

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



Rail Delivery Group



Rail Staff Travel is part of the Rail Delivery Group

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

Contents

Section 1: Introduction	5
Section 2: Types of Travel and the concession available	6
Leisure Travel	6
Residential Travel (i.e. commuting)	7
Duty Travel	9
Section 3: Rail Staff Travel products	10
Rail Staff Leisure Card	10
Staff discounted (priv rate) Season Ticket	11
Obtaining a Staff discounted (priv rate) Season/Flexi-Season Ticket	11
Refunds of staff discounted (priv rate) Season or Flexi-Season Tickets	12
Photo ID card for staff discounted (priv rate) Season Ticket or Flexi Season	12
FIP International Reduced Rate Card	13
International FIP Coupons	13
Loss & Replacement of Rail Staff Leisure Cards or Passes	13
Section 4: Joining, mobility within, and leaving the rail industry	15
Joining a Train Operating Company (TOC) or another eligible employer	15
Moving from one TOC to another TOC	15
Resignation, retirement, redundancy or dismissal	16
Section 5: Eligibility of family members	17
Facilities for a couple, both employed in the rail industry	17
Section 6: Travel on National Rail	18
Leisure Travel	18
Staff discounted (priv rate) tickets	18

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

Staff Travel Restrictions and complimentary refreshments	19
Class of Travel	20
Seat Reservations	21
How to buy a staff discounted (priv rate) ticket, and what to do if this is not possible	21
Travel to and from the Isle of Wight	22
Residential Travel (Commuting)	22
Sleeper Services	22
Caledonian Sleepers	22
Great Western Railway sleepers	25
Train delays and service disruption	25
Travel Irregularities	26
Complaints	27
Section 7: National Rail services in Great Britain	28
Section 8: Other undertakings in Great Britain	29
Rail	29
Eurostar	29
Grand Central	30
Heathrow Express	30
Hull Trains	30
London Tramlink	31
LUMO	31
West Coast Railway Company	31
Heritage Railways (generally not on the National Rail network)	32
Shipping	34
Stena Line Irish Services	34
Stena Line Harwich to Hook of Holland	36
Irish Ferries	36
Windermere Lake Cruises	37
Luton Airport	37
Luton DART	37
Section 9: Travel in London	38

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

National Rail Services in the Oyster area	38
<i>Section 10: Northern Ireland and the Republic of Ireland</i>	40
<i>Section 11: Foreign Undertakings (TOC staff only)</i>	41
European (FIP) Arrangements	41
Free Travel – FIP coupons	42
Reduced rate travel – FIP Cards	43
Booking reduced rate tickets or obtaining reservations for free travel	43

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

Section 1: Introduction

This is a guide to the National and International rail staff travel facilities granted to employees who joined rail employment on or after 1 April 1996 and their eligible dependents.

If you work for Network Rail and joined on or after 1 April 1996 you should refer to the [guide Rail Staff Travel Guide for holders of the RST Online Leisure Card](#).

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

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

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

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

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

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

- Rail Staff Travel Conditions of Issue and Use www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html
- 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.

You can get further information from Rail Staff Travel by emailing rst@raildeliverygroup.com

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

Section 2: Types of Travel and the concession available

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

Leisure Travel

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

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

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

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

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

Residential Travel (i.e. commuting)

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

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

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

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

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

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

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

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

Type of Travel	Concessions available	Notes
National: Residential Travel	Staff discounted (priv rate) 75% discount of full fare season ticket on National Rail services only.	Season ticket authority, for eligible travel, must be obtained from RST before purchase. No discount on zonal Travelcards retailed by TfL.

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

Duty Travel

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

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

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

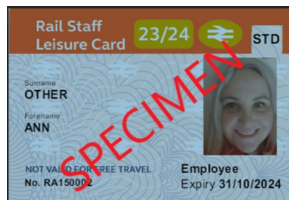
Section 3: Rail Staff Travel products

The Rail Staff Travel products available are:

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

Rail Staff Leisure Card

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



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

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

² Authority must be obtained from RST before each purchase at station.

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

Staff discounted (priv rate) Season Ticket

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

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

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

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

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

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

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

Flexi Seasons are not available for all rail journeys. This includes journeys entirely within the Scotrail network, the Transport for Wales network, the

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

MerseyRail travel area or the London Fare Zones Area. You can check whether your journey is in the London Fare Zones Area at:

www.nationalrail.co.uk/London_Rail_Tube_0519.pdf

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

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

Rail Staff Travel will process the refund for tickets purchased via RST Online or send the ticket to the appropriate department within the Train Operating Company to process the refund.

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

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

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

For employees who hold an RST Season Ticket Smartcard and have their Season Ticket loaded onto it, no further Photo ID is required. For those with a paper ticket, the valid form of Photo ID to support the staff discounted (priv rate) Season Ticket is the RST Photo ID.

To obtain a RST Photocard, please submit the **Employee RST Photocard ID (XX43)** form: www.raildeliverygroup.com/rst/forms.html#card

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



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

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

FIP International Reduced Rate Card

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

International FIP Coupons

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

Loss & Replacement of Rail Staff Leisure Cards or Passes

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

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

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

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

The replacement charges are published at www.raildeliverygroup.com/rst/useful-information.html

To request any replacement card or pass, please submit either:

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

on the Forms page at www.raildeliverygroup.com/rst/forms.html.

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

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

Joining a Train Operating Company (TOC) or another eligible employer

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

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

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

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

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

Moving from one TOC to another TOC

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

If between working for one TOC and another TOC you work for another employer, or you leave a TOC and are not joining another TOC, you must

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

return your Rail Staff Leisure Cards and FIP cards direct to RST. You need to cut each one into four, take a photo and email it to rst@raildeliverygroup.com

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

Resignation, retirement, redundancy or dismissal

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

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

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

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

Section 5: Eligibility of family members

Full information on the eligibility of family members is in a separate guide www.raildeliverygroup.com/rst/eligibility.html

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

Facilities for a couple, both employed in the rail industry

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

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

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

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

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

Section 6: Travel on National Rail

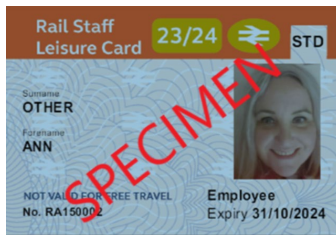
Leisure Travel

Staff discounted (priv rate) tickets

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

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

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



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

Ticket Type	Discount available on National Rail services
Anytime	75% off the public fare
Off-Peak	75% off the public fare. Travel is subject to the same time restrictions as the public ticket.
70 min flex fares	75% off the public fare on a specific price point. Only available through RST Online or at station ticket offices. Not available on-board trains.
Advance	None

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

Ticket Type	Discount available on National Rail services
Rovers and Rangers	75% off the public fare for most Rovers and Rangers. Some Rover and Rangers have no staff discount (priv rate) available.

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

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

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

Staff Travel Restrictions and complimentary refreshments

The use of staff discounted (priv rate) tickets and staff discounted (priv rate) Season Tickets is subject to **Staff Travel Restrictions** on rail services. These are updated at least twice per year.

www.raildeliverygroup.com/rst/where-can-i-go.html

It is the responsibility of the employee and their family member to ensure they do not travel in contravention of the Staff Travel Restrictions. It is not the responsibility of RST Online or any ticket office or ticket clerk to know whether or not the train you wish to travel on is subject to the Staff Travel Restrictions.

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

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

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

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

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

Class of Travel

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

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

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

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

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

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

Seat Reservations

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

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

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

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

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

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

Only if the ticket office is closed, and there is no local 'promise to pay' in use, can you buy a Priv-rate ticket on board a train. You must actively seek out staff on-board the train, have your fare ready and offer to pay it at the first available opportunity. By offering to pay there can be no question that you are trying to travel without paying.

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

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

Travel to and from the Isle of Wight

Staff discounted (priv-rate) tickets are not available on Wightlink, Red Funnel Ferries or Hovertravel to and from the Isle of Wight. Fares which include a through journey on any of these carriers are not available at priv-rate.

Residential Travel (Commuting)

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

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

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

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

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

Sleeper Services

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

Caledonian Sleepers

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

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

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

Please note that option 1 is usually cheaper. These fares are called **Classic Solo** or **Classic Twin** (for standard class Rail Staff Leisure Card holders) and **Club Solo** or **Club Twin** (for first class Rail Staff Leisure Card holders). The image below provides an example of how this appears in RST Online.

The screenshot shows the 'Fares' section of the RST Online interface. It features a grid of fare options with prices and class types. Below the grid, there are links for 'cheaper fares' and 'more expensive fares'. A specific fare is highlighted: 'Classic Solo' for £51.25, with origin 'Glasgow Central', destination 'London Euston', and date 'Mon 29 Jul 2024'. Below this, a button prompts the user to 'Please choose from Services below'. The 'Services' section shows a table with columns for Depart, Arrive, Changes, Duration, and Price. A message indicates '18 Trains unavailable for your selected fare' with a 'show' button. A single service is listed with a departure time of 23:40, arrival of 07:15, 0 changes, a duration of 7:35hrs, and a price of £51.25.

Fares		Fares		Fares		Fares	
£49.85	£51.25	£56.25	£56.25	£60			
Single	Single	1st Single	Single	Single	Single		
£62.50	£62.50	£67.50	£67.80	£68.55			
1st Single	Single	1st Single	1st Single	1st Single			

cheaper fares more expensive fares

Classic Solo £51.25
Origin: Glasgow Central
Destination: London Euston
Date: Mon 29 Jul 2024
Valid only on the Caledonian Sleeper service.

Please choose from Services below

Services					
Depart	Arrive	Changes	Duration	Price	
18 Trains unavailable for your selected fare show					
23:40	07:15	0	7:35hrs	£51.25	g/b

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

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

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

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

Generally staff discounted (priv rate) fares are available 90 days in advance of the travel date, but this might be reduced during periods where the sleeper is operating with reduced coaching stock.

There is no discounted travel in the overnight seated accommodation. Rail staff may use discounted travel in seated accommodation on daytime legs between Kingussie – Inverness, Edinburgh – Fort William and Fort William – Edinburgh. Reservations are mandatory but this can only be made up to 7 days before travel. This applies to all travel facilities including 75% discounted tickets, or season tickets.

Travelling with children on Caledonian Sleeper

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

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

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

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

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

Great Western Railway sleepers

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

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

The berth 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 or available at any National Rail station ticket office. ³

There are no discounts on the berth supplements for any category of customer (Child / Railcard / PRIV etc.). ⁴

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

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

Train delays and service disruption

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

³ Source: RST Ref: 90-035-122/D8721INC

⁴ Source: RST Ref: 90-003-003/D8250INC

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

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

Travel Irregularities

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

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

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

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

Any person who is found to:

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

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

Staff discounted (priv rate) leisure tickets purchased with a Rail Staff Leisure Card are not valid for business, trading, duty or residential use (commuting to work or travel to educational establishments) by either

Rail Staff Travel Guide for holders of the Rail Staff Leisure Card employees, partners or dependent children. Where such cases are detected they will be treated as a travel irregularity.

There is more information in the Travel Irregularities document www.raildeliverygroup.com/rst/where-can-i-go.html

Complaints

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

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

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

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

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

Section 7: National Rail services in Great Britain

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

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

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

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

Section 8: Other undertakings in Great Britain

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

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

Rail

Eurostar

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

FIP discounted fares are available once you have an FIP International Reduced Rate Card which should be carried with you on the journey.

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

Reservations on Eurostar services are compulsory. For prices and booking please see www.railedeliverygroup.com/rst/offers

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

There are also alternative agents, details can be found on our FAQs www.railedeliverygroup.com/rst/faqs.html#IntBook

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

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

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

Grand Central

Open access operator Grand Central accepts:

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

Heathrow Express

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

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

Hull Trains

Open access operator Hull Trains accepts:

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

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

London Tramlink

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

LUMO

Open access operator Lumo accepts:

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

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

West Coast Railway Company

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.

There is no staff discounted (priv rate) available on 1st class fares. ⁵

West Coast Railway Company booking details:

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

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

⁵ Source RST Ref: 90-035-421/D7976INC

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

Heritage Railways (generally not on the National Rail network)

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

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

Railway company	Notes
Avon Valley Railway	
Bala Lake Railway	
Bluebell Railway	
Bodmin & Wenford Railway	
Brecon Mountain Railway	
Bure Valley Railway	
Chinnor and Princes Risborough Railway ⁶	Half-price adult tickets only when you book at www.chinnorrailway.co.uk using the Offer Code TOC . Valid only on Standard Days, not on Gala Days, Dining Services, or Santa Specials. At the final Checkout, select the green REDEEM BUTTON for the discount to be applied.
Crich Tramway Museum	National Tramway Museum (2 for 1 offer)
East Lancashire Railway	Discounts on Standard Travel (Green / Blue / Orange Days) and steam/diesel galas can be booked online in advance or on the day. Discounts on some other special events (check with ELR before booking). customer.services@eastlancsrailway.co.uk ⁷

⁶ Source: RST Ref 90-035-031/D7661INC. This is a commercial offer provided through the goodwill of the CPRR rather than a reciprocal arrangement with RSTL.

⁷ Source: RST Ref:90-035-427/D8368INC

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

Railway company	Notes
Embsay Steam Railway	
Fairbourne Railway	
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.) Only bookable on the day of travel at an NYMR Booking Office and subject to availability. Priv-rate ticket does not include the annual pass offer.
Paignton & Dartmouth Steam Railway	
Plym Valley Railway	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	Staff discounted (priv rate) only on a RomneyRover and are not available for use on special event days (see - www.rhdr.org.uk)

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

Railway company	Notes
Severn Valley Railway	Staff discounted (priv rate) available only on Freedom of the Line tickets. No discount available on special event days.
Snowdon Mountain Railway	Staff discounted (priv rate) tickets are 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	

Shipping

Stena Line Irish Services

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

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

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

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

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

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

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

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

All Stena Line services are single class.

Vehicles

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

Port Taxes

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

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

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

Environmental Charge

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

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

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

More details are available on the Stena Line website here:

www.stenaline.co.uk/customer-service/booking/what-fees-dues-and-charges-apply-and-when

Other facilities

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

Stena Line booking details

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

Online: www.stenaline.co.uk for Cabins, Stena Plus and Meals.

Stena Line Harwich to Hook of Holland

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

Irish Ferries

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

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

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

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

Irish Ferries booking details

Telephone **08717 300 400**

Windermere Lake Cruises

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

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

Luton Airport

Luton DART

Privilege rate tickets may be purchased to Luton Airport which includes the transfer from Luton Airport Parkway to Luton Airport on Luton DART.

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

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

Section 9: Travel in London

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

National Rail Services in the Oyster area

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

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

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

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

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

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

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

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

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

Section 10: Northern Ireland and the Republic of Ireland

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

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

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

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

Section 11: Foreign Undertakings (TOC staff only)

European (FIP) Arrangements

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

FIP facilities are not available to non-cohabiting partners.

Employees of other organisations who receive a Rail Staff Leisure Card are not eligible for travel under the FIP arrangements. This is for TOC employees and family only.

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

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

Guidelines on travel in Europe can be found in the **Travel Tips for Europe** guide. www.raildeliverygroup.com/rst/where-can-i-go.html

General

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

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

On FIP carriers (except on Eurostar), it is usually possible to upgrade from 2nd Class to 1st Class where the difference in the public fare between 2nd and 1st class is paid for in advance. It is an offence for an employee holding

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

2nd class facilities to travel 1st class unless the difference in fare has been paid prior to travel.

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

Restrictions imposed by FIP carriers from time to time are on the Where Can I Go page www.raildeliverygroup.com/rst/where-can-i-go.html

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

Free Travel – FIP coupons

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

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

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

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

Coupons are issued as a batch for the journey requested.

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

All FIP carriers listed below grant unlimited reduced rate leisure travel for all FIP card holders.

The allocation of coupons available per carrier is shown in the Travel Tips for Europe guide.

Reduced rate travel – FIP Cards

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

Booking reduced rate tickets or obtaining reservations for free travel

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

W: www.bookmyrst.co.uk/

E: sales@bookmyrst.co.uk

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

- When using International Coupons for free travel on services but additionally requiring reservations or paying mandatory supplements, or using an FIP card for discounted journeys
- Eurostar Blue* London to Lille/Paris/Brussels/Amsterdam
- Lyria* TGV within France only
- Eurostar Red* between France, Belgium, the Netherlands and Germany

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

- AVE internal services within Spain ⁸
- RENFE within Spain and between Spain and Portugal
- DB/SNCF* from France to Germany

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

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

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

⁸ Special FIP Leisure Fares include travel ticket and reservation are payable by holders of International Coupon tickets and International Reduced Rate Cards.