

Rail Staff Travel Guide for holders of a Staff Travel Card



Rail Delivery Group



Rail Staff Travel is part of the Rail Delivery Group

Rail Staff Travel Guide for holders of the Staff Travel Card

Contents

Section 1: Introduction	6
Section 2: Types of Travel and the concession available	7
Leisure Travel	7
Residential Travel (i.e. commuting)	8
Duty Travel	10
Notes	10
Section 3 - Rail Staff Travel Products	11
Staff Travel Card	12
Photo ID card for Staff Travel Card	12
Help for those who have difficulty travelling	13
Residential passes and staff discounted (priv rate) season tickets	13
Obtaining a Residential pass or staff discounted (priv rate) season ticket/Flexi-Season Ticket	13
Refunds of staff discounted (priv rate) season or flexi-season tickets	14
Photo ID card for staff discounted (priv rate) Season Ticket	15
Status Passes	16
FIP International Reduced Rate Card	16
International FIP coupons	16
Loss & Replacement of Staff Travel Cards or Passes	16
Section 4: Mobility within, and leaving the rail industry	18
Mobility	18
Leavers	18

Rail Staff Travel Guide for holders of the Staff Travel Card

Returning to work after retirement/redundancy _____	19
Section 5: Eligibility of family members _____	20
Spouse/Partners and child dependants _____	20
Facilities for a couple, both employed in the rail industry _____	22
Section 6: Travel on National Rail _____	23
Active & Retired Staff and Dependants, Leisure Travel _____	23
Free Leisure Travel _____	23
Staff discounted (priv rate) tickets _____	24
Child flat fare when travelling with retired employees aged 60 or over ____	25
Staff Travel Restrictions and complimentary refreshments _____	26
Class of Travel _____	27
How to buy a staff discounted (priv rate) ticket, and what to do if this is not possible _____	28
Active Staff, Residential Travel (Commuting) _____	28
Other additional facilities for more senior Active and Retired Employees _____	29
Gold Status Passes _____	30
Silver Status Passes _____	31
Blue Status Passes _____	31
Blue Status Pass Regions _____	32
Sleeper Services _____	37
Caledonian Sleeper _____	37
Great Western Railway sleepers _____	39
Train delays and service disruption _____	40
Travel Irregularities _____	41
Complaints _____	42

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 7: National Rail services in Great Britain _____ **43**

Section 8. Other undertakings in Great Britain _____ **44**

Rail _____ **44**

Eurostar _____ 44

Grand Central _____ 45

Heathrow Express _____ 45

Hull Trains _____ 46

London Tramlink _____ 46

LUMO _____ 47

Tyne and Wear Metro _____ 47

West Coast Railway Company - The Jacobite _____ 48

Heritage Railways (generally not on the National Rail network) _____ 48

Shipping _____ **51**

P&O Ferries (Dover-Calais & Hull-Rotterdam) _____ 51

Stena Line Irish Services _____ 52

Stena Line Harwich to Hook of Holland _____ 54

Irish Ferries _____ 54

Caledonian MacBrayne _____ 55

Isle of Man Steam Packet Company _____ 56

Wightlink Services _____ 57

Windermere Lake Cruises _____ 58

Luton Airport _____ **58**

Luton DART _____ 58

Section 9: Travel in London _____ **60**

Transport for London's (TfL) Services _____ **60**

LUL and DLR Inter-available routes _____ 61

Residential Pass London Underground limitations _____ 63

How to use your facilities in London _____ **64**

Rail Staff Travel Guide for holders of the Staff Travel Card

London Underground staff discounted (priv rate) Season Tickets _____	65
National Rail Services in the Oyster area _____	66
<i>Section 10: Northern Ireland and the Republic of Ireland _____</i>	<i>67</i>
<i>Section 11: Foreign Undertakings _____</i>	<i>68</i>
European (FIP) Arrangements _____	68
Retired Employees and Widows _____	68
General _____	69
Free Travel _____	70
Free Travel for active staff _____	Error! Bookmark not defined.
Free travel for retired staff _____	Error! Bookmark not defined.
Reduced rate travel - FIP Cards _____	71
Booking reduced rate tickets or obtaining reservations for free travel _____	71
Non-European Arrangements _____	72
Staff, partners and dependant children _____	73
Active _____	73
Retired _____	73

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 1: Introduction

This is a guide to the National and International rail staff travel facilities granted to Active and Retired Safeguarded Employees who joined the rail industry on or before 31 March 1996 and their eligible dependents (including Widows and Widowers), and whose eligibility to facilities is defined in the ATOC Staff Travel Scheme.

TOC Employees who joined the rail industry after 31 March 1996 should refer to the guide *Rail Staff Travel Guide for holders of the Rail Staff Leisure Card*.

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

TOC or group concessions available through specific TOC 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.

If you are still employed by an organisation sold-off by British Rail before it was privatised in March 1996, the details in this guide may not apply to you in every respect. If you retired from the service of earlier privatised railway organisations (e.g. NFC, Travellers Fare, British Transport Hotels, BREL) you may have slightly different benefits.

You can get further information from Rail Staff Travel by e-mail at rst@raildeliverygroup.com

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 2: Types of Travel and the concession available

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

However, there are some services on which Staff Travel facilities are not valid. See the section on Staff Travel Restrictions later in this document.

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 involves trading or other remunerative activity).

The use of Status Passes, Staff Travel Card Boxes and staff discounted (priv rate) tickets for Leisure Travel is permitted.

Type of Travel	Concessions available	Notes
National: Leisure Travel	A Staff Travel card that includes some free journeys. (Quantity based on employment grade and length of service.) Staff discounted (priv rate) is a 75% discount on Anytime and Off Peak tickets.	Discounted rate (typically staff discounted (priv rate)) on many Rovers and Rangers.
International Leisure (discounted)	A FIP Card (International Reduced Rate Card) for an unlimited 50% discount.	CIE and NIR discount is 75% for active and retired staff. SNCB and SNCF discount is 75% for active staff only.

Rail Staff Travel Guide for holders of the Staff Travel Card

Type of Travel	Concessions available	Notes
International Leisure (free)	Limited free travel ¹ with one free coupon p.a. per carrier (a few carriers offer two p.a.) Some carriers do not allow coupons for partners, dependant children and/or retired Employees	A free coupon valid for 3 months gives 4 x 2-day periods for unlimited free travel. Stena BV coupons valid for 3 months give 2 journeys.
Other UK	Generally Staff discounted (priv rate), but there are differences by operator.	Leisure railways and ferries have their own offers and restrictions- see the relevant section for more information.
London (TfL)	Staff discounted (priv rate) (unless Staff Travel Card endorsed for National Rail only). Free travel on London Tramlink for Leisure travel without needing to date a box.	The Elizabeth Line and TfL Overground are part of National Rail. Safeguarded staff can also travel at Priv rate on Tube and DLR services (unless the Staff Travel Card is endorsed with 11 National Rail only).

Residential Travel (i.e. commuting)

This is classified as travelling from your permanent place of residence 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.

¹ Mandatory reservations, supplement charges or Global Fares may apply on High-Speed and long-distance journeys

Rail Staff Travel Guide for holders of the Staff Travel Card

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

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

Where dependant children attend an educational establishment on a full-time basis for school or advanced education and live away from the family home in term time accommodation, then travel between the term time accommodation and the school/university/college is considered residential travel. Occasional travel between the family home and the term time accommodation (i.e. at the start and end of term, at weekends or occasionally mid-week) is considered leisure travel.

Priv season tickets for Residential Travel are only for employees, and child dependants. They can only be purchased once Rail Staff Travel have authorised the application.

The use of Staff Travel Card boxes and single/return staff discounted (priv rate) tickets for Residential Travel is not permitted for employees, partners or child dependants.

The use of Status Passes for residential travel is only permitted where the Status Pass explicitly states that it can be used for residential travel and this is always for an active employee only.

Rail Staff Travel Guide for holders of the Staff Travel Card

Type of Travel	Concessions available	Notes
National: Residential Travel ²	Free travel for up to 40 or 8 miles (based on grade and work location). Priv-rate (75%) of full fare thereafter (season ticket) ³	Where the journey is longer than the free travel allowed, this will be offered as a discount off the season ticket price.

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 Status Passes, Staff Travel Card Boxes and Priv tickets for Duty Travel is not permitted for either employees, partners or child dependants.

Notes

Dependants generally receive the same leisure-only National benefits as the employee (not necessarily the same on international services).

There can be further differences to eligibility depending on grade, employer and/or length of service.

² Not available to Retired Employees (except in limited circumstances and never for travel to a workplace).

³ Authority must be obtained from RST before each purchase at station.

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 3 - Rail Staff Travel Products

The Rail Staff Travel products available to safeguarded staff are:

Product	For what	Supporting ID (see notes)
Staff Travel Card ⁴	Leisure (free & reduced rate)	Photocard
Residential Pass (Active)	Residential (free element)	None
Reduced Rate Season Ticket ⁵ (Active)	Residential (reduced rate element)	Photocard or RST Season Ticket Smartcard
Status Pass (Active)	Leisure & Residential (unlimited free)	None
Status Pass (Retired)	Leisure (unlimited free) only	None
International Reduced Rate Card	Leisure (reduced rate)	Passport
International Coupons	Leisure (free element)	Passport

⁴ A Staff Travel Card is not valid for the purchase of Reduced Rate Season Tickets

⁵ Authority must be obtained from RST before each purchase at station.

Rail Staff Travel Guide for holders of the Staff Travel Card

Staff Travel Card



Leisure travel is delivered via the **Staff Travel Card**. You can use it to purchase unlimited staff discounted (priv rate) tickets for leisure travel.

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

If you have an allocation of free travel, this is delivered through the date boxes on the Staff Travel Card. You must date a box in permanent pen before you travel. Each dated box is valid for that day and the following day.

Photo ID card for Staff Travel Card

Photo ID is a mandatory requirement for all active employees, their partner and child dependants aged 16 or over to support a Staff Travel Card.

A Photo ID is not required by any retired employee, or any of their dependants; or anyone aged 15 or under.

Valid forms of Photo ID to support the Staff Travel Card are:

- A TOC specific smartcard which contains your photograph, your forename and your surname, or;
- The RST Photo ID card obtainable from RSTL.

Rail Staff Travel Guide for holders of the Staff Travel Card

To obtain a RST Photo Identity card, please submit the **Employee RST Photocard ID (XX43)** form or the **Dependant RST Photocard ID (XX44)** form: www.raildeliverygroup.com/rst/forms.html#card

Help for those who have difficulty travelling

Where the active or retired employee is no longer able to travel on their own but would still like to travel, we may be able to offer help to allow you to travel on National Rail services with a companion.

The facility for travel with a companion is not currently available to partners, widows or widowers.

Residential passes and staff discounted (priv rate) season tickets

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

Obtaining a Residential pass or staff discounted (priv rate) season ticket/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 Residential Pass, this will be issued by Rail Staff Travel.

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:

Rail Staff Travel Guide for holders of the Staff Travel Card

- 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.

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.

Flexi Seasons are not available for all rail journeys. This includes journeys entirely within the Scotrail network, the Transport for Wales network, the 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](http://www.nationalrail.co.uk/London_Rail_Tube_0519.pdf)

Refunds of staff discounted (priv rate) season or flexi-season tickets

For tickets bought at stations, the 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

Rail Staff Travel Guide for holders of the Staff Travel Card

and a photo taken and emailed to Rail Staff Travel. You must also include an image of the ticket before you cut it up so all details can be viewed.

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

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

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

Photo ID is a mandatory requirement for all employees and child dependants (including those under age 16) to support the use of a 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.railedeliverygroup.com/rst/forms.html#card



Rail Staff Travel Guide for holders of the Staff Travel Card

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.

Status Passes

Status passes are issued by Rail Staff Travel based on employment criteria and their issue must be requested by an employer.

FIP International Reduced Rate Card

See the later section in 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 Staff Travel Cards or Passes

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

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

Rail Staff Travel Guide for holders of the Staff Travel Card

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 charge are published on the RST website at www.raildeliverygroup.com/rst/useful-information.html

.

The first time in a travel year that you request a replacement Staff Travel Card, the boxes are re-allocated on a pro-rata basis. This also applies to free replacements as a result of postal non-delivery. The pro-rata calculation will be explained when the loss is reported.

For a second replacement in the same travel year, no free travel is re-allocated, i.e. all the boxes will be crossed through and the replacement card will only allow privilege rate travel.

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

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

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

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 4: Mobility within, and leaving the rail industry

Mobility

For active employees, in some circumstances only, you can move between employers and retain rail staff travel benefits. Please be aware that just because a company works in the rail industry it does not mean that they can offer rail staff travel.

You should contact RST before you move to check if there will be any impact on your Rail Staff Travel facilities. Please note that when you start a new job, your eligibility to rail staff travel will be based on the grade and salary of the new job, so you may not be able to retain the same level of travel.

Please note that you can only have one set of national rail staff travel facilities.

Leavers

Your eligibility for continued rail staff travel facilities after you leave railway employment depends on your status when you were working, and the reason for leaving.

Generally speaking, though, for current Active staff the following holds true:

Redundancy:	Keep but dependant on your employer meeting their obligations to RST. ⁶
Retired:	Keep, provided also eligible immediately to take a rail pension and dependant on your employer meeting their obligations to RST.

⁶ This is the current rule. Eligibility on earlier redundancy will vary depending on when the redundancy took place.

Rail Staff Travel Guide for holders of the Staff Travel Card

Death in Service:	Keep (for family members already in receipt) and dependant on your employer meeting their obligations to RST.
Retired by Ill-Health:	Keep, provided also eligible immediately to take a rail pension and dependant on your employer meeting their obligations to RST.
Resigned:	Surrender permanently unless you transfer immediately to another Employer who is eligible to offer rail staff travel facilities to Safeguarded employees. If you join an eligible Employer at a later date you may be eligible but will need to provide proof of where you have been working. There can however be exceptions, owing to personal circumstances, so feel free to ask RST about your own situation in confidence, if you wish.
Dismissed:	Surrender permanently in all cases.

Returning to work after retirement/redundancy

For active employees, in some circumstances you can return to work in the rail industry and receive active travel benefits again. Please contact RST if you have any queries about this as it is dependent on who you work for.

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 5: Eligibility of family members

Spouse/Partners and child dependants

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

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

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. FIP cards are issued to children aged 4 and over on request, providing the employee holds an active FIP card.

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

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

Spouse/Partners and child dependants generally receive the same National leisure-only benefits as the Active or Retired Employee.

The Employee is responsible for the correct use of rail staff travel facilities by a spouse/partner and dependant children.

Rail Staff Travel Guide for holders of the Staff Travel Card

Divorce or separation from a spouse/partner

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

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

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

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

Children no longer dependant on the employee

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

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

More eligibility information

More specific details about individual circumstances, categories, variations and eligibility is available online and employees should check this, or

Rail Staff Travel Guide for holders of the Staff Travel Card

contact RST, if they are ever in doubt about eligibility of one of their children.

Conditions of Issue and Use

www.raildeliverygroup.com/rst/conditions-of-issue-and-use.html

Eligibility of Family Members

www.raildeliverygroup.com/rst/eligibility.html

Facilities for a couple, both employed in the rail industry

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

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

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

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

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 6: Travel on National Rail

Active & Retired Staff and Dependants, Leisure Travel

Free Leisure Travel

The Staff Travel Card delivers both free and discounted leisure travel. Both the free and discounted leisure travel is subject to the **Restrictions on Travel** as documented in section 2.

If you are eligible for a certain number of free journeys,⁷ these are shown by a series of boxes on your Staff Travel Card. Any boxes that are crossed out when the card is issued cannot be used for free travel.

The annual quota of free travel granted to full-time Active and Retired Employees for leisure purposes on National Rail is as follows:

Retired with less than 10 years' service at retirement:	10 boxes non-management 14 boxes for Management Grades (MS1 equivalent or above)
Retired with more than 10 years' service at retirement, or Active:	16 boxes non-management 20 boxes for Management Grades (MS1 equivalent or above)

The same quota of free travel is granted to eligible partners and dependant children.

⁷ Each dated box allows free travel on that day, and up to midnight on the following day. During this two day period, travel does not have to be continuous: any number of broken journeys may be undertaken. Travel is also permitted from 22h00 on the preceding day **if making an overnight (i.e. sleeper) journey.**

Rail Staff Travel Guide for holders of the Staff Travel Card

Before commencing a free journey, you must enter the day and month of the journey in permanent ink in the first (or next available) box (which is divided into two sections on the card marked as “DAY” and “MTH”).

Use Arabic numerals, with a zero in front of single digits i.e. 7 August should be written as:

07
08

Failure to use 2 digits in each box is a Travel Irregularity.

Alteration or overwriting of dates already inserted is not permitted – this includes writing a date in pencil then going over it with pen or erasing it and then re-entering it. This information is clearly printed on the card. Failure to comply will be treated as a Travel Irregularity.

Staff Travel Cards are valid for 15 months from 1 April to 30 June of the following year. New cards are sent out directly to home addresses towards the end of March each year. If you wish to use boxes from 1 April to 30 June, either the old or the new card can be used. Only the new card can be used from 1 July. On a card that is expiring on the 30 June you cannot date a box for 30 June and travel on 1 July.

Dated boxes for free travel on a Staff Travel Card must not be used for business, trading, duty or residential (commuting to work or travel to educational establishments).

Staff discounted (priv rate) tickets

You can also purchase staff discounted (priv rate) tickets on production of the Staff Travel Card.

Unless your Staff Travel Card is endorsed with 11, Priv-rate travel facilities are available also on London Underground services.

Rail Staff Travel Guide for holders of the Staff Travel 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 restrictions as the public ticket.
70 min flex fare	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
Rovers and Rangers	75% off the public fare for most Rovers and Rangers. Some Rover and Rangers have no discount available.

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

Child flat fare when travelling with retired employees aged 60 or over

Retired staff, spouses/partners of retired staff, widow(er)s of active or retired staff may purchase tickets for up to four children aged 5 to 15 who are travelling with them (Standard accommodation only) at the flat rate applicable - currently £4.00. These tickets can be obtained at National Rail station ticket offices on presentation of a retired Staff Travel Card and proof of age of the employee or spouse/partner, or via your RST Online account. (The discount cannot be obtained on presentation of a Blue, Silver or Gold Status Pass).

When travelling with children on flat fare tickets, the employee or spouse/partner must have their retired Staff Travel Card and suitable proof of age (to confirm you are aged 60 or over) with them at all times.

Rail Staff Travel Guide for holders of the Staff Travel Card

(The section on Sleeper services has more information on the applicability of this facility).

Staff Travel Restrictions and complimentary refreshments

The use of all Staff Travel Cards, passes, staff discounted (priv rate) tickets and staff discounted (priv rate) Season Tickets is subject to **Staff Travel Restrictions** on rail services. These are updated at least twice per year on the RST website. The restrictions may vary for active or retired employees. They are published on the RST website at 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.

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 complimentary 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.

Rail Staff Travel Guide for holders of the Staff Travel Card

Class of Travel

If you hold a STD class Staff Travel Card, then you may only buy Standard Class Priv rate tickets and travel in Standard Class.

Where a TOC offers Weekend First upgrades, Staff Travel 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 smartphone 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 Staff Travel Card, then you may buy either Standard or First Class staff discounted (priv rate) tickets. If you buy Standard Class staff discounted (priv rate) tickets, then you may only travel in Standard Class accommodation.

Seat Reservations

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

Rail Staff Travel Guide for holders of the Staff Travel Card

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

You can purchase tickets online through your RST Online account. If you need 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).

Active Staff, 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.

Rail Staff Travel Guide for holders of the Staff Travel Card

If your permanent work location is within the London and South East allowance area, you are granted up to 40 miles of free residential rail travel. If your permanent work location is outside that area, the allowance is for 8 miles of free residential rail travel. A Residential Pass between specific stations is issued for this purpose.

If your residential journey exceeds these limits, a Residential Pass cannot be issued. Instead, RST will authorise a Privilege Season Ticket at one quarter of the standard rate, less a further financial allowance for the relevant free travel element as mentioned above. The free travel element is not available on Flexi Season Tickets. For more information see section 'Obtaining a Residential pass or staff discounted (priv rate) season ticket.'

A Staff Travel Card cannot be used to buy a staff discounted (priv rate) Season Ticket or daily tickets for travel to work or school/college.

Residential Passes and Privilege Season Tickets may also be used for leisure travel on the route specified.

Retired Safeguarded Employees who are issued with retired rail staff travel cards/passes are **not** eligible for Residential Travel

Other additional facilities for more senior Active and Retired Employees

If you are classed at the former BR management grade of MS2 or MS3 you are eligible for an unlimited mileage Residential Pass (standard class) from your residential station to your permanent place of work, regardless of the mileage involved. Apply on Employee Residential Travel Form (XX01).

Rail Staff Travel Guide for holders of the Staff Travel Card

If your employer confirms with RST that you are management grade MS4 or above you may be granted unlimited First Class travel in the form of a Status Pass.

Even if you are eligible for 1st class travel by reason of grade and salary level, a Status Pass cannot be issued unless there is a spare one within an employer's quota.

Status passes issued to Active employees allow unlimited free leisure and residential (but not duty) travel, in 1st class, either across the network or on a regional basis only. There are 3 levels: Gold, Silver and Blue. The separate quotas of Gold and Silver Active passes allocated to each Scheme Employer (including TOCs) was set at privatisation and cannot be exceeded. Blue passes are the regional ones and may have been issued at 1st or STD class depending on qualification date. These are not quota-controlled, but no new employees can become eligible for them.

- Status Passes for Active Employees may be used for Leisure and Residential purposes.
- Status Passes for Retired Employees and Dependants of Active and Retired Employees may only use the Status Pass for Leisure and educational purposes.

The level of Active Status Pass held at retirement will normally be maintained for the Retired Status Pass. Photos for Status Passes can be uploaded online.

Gold Status Passes

Gold passes provide unlimited free leisure and residential (but not duty) travel on:

- National rail network
- Some inter-available TfL rail services

Rail Staff Travel Guide for holders of the Staff Travel Card

- Sleeping berths
- Selected Caledonian MacBrayne Clyde services (routes 13-15 only as outlined in the Caledonian MacBrayne section of this guide)

Gold Status Passes may be granted to:

- Active or Retired Employees graded EG4 or above,
- All eligible Dependants

Gold Status Passes are not valid for travel on Wightlink services. Where an employee entered service prior to 1 April 1985 and has a Staff Travel Card with endorsement NIL, 2 or 3, then it is the Staff Travel Card which provides travel facilities on Wightlink services.

Silver Status Passes

Silver passes provide unlimited free leisure and residential (but not duty) travel on:

- National rail network
- Some inter-available TfL rail services

Silver passes may be granted to:

- Active or Retired Employees graded MS4 or above.
- Spouses/partners, or widow(ers) or children of staff graded EG1

Silver Status Passes are not valid for travel on Wightlink services. Where an employee entered service prior to 1 April 1985 and has a Staff Travel Card with endorsement NIL, 2 or 3, then it is the Staff Travel Card which provides travel facilities on Wightlink services.

Blue Status Passes

Blue status passes provide unlimited free leisure and residential (but not duty) travel on:

Rail Staff Travel Guide for holders of the Staff Travel Card

- National rail services in the region for which the pass is issued and in the class shown
- Some inter-available TfL rail services in the region for which the pass is issued

Blue Status Passes must not be used as a gate pass in areas in which they are not valid for travel when travelling with other facilities such as dated Staff Travel Card boxes or staff discounted (priv rate) tickets.

Blue Status Passes are not valid for travel on Wightlink services. Where an employee entered service prior to 1 April 1985 and has a Staff Travel Card with endorsement NIL, 2 or 3, then it is the Staff Travel Card which provides travel facilities on Wightlink services.

Blue Status Pass Regions

As well as the availability detailed below, Blue status passes are valid on through services which operate from a station within their own Region, into a neighbouring Region and then back into their own Region, on condition that the holder does not alight at any point within the neighbouring Region in question.

Maps depicting availability are online at www.raildeliverygroup.com/rst/where-can-i-go.html

BP1 Eastern Region

Between all stations on the former Eastern and Anglia Regions and on Tyne and Wear Metro Services (unless specified otherwise). The boundary stations are:

BP1.1 With the former London Midland Region:

Carlisle, Skipton, Burnley Manchester Road (via Hebden Bridge only), Manchester (via Hebden Bridge, Marsden or Dore only), Chesterfield,

Rail Staff Travel Guide for holders of the Staff Travel Card

Nottingham (via Mansfield only), Newark Castle, Aslockton, Stamford, Crouch Hill, Wapping.

BP1.2 With the former Scottish Region:

Berwick-upon-Tweed, Carlisle.

Available also on the following LU services:

BP1.3 Metropolitan and District Lines:

- (i) Moorgate to Kings Cross.
- (ii) Tower Hill to Upminster, but not to alight/board between Tower Hill and Bow Road.

BP1.4 Northern Line:

Kings Cross to Mill Hill East or High Barnet via Archway, but not to alight/board between Kings Cross and Highgate.

BP1.5 Central Line:

Liverpool Street to Epping or Hainault, via Woodford or Newbury Park, but not to alight/board between Liverpool Street and Stratford.

BP1.5 Piccadilly Line:

Finsbury Park to Kings Cross but not for alighting/boarding in between.

BP1.6 Victoria Line:

Finsbury Park or Highbury & Islington to Kings Cross.

BP1.7 Docklands Light Railway:

Tower Gateway to Limehouse.

BP2 London Midland Region

Between all stations on the former London Midland Region. The boundary stations are:

Rail Staff Travel Guide for holders of the Staff Travel Card

BP2.1 With the former Eastern and Anglia Regions:

Carlisle, Skipton, Halifax (via Hebden Br only), Huddersfield (via Marsden only), Sheffield (via Dore only), Chesterfield, Worksop (via Mansfield only), Newark Castle, Aslockton, Stamford, Crouch Hill, Wapping.

BP2.2 With the former Scottish Region:

Carlisle.

BP2.3 With the former Western Region:

Craven Arms, Worcester (via Hartlebury or Barnt Green only), Banbury, Kensington Olympia.

BP2.4 With the former Southern Region:

Kensington Olympia, Farringdon, South Acton.

Available also on the former Southern Region between Gunnersbury and Richmond, and on Chiltern Line services if specified.

Available also on the following TfL LU services:

BP2.5 Metropolitan and District Lines:

- (i) Moorgate to Kings Cross.
- (ii) If endorsed for Chiltern availability available between Baker Street and Watford, Chesham or Amersham, but not to alight/board between Baker Street and Harrow-on-the-Hill.
- (iii) Earl's Court to Kensington Olympia.

BP2.6 Bakerloo Line:

Paddington to Harrow & Wealdstone.

BP3 Scottish Region

Rail Staff Travel Guide for holders of the Staff Travel Card

Between all stations on the former Scottish Region and on the Caledonian MacBrayne Ltd. Clyde Services listed in 7.1.2. (if specified). The boundary stations are:

BP3.1 With the former Eastern and Anglia Regions:

Berwick-upon-Tweed, Carlisle.

BP3.2 With the former London Midland Region:

Carlisle.

BP4 Southern Region

Between all stations on the former Southern Region. The boundary stations are:

BP4.1 With the former Western Region:

Reading, Westbury (via Warminster only), Yeovil Junction (via Sherborne only), Kensington Olympia, Dorchester West.

BP4.2 With the former London Midland Region:

Kensington Olympia, Farringdon, South Acton.

Available also on the following London Overground services:

BP4.3 To Dalston Junction (replacing the former Metropolitan & District LU services between Shoreditch and New Cross/New Cross Gate

Available also on the following TfL LU services:

BP4.4 Metropolitan and District Lines:

- (i) Putney Bridge to Wimbledon.
- (ii) Turnham Green to Richmond.

BP4.5 Waterloo and City Line:

Rail Staff Travel Guide for holders of the Staff Travel Card

Waterloo to Bank.

BP5 Western Region

Between all stations on the former Western Region. The boundary stations are:

BP5.1 With the former London Midland Region:

Craven Arms, Birmingham New Street (via Barnt Green / Hartlebury only), Banbury, Kensington Olympia.

BP5.2 With the former Southern Region:

Reading, Salisbury (via Warminster or Sherborne only), Kensington Olympia, Weymouth (via Dorchester West only).

Available also on the following TfL LU services:

BP5.3 Metropolitan, Hammersmith & City and District & Circle Lines:

- (i) Paddington to Notting Hill Gate - Circle Line, for through journeys between Paddington and East Acton or westwards but not to alight/board in between or at Notting Hill Gate.
- (ii) Paddington (Suburban) to Hammersmith (H&C).
- (iii) Earl's Court to Kensington Olympia.
- (iv) Baker Street to Watford, Chesham or Amersham, but not for alighting/boarding between Baker Street and Harrow-on-the-Hill.

BP5.4 Central Line:

Ealing Broadway or West Ruislip to White City and in the case of through journeys between East Acton or westwards and Paddington; also between White City and Notting Hill Gate, but not to alight/board between White City and Notting Hill Gate or at Notting Hill Gate.

Rail Staff Travel Guide for holders of the Staff Travel Card

Sleeper Services

Active and Retired Safeguarded Employees and their eligible spouse/partners and child dependants (including Widow/ers) are eligible for rail staff travel on Caledonian Sleeper and Great Western Railway Sleeper:

Caledonian Sleeper

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

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

Please note that option 1 is usually cheaper.

Due to limitations in the National Reservation System, if travelling using free facilities (Staff Travel Card dated box or status pass), then berth reservations cannot be made more than 90 days in advance.

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.

Rail Staff Travel Guide for holders of the Staff Travel Card

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

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

There is no free or discounted travel in the overnight seated accommodation. Rail staff may use either Free or discounted travel 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, season tickets or residential passes.

Caledonian Sleeper has agreed an easement on the 22:00 hrs time rule and will accept Staff Travel Cards which are dated for the date of arrival in destination, providing the customer has a room reservation for a journey which ends on the date entered on the Staff Travel Card.

Travelling with a Gold Status Pass

If you have a Gold Status Pass endorsed 'All Stations and in Sleeping Berths' this allows free travel on the Caledonian Sleeper and does not require payment of the room supplement. However, there are a limited number of places.

You can book this via your RST Online account, Guest Services on 0330 060 0500 or a National Rail station.

Travelling with children on Caledonian Sleeper

There are three options for travelling with children.

1. 75% discount off the public fare inclusive of travel and room accommodation on presentation of a Staff Travel Card (no need to date a box). You need to request a 'Solo Room with free child' ticket and the

Rail Staff Travel Guide for holders of the Staff Travel Card

child effectively travels for free. Reduced fares are subject to availability and can be purchased in advance from a National Rail station.

2. Adult date a box and child date a box (if they have facilities). You would then need to purchase a 'twin room supplement' to cover your accommodation. Room supplements can be booked online at www.sleeper.scot
3. Retired employees travelling with children who do not have rail staff travel facilities can date a box and purchase a child £4.00 Anytime or Off-Peak fare. You would then need to purchase a 'twin room supplement' to cover your accommodation. Room supplements can be booked online at www.sleeper.scot

Option one is usually the cheapest.

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

Great Western Railway sleepers

Great Western Railway 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, or;
- date a box on your Staff Travel Card and pay the sleeping berth supplement, or;
- hold a Western Region Blue Status Pass or Silver Status Pass and pay the sleeping berth supplement, or;

Rail Staff Travel Guide for holders of the Staff Travel Card

- hold a Gold Status Pass endorsed “All Stations and in Sleeping Berths” and book a free berth supplement at a GWR managed station ticket office or via RST Online.

Where the Night Riviera sleeper service departs before 22:00 hrs, GWR has agreed an easement on the 22:00 hrs time rule and will accept Staff Travel Cards which are dated for the following day, providing the customer has a berth reservation for a journey which ends on the date entered on the Staff Travel Card.⁸

Great Western Railway do offer the £4.00 flat fare for children travelling with retired Staff Travel Card holders aged 60+, but the £4.00 flat fare only applies to the travel ticket. Children must also pay the sleeper berth supplement.⁹

The berth supplement is £60 for a berth in a twin cabin, or £90 for a berth in a solo cabin. The twin cabin cannot be shared with a stranger, so if two pass holders are travelling, the price is £120. There are no discounts on the berth supplements for any category of customer (Child / Railcard / PRIV etc.).¹⁰

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

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

⁸ (Source RST Ref:90-011-032/D7602INC)

⁹ (Source: RST Ref: 90-003-003/D7581INC)

¹⁰ (Source: RST Ref: 90-003-003/D8250INC)

Rail Staff Travel Guide for holders of the Staff Travel Card

be dealt with no less favourably than the public insofar as the provision of alternative transport, overnight accommodation or compensation (based on actual fare paid if appropriate) is concerned.

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

Travel Irregularities

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

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

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

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

Any person who is found to:

- improperly use any Staff Travel Card, Status Pass, Residential Pass
- 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.

Dated Staff Travel Card boxes and staff discounted (priv rate) leisure tickets are not valid for business, trading, duty or residential use

Rail Staff Travel Guide for holders of the Staff Travel Card

(commuting to work or travel to educational establishments) by either active or retired employees, partners or dependant children. Where such cases are detected they will be treated as a travel irregularity.

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

Complaints

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

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 Staff Travel Card

Section 8. Other undertakings in Great Britain

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

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

Rail

Eurostar

There are two options for Safeguarded staff:

- The cheapest fares are available using a Staff Travel Card (unless it has endorsement 5, 6 or 11 when it is not valid for reduced rate travel on Eurostar). You do not have to date a box on your Staff Travel card.
- Other reduced fares are available using an FIP International Reduced Rate Card.

The FIP International Reduced Rate Card or Staff Travel Card used to purchase the ticket should be carried with you on the journey.

For prices and booking see www.raildeliverygroup.com/rst/offers

The Staff Travel Card is only recognised outside of Britain at Lille Europe and Paris Nord.¹¹

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.

¹¹ Eurostar staff should sell Safeguarded fares on presentation of the Staff Travel Card (STC). A STC for each person travelling on a Safeguarded fare must be presented. Eurostar will record each STC number against the booking..

Rail Staff Travel Guide for holders of the Staff Travel Card

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.raildeliverygroup.com/rst/fags.html#IntBook

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

You cannot upgrade from Standard Class to Standard Premier.

Grand Central

Open access operator Grand Central accepts travel with:

- Staff discounted (priv rate) tickets purchased with the Staff Travel Card.
- Staff discounted (priv rate) season tickets
- Free travel using dated Staff Travel Card boxes
- Free travel using the Eastern Region Blue Status Pass
- Free travel using a Silver Status Pass
- Free travel using a Gold Status Pass

Heathrow Express

Open access operator Heathrow Express accepts travel with:

- a Staff Travel Card with a dated box
- Staff discounted (priv rate) tickets purchased with the Staff Travel Card.
- a Gold Status Pass
- a Silver Status Pass
- a Western Region Blue Status Pass

Staff discounted (priv rate) tickets for leisure travel with a Staff Travel Card can be purchased at the ticket office at Paddington, or the ticket office at

Rail Staff Travel Guide for holders of the Staff Travel Card

Terminals 2 and 3, or at 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 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 Staff Travel Card.
- Staff discounted (priv rate) season tickets
- Free travel using dated Staff Travel Card boxes
- Free travel using the Eastern Region Blue Status Pass
- Free travel using a Silver Status Pass
- Free travel using a Gold Status Pass

London Tramlink

Unlimited free leisure travel for Staff Travel Card holders (no need to date a box – just show your Staff Travel Card).

Status Passes are not valid on London Tramlink.

Rail Staff Travel Guide for holders of the Staff Travel Card

LUMO

Open access operator Lumo accepts:

- Staff discounted (priv rate) tickets purchased with the Staff Travel Card.
- Staff discounted (priv rate) season tickets
- Free travel using dated Staff Travel Card boxes
- Free travel using the Eastern Region Blue Status Pass (between Morpeth and London Kings Cross only)
- Free travel using a Silver Status Pass or Gold Status Pass

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

Tyne and Wear Metro

Privilege rate tickets are only issued to employees who entered employment before 11 August 1980. The only exception is the Heworth to Sunderland service, which all Staff Travel Card holders can use, and for some Gold Status Pass holders free travel is granted.

This eligibility will be indicated on a Status Pass and/or Staff Travel Card. The valid Staff Travel Card endorsements are NIL, or 3. Staff Travel Cards with any other endorsements are not valid.

To obtain free travel, use your Status Pass or appropriately dated Staff Travel Card.

To purchase a discounted ticket, only **single** Privilege rate tickets are available and to obtain these, you should press the **child** fare button on ticket issuing machines. When travelling you must carry your Staff Travel Card or Status Pass to support the use of the staff discounted (priv rate) rate ticket.

Rail Staff Travel Guide for holders of the Staff Travel Card

On Tyne & Wear Metro's Heworth to Sunderland service the ticketing arrangements above apply but also include Active or Retired Employees who entered employment on or after 11 August 1980.

There is no arrangement with Nexus for any staff travel on the Shields Ferry.

If you cease to be eligible for Tyne & Wear Metro facilities on leaving the service, you cannot have these reinstated if you re-enter employment with an Eligible Employer unless there is no gap between leaving the first Eligible Employer and joining the second.

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. ¹²

West Coast Railway Company booking details:

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

First class public rate tickets. Website westcoastrailways.co.uk

Heritage Railways (generally not on the National Rail network)

¹² Source RST Ref: 90-035-421/D7976INC

Rail Staff Travel Guide for holders of the Staff Travel Card

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 Staff Travel Card. Status Passes and 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 ¹³	Half-price Adult tickets only when you book online at www.chinnorrailway.co.uk Offer Code TOC . Valid only on Standard Days. Not valid on Gala Days, Dining Services, or Santa Specials. At the final Checkout, press 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 other special events (check with ELR before booking). customer.services@eastlancsrailway.co.uk

¹³ This is a commercial offer provided through the goodwill of the CPRR rather than a reciprocal arrangement with Rail Staff Travel. RST Ref 90-035-031/D7661INC

Rail Staff Travel Guide for holders of the Staff Travel Card

Railway company	Notes
Embsay Steam 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	
North Norfolk Railway	
North Yorkshire Moors Railway	75% discount off standard fares on ordinary timetabled daily services (excluding pre-bookable services, Pullman Dining Trains and special events). Subject to availability and only bookable on the day of travel at an NYMR Booking Office. Priv-rate ticket excludes the annual pass.
Paignton & Dartmouth Steam Railway	
Plym Valley Railway	Not available on Christmas services
Ravenglass and Eskdale Railway	Staff discounted (priv rate) tickets issued only at Ravenglass Booking Office. Not available on Bank Holidays and subject to availability.
Romney, Hythe and Dymchurch Light Railway	Staff discounted (priv rate) tickets only on a RomneyRover and not available on special event days

Rail Staff Travel Guide for holders of the Staff Travel Card

Railway company	Notes
Severn Valley Railway	
Snowdon Mountain Railway	Staff discounted (priv rate) tickets 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	

Shipping

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

This arrangement with P&O Ferries will terminate as of 31 October 2024

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

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

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

Rail Staff Travel Guide for holders of the Staff Travel Card

Foot passengers can travel on one morning, one afternoon and one evening sailing per day only in each direction. The schedule varies depending on the time of year which is why 2 times are listed for most sailings.¹⁴

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

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

P&O Ferries booking details

- Web www.poferries.com/ATOC (when prompted for your Membership Number, enter the number of your current Staff Travel Card)
- Email: RTS.supportgroup@poferries.com
- Telephone: **01304 448 888**. Daily 07.30 until 21.00 (22.00 from Easter to September). Telephone bookings attract an additional charge of approximately £5.00, unless paying Port Tax tickets only.

Stena Line Irish Services

Staff Travel Cards (no need to date a box) issued to active and retired employees, partners and child dependants can be used on services for free foot passenger travel to the Republic of Ireland and Northern Ireland. All Stena Line services are single class.

A Port Tax ticket (for all passengers aged 4 or over) must be bought in advance and presented at the embarkation port.

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

¹⁴ Source RST Ref:90-035-017/D8452INC

Rail Staff Travel Guide for holders of the Staff Travel Card

Passengers must 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.

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

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

Vehicles

Fares are cheaper the earlier the booking is made. The 50% discount for conveyance of vehicles is on the flexi fare available at the time of booking.

Port Taxes

These are payable 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

Environmental Charge

Rail Staff Travel Guide for holders of the Staff Travel Card

All passengers and vehicles are subject to the Environmental Charge introduced by the International Maritime Organisation. Fees are payable for all single journeys. More details are available on the website here:

www.stenaline.co.uk/faqs/book-quote-online/what-is-the-environmental-charge

Stena Line booking details

Telephone: **03432 081801** for port tax 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

Services operate between Pembroke Dock and Rosslare, and between Holyhead and Dublin.

Active full time Safeguarded employees are granted free travel on two occasions a year for themselves and their eligible partners and child dependants. Apply to Rail Staff Travel at least 8 weeks in advance on Non-FIP Travel Request Form (XX09d) giving full details of the specific journeys (date and sailing time) required.

Active full time Safeguarded staff may also book unlimited Priv-rate journeys, as can retired employees, (and their eligible partners and child dependants) and Widow(er)s

Rail Staff Travel Guide for holders of the Staff Travel Card

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**

Caledonian MacBrayne

Caledonian MacBrayne routes

With the exception of Gold Status Pass holders, the facilities described below are available only to Employees who entered service prior to 1 January 1971.

This eligibility will be indicated on a Status Pass and/or Staff Travel Card.

1 Ullapool-Stornoway	7 Oban-Lochboisdale	13 Ardrossan-Brodick
2 Uig-Tarbert	8 Oban-Coll	14 Wemyss Bay-
3 Uig-Lochmaddy	9 Coll-Tiree	Rothesay
4 Mallaig-Armadale	10 Oban-Tiree	15 Gourrock-Dunoon
5 Oban-Craignure	11 Oban-Colonsay	
6 Oban-Castlebay	12 Kennacraig-Islay	

Gold Status Pass holders, irrespective of when they entered service, are eligible for free travel on Caledonian MacBrayne routes 13, 14 and 15. Gold Status Passes are not valid for free travel on Caledonian MacBrayne routes 1 – 12.

Reduced rate travel facilities are available on all routes listed above upon presentation of a valid undated Staff Travel Card at the booking offices.

Rail Staff Travel Guide for holders of the Staff Travel Card

Free travel facilities, obtained by use of a dated Staff Travel Card, are granted to all eligible active and retired staff on routes 13-15 only. For routes 13 and 14 you should collect a ticket at the Port Ticket Office before boarding. For route 15, obtain tickets on the ferry from a purser.

On routes 1–12 free travel twice per annum is granted to eligible Active full-time Employees, their spouses/partners and dependent children. Apply on Non-FIP Travel Request Form (XX09d) giving 10 days' notice. Individual tickets will be issued for specific journeys. However, you must obtain a Boarding Pass, either at the Port Ticket Office before boarding or onboard from the Purser.

On River Clyde services on routes 13-15:

- Gold Status Passes are valid
- Silver Status Passes are valid if endorsed with "Available also on specified Caledonian MacBrayne Clyde services"
- Blue Status Passes Scottish Region are valid if endorsed with "Available also on specified Caledonian MacBrayne Clyde services"

Isle of Man Steam Packet Company

Services operate between Heysham/Liverpool and Douglas; and between Douglas and Dublin/Belfast.

For Active Safeguarded employees only (i.e. no dependants) free travel is granted on two occasions per year. Apply on Isle of Man Steam Packet Application Form (XX16) giving at least 3 weeks' notice. Individual tickets are then issued for specific journeys. A port tax is payable locally on services leaving Douglas.

For dependants of Active Safeguarded employees, Retired safeguarded employees and their dependants, staff discounted (priv rate) tickets are

Rail Staff Travel Guide for holders of the Staff Travel Card

issued for return journeys only at the ordinary single fare valid three months for outward and return journeys.

Staff travel is for foot passengers only. There is no reduction for vehicles.

Isle of Man Steam Packet Company booking details

Free and discounted tickets are quota controlled. Advance booking is strongly recommended.

Telephone: 01624 661661 or in person at the Isle of Man Steam Packet Company office at the port of embarkation.

Wightlink Services

Travel facilities are available only to Employees who entered the service prior to 1 April 1985 on the services between Portsmouth Harbour and Ryde/Fishbourne; and between Lyminster and Yarmouth.

Reduced rate travel is available to all eligible Active and Retired Employees and their Dependents upon presentation of a valid undated Staff Travel Card.

Free travel can be obtained by use of a dated Staff Travel Card (but **not** a Status Pass).

Residential travel is also granted to Employees. For this purpose, the shipping company will accept Residential Passes as long as these are endorsed "via Wightlink services" if part of a through journey, or specifically (e.g. Portsmouth Harbour to Ryde) if that is the extent of the residential journey sought.

Rail Staff Travel Guide for holders of the Staff Travel Card

Eligible employees are granted a 50% reduction on the standard vehicle and driver tariff which applies on both routes to single, day return and return tickets, although this is not available for commercial vehicles, caravans or trailers. All other passengers in the vehicle can travel free or at staff discounted (priv rate) (if eligible) or at the appropriate full fare. Tickets cannot be pre-booked and can only be purchased on the day of travel.

There are no restrictions on foot passenger services. Concessionary vehicle arrangements are not offered during the peak summer holiday period (roughly mid-July to late August) on Saturdays on sailings departing between 07.35 and 19.50 hours.

Wightlink booking details

Telephone: 0333 999 7333.

Windermere Lake Cruises

Unlimited free travel is granted to all Staff Travel Card holders, including spouses/partners and child dependants.

Before boarding, a Boarding Pass must be obtained by producing a valid Staff Travel Card (no need to date a box) at the Company's booking offices at Ambleside, Bowness or Lakeside.

Luton Airport

Luton DART

Free staff travel facilities (Status passes and Staff Travel Card dated boxes) are not valid on Luton DART.

Rail Staff Travel Guide for holders of the Staff Travel Card

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

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 9: Travel in London

Transport for London's (TfL) Services

If your Staff Travel Card has a printed endorsement of 11 on the face of the card you are not eligible for any free or privilege rate travel on London Underground and Docklands Light Railway (LUL/DLR) services.

If your Staff Travel card does not have a printed endorsement of 11 on the face of the card, you can use your Staff Travel Card for priv rate travel on London Underground and DLR services. You can also use it with a dated box for free travel on the Inter-available routes as described below.

Retired employees and partners and child dependants are not eligible for free or priv rate residential travel on London Underground or DLR services.

Widow(ers) receive the same benefits as the employee.

Using an Oyster card is cheaper than buying paper tickets, so TfL facilities are described in Oyster terms that are used and understood by TfL staff.

Break of journey is not allowed on London Underground journeys -. a broken journey counts as two separate ones.

London Overground and the Elizabeth Line are part of the national rail network so a dated Staf Travel Card can be used for free travel.

On London Underground and DLR Inter-available routes only

Level of benefit	How obtained
Leisure: limited free travel	Staff Travel Card (dated) unless it has endorsement 11.

Rail Staff Travel Guide for holders of the Staff Travel Card

Level of benefit	How obtained
Leisure: unlimited free travel	Gold Status Pass Silver Status Pass Blue Status Pass if region specified
Residential: limited free travel	Residential Pass Zonal Privilege Season Ticket
Residential: unlimited free travel	Gold Status Pass Silver Status Pass Blue Status Pass if region specified

On all London Underground and DLR services

Level of benefit	How obtained
Leisure: unlimited privilege rate travel	Priv All Rail or Priv All Rail N discount set on Oyster, or paper ticket purchased at NR stations only
Residential: unlimited priv rate travel	A staff discounted (priv rate) zonal Season Ticket or Priv rate pay as you go on Oyster
Leisure & Residential: Unlimited free travel	Oyster Status Pass for eligible employees.

LUL and DLR Inter-available routes

The “inter-available routes” (i.e. those where both National Rail and TfL trains used to operate) are between the following points and at intermediate stations unless otherwise stated:

Metropolitan, Hammersmith & City and District & Circle Lines:

- (i) Moorgate to Kings Cross;

Rail Staff Travel Guide for holders of the Staff Travel Card

- (ii) Baker Street¹⁵ to Watford, Chesham or Amersham, but not for alighting/boarding between Baker Street and Harrow-on-the-Hill;
- (iii) Paddington to Notting Hill Gate - Circle Line, for through journeys between Paddington and East Acton or westwards but not for alighting/boarding in between or at Notting Hill Gate;
- (iv) Paddington (Suburban) to Hammersmith (H&C);
- (v) Tower Hill to Upminster (except at Aldgate East);
- (vi) Putney Bridge to Wimbledon;
- (vii) Turnham Green to Richmond;
- (viii) Earl's Court to Kensington (Olympia)

Northern Line:

Moorgate to Mill Hill East or High Barnet via Archway, but not for alighting/boarding between Kings Cross and Highgate, except at Kentish Town

Central Line:

- (i) Liverpool Street to Epping or Hainault, via Woodford or Newbury Park.
- (ii) Ealing Broadway or West Ruislip to White City and in the case of through journeys between East Acton or westwards and Paddington; also between White City and Notting Hill Gate, but not for alighting/boarding between White City and Notting Hill Gate or at Notting Hill Gate

Bakerloo Line:

Paddington to Harrow & Wealdstone

Jubilee Line:

Stratford to Canning Town

¹⁵ Gold Status Passes additionally valid from Euston Square

Rail Staff Travel Guide for holders of the Staff Travel Card

Piccadilly Line:

Finsbury Park to Kings Cross but not for alighting/boarding in between

Victoria Line:

Finsbury Park or Highbury & Islington to Kings Cross

Waterloo and City:

Waterloo to Bank

Docklands Light Railway:

Tower Gateway to Limehouse

Residential Pass London Underground limitations

Residential Passes (made out with appropriate availability) for active staff only are also valid on the above lines with the exception of:

Hammersmith & City Line:

Valid only between Paddington (Suburban) and Westbourne Park and not valid at Royal Oak.

District Line

Valid between Tower Hill and Upminster but not for alighting/boarding between Tower Hill and Bow Road, except at Aldgate East when shown on the pass.

Northern Line

Not valid between Moorgate and Kings Cross or at Kentish Town

Central Line

Not valid at Bethnal Green or Mile End or between Ealing Broadway and North Acton

Rail Staff Travel Guide for holders of the Staff Travel Card

How to use your facilities in London

The reciprocal exchange of travel facilities with Transport for London (TfL) allows holders of Staff Travel Cards to purchase tickets for leisure travel on London Underground (LUL) and Docklands Light Railway (DLR) services at priv rate.

The easiest and cheapest way to travel in London is to have the appropriate Priv All Rail discount set on a registered Oyster card. The applicable priv rate Oyster fare for the London Underground, DLR or National Rail services where Oyster pay as you go is accepted, will be deducted as you travel. If you do not touch in and out at either end of your journey the maximum Oyster fare will be taken and you may be liable for a penalty fare or prosecution.

Your Oyster Card with the Priv All Rail discount may be used on TfL bus services. However, the bus journey will be at the public adult fare.

To get the Priv All Rail discount set on an Oyster card, submit TfL Privilege Oyster Application Form (XX19). Once authorised by RST, take it together with your Staff Travel Card and registered Oyster card to a London Underground station, where a member of staff in the booking hall will set the priv rate discount on your Oyster card. If your Oyster card isn't registered you can do this by creating a TfL online account at oyster.tfl.gov.uk/oyster. With this account, you can see your journey history, correct a maximum fare and top up your pay as you go credit online.

The Priv All Rail discount expiry date will match that on your Staff Travel Card. When you get a new Staff Travel Card, take it to a London Underground station and get the Priv All Rail discount updated on your Oyster card. You do not need to contact Rail Staff Travel each year, unless you do not get the discount set before the expiry date of the Staff Travel Card.

Rail Staff Travel Guide for holders of the Staff Travel Card

If you don't update your Priv discount and it expires you will be charged the full pay as you go fare instead of a staff discounted (priv rate) fare.

You can still buy single staff discounted (priv rate) rate tickets for travel on London Underground services at National Rail stations, although these fares will be more expensive than Oyster pay as you go fares. If you're buying a ticket for travel between two stations across Zone 1, for example, you should ask for a London Terminals to Zone U12* London ticket.

You cannot buy paper tickets for travel on the DLR.

London Underground staff discounted (priv rate) Season Tickets

London Underground only issue staff discounted (priv rate) Season Tickets on Oyster. Before you can buy a Privilege rate season ticket, you will need to get the 'Priv All Rail' discount set on your registered Oyster card. If your Oyster card isn't registered you can do this by creating a TfL online account at oyster.tfl.gov.uk/oyster.

Applications for Privilege Season Tickets should be made by completing Employee Residential Travel form (XX01) or Dependant Season Ticket Form (XX31) from the RST website www.raildeliverygroup.com/rst and submitted to RST. Once approved, RST will send you the authorised Privilege Season Ticket form. You will then be able to buy your zonal Privilege Season Ticket from ticket machines at London Underground stations. **These cannot be bought via RST online.**

To buy a staff discounted (priv rate) Season ticket, the expiry date of the All Rail discount must be after the expiry date of your Privilege Season ticket.

If the staff discounted (priv rate) Season ticket expires after the 'Priv All Rail' discount expiry date on your Oyster card, then you will need a member of LU staff to extend the expiry date of your 'Priv All Rail' discount to the end

Rail Staff Travel Guide for holders of the Staff Travel Card

date of your Season Ticket before you can buy the staff discounted (priv rate) rate season ticket.

If you make a journey after the expiry date of the staff discounted (priv rate) Season Ticket on your Oyster card, you will be charged either the full public Oyster fare (if the accompanying privilege discount entitlement has also expired) or staff discounted (priv rate) Oyster fare (if the privilege discount entitlement is still valid). If you travel beyond the zones of your Privilege Season Ticket, a privilege zonal excess fare will be charged. The fare will be deducted from the pay as you go credit on the card. If there is insufficient money on the card, it will not open the gates and you will need to add money to clear the negative balance before you next travel.

National Rail Services in the Oyster area

You can use a dated box on your Staff Travel Card, or a Status Pass for free travel on National Rail services.

If you want to use your Staff Travel Card to travel at Priv rate you can either buy a paper ticket or use an Oyster card. Getting the 'Priv All Rail' discount set on your registered Oyster card as mentioned in the section above will also allow you priv rate travel on Elizabeth Line, the London Overground and TOCs within the Oyster pay as you go area.

This is for leisure journeys only and cannot be used for residential travel.

On services operated by Tramlink which is owned by TfL, showing an undated Staff Travel Card allows free leisure travel.

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 10: Northern Ireland and the Republic of Ireland

You can use your Staff Travel Card to buy staff discounted (priv rate) tickets for rail travel in Northern Ireland and the Republic of Ireland.

FIP coupons can be used for free travel. See '**Travel Tips in Europe**' for more information.

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

Rail Staff Travel Guide for holders of the Staff Travel Card

Section 11: Foreign Undertakings

European (FIP) Arrangements

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 getting the best out of travel in Europe can be found in the **Travel Tips for Europe** guide on the RST website.

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

Retired Employees and Widows

To qualify for reduced rate or free FIP rail travel, you must still be eligible to receive National leisure rail staff travel facilities on the National Rail network and must also have been:

If retired before 1 January 1982	At least 55 years old when retiring; or, Below 55 years of age and taking ill-health retirement or redundancy but having completed 20 years' continuous service
If retired after 1 January 1982	Eligible for FIP facilities for at least 10 years of active service; or, Prematurely retired as a result of an accident at work, but eligible for FIP facilities at that point

On retirement there are two further opportunities to obtain FIP coupons.

Rail Staff Travel Guide for holders of the Staff Travel Card

- From the date of your retirement, you have 9 months to apply for any coupons not already issued from your last annual allocation. Each coupon issued must be used within 3 months.
- From the date of your retirement, you have 45 months to apply for one additional free coupon on each FIP undertaking which was a member whilst you were an active employee. Each coupon issued must be used within 3 months.

Many carriers do not offer free travel to retired employees. There is a separate table later in this document showing the facilities available to retired employees.

Different qualifying criteria apply to Widow(ers). Please contact RST. More detailed information is available in our 'Travel Tips for Europe' guide.

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 FIP 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 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.

Rail Staff Travel Guide for holders of the Staff Travel Card

Restrictions are imposed by FIP carriers from time to time and details are circulated and can be found in 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 Active employees and on some carriers to Retired Employees, and also to spouse/partners and child dependants (see table below for details).

FIP International Free Coupons that are issued must be in the same name as your passport and you must have this with you when traveling.

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

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

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

Coupons are issued as a batch for the journey requested. An FIP regulation states that if a coupon has been part-used on a carrier adjoining or

Rail Staff Travel Guide for holders of the Staff Travel Card

bordering the country of issue, it may not be used again for any further journeys on this carrier after the return journey has been made to the country of issue. The definition of the carrier adjoining or bordering Britain is StL (Stena Line – North Sea) and SLL (Stena Line – Irish Sea).

Part-used coupons for non-adjoining countries may therefore still be used up. Unused coupons may still be used for another journey as long as the overall period of validity has not been exceeded.

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

The allocation of coupons available per year for each 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

Rail Staff Travel Guide for holders of the Staff Travel Card

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* London to Lille/Paris/Brussels/Amsterdam
- Lyria* TGV services between France and Switzerland
- Thalys* services (operated by THI Factory) between France, Belgium, the Netherlands and Germany
- AVE** internal services within Spain
- TALGO* services within Spain and between Spain and Portugal
- RENFE services within Spain and between Spain and Portugal
- DB/SNCF* services between Paris and cities in Germany

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

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

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

Non-European Arrangements

Some non-European administrations offer travel facilities to Active and Retired Staff and dependants provided they have not taken up permanent residence in the country for which travel facilities are required.

Rail Staff Travel Guide for holders of the Staff Travel Card

Unless otherwise stated, dependants usually comprise spouses and children.¹⁶ These facilities are not granted to widow(ers) and their dependent children.

Reduced rate tickets are usually only available from ticket offices in advance of travel and not normally on-board trains. All administrations offer the ½ rate reduction off the full public fare unless otherwise stated. Reductions may not apply to other discounted ticket types. Apply a minimum of ten weeks before travel using Non-FIP Travel Request form XX09d on the RST website at www.raildeliverygroup.com/rst/forms.html

RST cannot guarantee that a letter of introduction will result in any concessions. This should be borne in mind when booking your trip.

Country – Railway	Staff, partners and dependant children	
	Active	Retired
America – Amtrak ¹⁷	½ rate ¹⁸	None

¹⁶ RST will issue facilities for all dependants. However, specific carriers may not accept unmarried spouses, or those of the same sex.

¹⁷ A valid passport must be presented to purchase tickets and reservations, and also on board for ticket inspection. Reservations must be made at least 24 hours before the scheduled departure time at an open Amtrak ticket office or calling 800-872-7245. Reduced rate fares are not available on *Acela Express* services, *Thruway* services in the 7000-8000 series or *Thruway* services in Oregon. (RST Ref: 90-083-001/D7530INC). Persons eligible for reduced-rate fares are not entitled to refunds for the fare difference if they book as revenue passengers rather than using the Reduced-Rate Travel Authorisation Card.

¹⁸ Spouses/partners (same sex and opposite sex) may travel with eligible employees. Dependant children aged 19 – 23 must be verified full time students to travel with the employee at discounted rates. (RST Ref: 90-083-001/D7529INC).

Rail Staff Travel Guide for holders of the Staff Travel Card

Country – Railway	Staff, partners and dependant children	
	Active	Retired
Australia – New South Wales Railways only ¹⁹	½ rate	½ rate

The method of delivering the concession on these Non-European undertakings varies and may be a pass, a ticket or a Letter of Introduction, and in most cases full journey details should be supplied.

¹⁹ *NSW TrainLink*. Discounted fares not available in the Sydney metro area (bounded by Dungog, Scone, Lithgow, Wollongong and Goulburn). (RST Ref: 90-084-001/D6913INC). Domestic partners are accepted irrespective of marital status or gender (RST Ref: 90-081-001/D7583INC). Dependant children under 21 years old only.