employee, partner or dependant child, attempts to use it fraudulently or allows someone else to do so.

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 RST Online Leisure Card;
- improperly use any ticket purchased with the RST Online Leisure Card;
- transfer any card or ticket, or attempt to do so;

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 RST Online 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.

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There is more information in the Travel Irregularities document on the RST website 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 websites.

If your complaint remains unresolved, then you should then raise your complaint with the Rail Ombudsman. 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

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Section 7: Rail services in Great Britain

National Rail operators on which tickets are valid

Avanti West Coast	Scotrail
C2c	South Western Railway
Chiltern Railways	Southeastern Railway
CrossCountry	Southern
East Midlands Railway	Thameslink
Gatwick Express	TransPennine Express
Great Northern	Transport for Wales
Greater Anglia	West Midlands Trains operating under two brand names
Great Western Railway	<ul style="list-style-type: none">• London Northwestern Railway
London North Eastern Railway	<ul style="list-style-type: none">• West Midlands Railway
Merseyrail	
Northern	
Island Line (Isle of Wight)	

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.

Rail operators on which tickets are not valid

Arriva Rail London (London Overground)
Caledonian Sleeper
Eurostar
Grand Central
Hull Trains
London Underground (except when crossing London between London Terminal stations on a ticket containing the Cross-London marker (+))

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MTR Elizabeth Line (except when crossing London between Liverpool Street and Paddington on a ticket containing the Cross-London marker (+))

Light rail operators on which tickets are not valid

Blackpool Tramway

Docklands Light Railway

Edinburgh Trams

Glasgow Subway

London Tramlink

Manchester Metrolink

Nottingham Express Transit

Sheffield Supertram

Tyne and Wear Metro

West Midlands Metro

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Section 8: Other rail undertakings in Great Britain

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

Heathrow Express

Staff discounted (priv-rate) tickets can be bought from RST Online.

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. There is no limit to the number of accompanied children allowed to travel for free.

LUMO

Staff discounted (priv-rate) tickets can be bought from RST Online.

West Coast Railway Company

Staff discounted (priv rate) tickets are available on all services directly operated by West Coast Railway Company including the Jacobite, The Dalesman, the Scarborough Express etc.

Staff discounted (priv rate) tickets are not available on other operators services which West Coast Railway provide motive power or rolling stock for.

WCRC booking details:

- Standard class staff discounted (priv rate) tickets - direct from WCRC. Telephone: 01524 732100.

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- First class tickets (public rate only). westcoastrailways.co.uk

Heritage Railways (generally not on the National Rail network)

If you want to travel on the services below, you will need to purchase your staff discounted (priv-rate) tickets direct from the operator. Please note that staff discounted (priv-rate) travel is generally not available on special event days. You should check with the railway to ensure that staff discounted (priv-rate) travel is available.

Tickets are obtained by presentation of the RST Online Leisure Card at the heritage railways booking office.

Railway company	Notes
Avon Valley Railway	
Bala Lake Railway	
Bluebell Railway	
Bodmin & Wenford Railway	
Brecon Mountain Railway	
Bure Valley Railway	
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). customer.services@eastlancsrailway.co.uk ³
Embsay Steam Railway	
Fairbourne Railway	

³ Source: RST Ref:90-035-427/D8368INC
90-011-032 D8376AA v10

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Railway company	Notes
Ffestiniog Railway and Welsh Highland Railway	In place of 2 nd class accommodation, the Railway provides 3 rd class
Great Central 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	75% discount off standard fares on ordinary timetabled daily services (excluding pre-bookable services including Pullman Dining Trains and special events). Priv rates are only bookable on the day of travel at an NYMR Booking Office, subject to availability. Priv-rate tickets do not include an annual pass.
Paignton & Dartmouth Steam Railway	
Plym Valley Railway	Not available on Christmas services
Ravenglass and Eskdale Railway	Tickets issued only at Ravenglass Booking Office. Not available on Bank Holidays and subject to availability.
Romney, Hythe and Dymchurch Light Railway	Priv-rate tickets only available on a RomneyRover and are not available on special event days (see - www.rhdr.org.uk)
Severn Valley Railway	

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Railway company	Notes
Snowdon Mountain Railway	Tickets are issued for return journeys only
South Devon Railway	
Strathspey Railway	
Swanage Railway	Not valid on special event days.
Talylyn Railway	
Vale of Rheidol Railway	
Welsh Highland Railway	See Ffestiniog Railway
Welshpool and Llanfair Light Railway	Not available on special event days, dining trains, and other premium services.
Wensleydale Railway	
West Somerset Railway	

Luton Airport

Staff discounted (priv-rate) tickets may be purchased to Luton Airport. These include travel on Luton DART from Luton Airport Parkway to Luton Airport.

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Section 9: Travel in London

The RST Online Leisure Card is not valid for staff discounted (priv-rate) travel on London Overground, Elizabeth Line, London Underground, Dockland Light Railway, bus and river services.

The only exception to this is except where the ticket shows the Cross-London Indicator (+), in which case it may be used on London Underground services only to cross London between the relevant London Terminal stations only and the Elizabeth Line between Liverpool Street and Paddington only.

Section 10: Travel on Eurostar and in Europe

The RST Online Leisure Card is not valid for staff discounted (priv-rate) travel on Eurostar or any European rail or shipping carrier.

The scheme does not include the staff travel benefits provided by the FIP organisation.