

Free and privilege rate staff travel restrictions on National Rail services

Sunday 10 December 2023 – Saturday 1 June 2024

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Purpose

The purpose of this document is to provide information on travel restrictions for staff using free and privilege rate travel on National Rail services.

1 Scope

This document applies to all employees who are eligible for free and privilege rate travel, as described on [Employee eligibility](#) on Working at TfL. These restrictions apply from Sunday 10 December 2023 to Saturday 1 June 2024.

2 Information

Note: The contents of this document are subject to change by the Train Operating Companies at any time. For more information please contact the applicable service.

Train operators may control passenger numbers through mandatory reservations or other quota control mechanisms. These controls vary by operator and apply to those using Rail Staff Travel facilities. Check with each operator before you start your journey.

Restrictions apply to the use of both leisure and residential travel facilities unless otherwise stated.

As required by the National Rail Conditions of Travel section 6 (with the exception that privilege tickets are not available from ticket vending machines), you must buy your privilege tickets in advance before boarding the train. If you don't you will be charged the STD single fare for the journey or a penalty fare if appropriate. Where the facility to purchase a staff discounted(priv rate) ticket does not exist at the station where you start your journey, you should actively seek to obtain a ticket at the first



available opportunity, either on the train or from gate-line staff, or the next available ticket office.

When you intend to purchase a staff discounted (priv rate) ticket and start your journey from a station within a Penalty Fare area, and no ticket facilities are available, a permit to travel must be obtained before boarding the train where these are available.

If you have STD class rail staff travel facilities you can only purchase tickets for travel in STD class. The only exception to this is if the TOC offers weekend First class upgrades and they are purchased on the day on board the train. Some TOCs do not allow upgrades using Seatfrog. Any exceptions are indicated in this document.

If you have First class rail facilities, you can purchase tickets for either STD or First class travel.

Only a limited number of reservations may be available for staff travel on sleeper services and this can sometimes be reduced if demand is high.

Reservations are not permitted for staff discounted (priv rate) ticket or free travel on some TOC services, except where the service requires mandatory reservation. Please refer to specific pages for further details.

When travelling using your staff travel facilities, priority should be given to fare-paying passengers. Whenever possible, cardholders should travel on lightly loaded trains. If a train is crowded, cardholders should allow fare-paying passengers to take seats.

Active staff and dependants must vacate seats on request in first class accommodation where fare paying passengers are standing.

Retired staff and dependants may be asked vacate their seat in First class accommodation but they do not have to.

Travel in business class is generally not allowed, see specific TOC pages for further information.

Trains shown in the passenger timetable with U or S stops cannot be used for either alighting or joining at the stations designated.

Leisure railways may not accept rail staff travel facilities on special services or event days.

If travelling in First class, you should check for restrictions on accepting complimentary refreshments. Although catering staff may offer you food and drink, you can only accept what is permitted in this document. If you do not, then you are at risk of committing a travel irregularity.

3 Codes used in 'facilities barred' and 'exceptions' columns.

Facilities barred



- A.** All first class National Rail free and privilege travel facilities (including privilege season tickets).
- B.** All first class National Rail free travel facilities.
- C.** All first class National Rail privilege travel facilities (including privilege season tickets).
- D.** All first class National Rail free and privilege travel facilities (including privilege season tickets) in first class accommodation (may be used in STD accommodation).
- E.** All STD National Rail free and privilege travel facilities (including privilege season tickets).
- F.** All STD National Rail free travel facilities.
- G.** All STD National Rail privilege travel facilities (including privilege season tickets).

Exceptions

- X.** Gold Status Passes
- Y.** Silver Status Passes.
- Z.** Blue Status Pass

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STD standard class travel

Days

- M** Monday
- T** Tuesday
- W** Wednesday
- TH** Thursday
- F** Friday
- Sa** Saturday
- SU** Sunday



4 Avanti West Coast

Please note the restrictions that apply to all operators' services detailed above, in addition to the information below.

Lounge access

Holders of National Rail and Avanti West Coast First Class staff travel facilities may use the First Class lounge facilities.

The Avanti West Coast website has further information regarding First Class lounge facilities and opening times.

Reservations on Avanti West Coast

There are multiple ways to reserve a seat on Avanti West Coast services:

- Avanti West Coast ticket offices
- Avanti West Coast Customer Resolutions Centre
- Avanti West Coast Social Media Team (X, Facebook and Instagram)

Customers without reservations should find an available unreserved seat or present themselves to the Train Manager who will assist in finding a suitable seat.

Catering on Avanti West Coast

First class travel facilities holders may partake of complimentary tea, coffee and soft drinks on West Coast services.

Retired & other TOC First Class Pass & Status Pass holders may partake of complimentary non-alcoholic beverages, but not food.

Staff pass holders may purchase a catering voucher at £8.00 per person from the Onboard Shop (please check with the Service Manager in First Class before purchase to ensure there is sufficient food available). This can be presented to the Service Manager in First Class for the full First Class menu offering for the train you are travelling on, excluding alcoholic drinks.

The catering voucher can only be used on the train on which it was purchased. The First Class menu is not available in Standard Premium accommodation.

Standard Premium accommodation

Standard Premium accommodation is currently only available on Avanti West Coast Pendolino services as an advanced purchase ticket, or as an on-board upgrade.

Standard Premium is not available for discounted purchase by holders of any Staff Travel facilities.



First Class accommodation remains available to holders of First Class staff travel facilities. Holders of First Class staff travel facilities are welcome to sit in Standard Premium if First Class is busy. Reservations can be made at the ticket office before travel.

5 C2C

The only restrictions that apply are those applicable to all operator services detailed above.

6 Caledonian Sleeper

Please note the restrictions that apply to all operator services detailed above in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Caledonian Sleeper services. For all other card holders, Caledonian Sleeper does not have any service specific restrictions.

Travel in a sleeper berth

Safeguarded staff using a Staff Travel Card dated box or a Status Pass should note that the number of free places is limited per service. Once this free allocation is exhausted staff may still purchase 75% discounted tickets.

All bookings on Caledonian Sleeper using Staff Travel facilities can only be made 12 weeks before the train operates.

Holders of STD Class facilities can only travel in Classic accommodation. Holders of First Class facilities can travel in either Club or Classic accommodation.

There is no free or discounted travel in the Caledonian Double

There is no free or discounted travel in the overnight seated accommodation.

Staff Travel facilities may be used on daytime legs between:

- Kingussie – Inverness
- Edinburgh – Fort William
- 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.



7 Chiltern Railways

Please note the restrictions that apply to all operator services detailed above in addition to the information below.

The Business Zone accommodation on selected services is not First Class accommodation, but an additional facility available to all staff travel facilities holders upon payment of the full public supplement.

8 CrossCountry

Please note the restrictions that apply to all operator services detailed above in addition to the information below.

CrossCountry services on which a staff travel restriction applies

The following services are consistently extremely busy between the points indicated, and so travel in these sections of the service is not allowed

Barred Services on Monday to Thursday					
Train	From	To	Days	Facilities	Exceptions
07:52	Sheffield	Birmingham New St	M-Th	F	
08:03	Tamworth	Birmingham New St	M-Th	F	
10:15	Southampton Central	Birmingham New St	M-Th	F	
10:54	Exeter St Davids	Stoke-on-Trent	M-Th	F	
11:04	Stoke-on-Trent	Leamington Spa	M-Th	F	
11:15	Southampton Central	Wolverhampton	M-Th	F	
13:04	Stoke-on-Trent	Leamington Spa	M-Th	F	
15:03	Birmingham New St	Darlington	M-Th	F	
16:30	Birmingham New St	Derby	M-Th	F	
16:30	Coventry	Stoke-on-Trent	M-Th	F	
16:49	Birmingham New St	Derby	M-F	F	
17:30	Birmingham New St	Derby	M-F	F	
17:44	York	Cheltenham Spa	M-Th	F	
18:03	Birmingham New St	Derby	M-Th	F	
Barred services on Fridays					
Train	From	To	Days	Facilities	Exceptions
10:15	Southampton Central	Manchester Piccadilly	F	F	
10:15	Cheltenham Spa	Newcastle	F	F	
10:16	Reading	Stoke-on-Trent	F	F	
10:25	Manchester Piccadilly	Bournemouth	F	F	
10:27	Plymouth	Leeds	F	F	
10:41	Dawlish	Manchester	F	F	

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		Piccadilly			
10:52	Durham	Plymouth	F	F	
11:05	Darlington	Reading	F	F	
11:15	Southampton Central	Manchester Piccadilly	F	F	
11:25	Manchester Piccadilly	Southampton Central	F	F	
11:41	Derby	Birmingham New St	F	F	
12:15	Southampton Central	Stoke-on-Trent	F	F	
12:27	Exeter St Davids	Newcastle	F	F	
12:36	Newcastle	Banbury	F	F	
13:39	Wolverhampton	Southampton Central	F	F	
13:44	York	Plymouth			
14:27	Exeter St Davids	Bristol Temple Meads	F	F	
14:31	Winchester	Stoke-on-Trent	F	F	
14:39	Wolverhampton	Southampton Central	F	F	
16:02	Tamworth	Newport (S. Wales)	F	F	
16:03	Birmingham New St	Southampton Central	F	F	
16:14	Reading	Stoke-on-Trent	F	F	
16:30	Birmingham New St	Cheltenham Spa	F	B	A, X
16:32	Winchester	Manchester Piccadilly	F	F	
16:40	Newcastle	Bristol Parkway	F	F	
16:49	Birmingham New St	Derby	M-F	F	
17:00	Bristol Temple Meads	Wolverhampton	F	F	
17:00	Cambridge	Leicester	F	F	
17:15	Southampton Central	Manchester Piccadilly	F	F	
17:25	Manchester Piccadilly	Leamington Spa	F	F	
17:27	Exeter St Davids	Derby	F	F	
17:30	Birmingham New St	Derby	M-F	F	
18:03	Birmingham New St	Reading	F	F	
18:12	Oxford	York	F	F	
18:44	York	Derby	F	F	
18:49	Birmingham New St	Derby	F	F	

Barred Services on Saturdays					
Train	From	To	Days	Facilities	Exceptions
08:15	Reading	Manchester Piccadilly	Sa	F	
08:48	Tamworth	Birmingham New St	Sa	F	
08:49	Gloucester	Nottingham	Sa	F	
09:03	Birmingham New St	Newcastle	Sa	F	
09:03	Manchester Piccadilly	Wolverhampton	Sa	F	
09:15	Reading	Manchester Piccadilly	Sa	F	
09:15	Southampton Central	Manchester Piccadilly	Sa	F	
09:15	Cheltenham Spa	Leeds	Sa	F	
09:35	Newcastle	Edinburgh	Sa	F	

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09:44	York	Exeter St Davids	Sa	F	
09:48	Wolverhampton	Manchester Piccadilly	Sa	F	
09:58	Doncaster	Birmingham New St	Sa	F	
10:15	Southampton Central	Birmingham New St	Sa	F	
10:27	Exeter St Davids	Newcastle	Sa	F	
10:30	Birmingham New St	Manchester Piccadilly	Sa	F	
10:45	Nuneaton	Birmingham New St	Sa	F	
10:53	Exeter St Davids	Birmingham New St	Sa	F	
11:15	Southampton Central	Stoke-on-Trent	Sa	F	
11:27	Exeter St Davids	Cheltenham Spa	Sa	F	
11:30	Coventry	Birmingham New St	Sa	B	A, X
12:05	Chesterfield	York	Sa	F	
12:10	Derby	Birmingham New St	Sa	F	
12:13	Newport (S.Wales)	Cardiff Central	Sa	F	
12:45	Nuneaton	Birmingham New St	Sa	F	
15:45	Bristol Temple Meads	Exeter St Davids	Sa	F	
17:22	Birmingham New St	Leicester	Sa	F	
17:45	Bristol Temple Meads	Plymouth	Sa	F	
18:03	Manchester Piccadilly	Birmingham New St	Sa	F	
18:03	Birmingham New St	Derby	Sa	F	
19:03	Manchester Piccadilly	Birmingham New St	Sa	F	
19:25	Manchester Piccadilly	Reading	Sa	F	
19:49	Birmingham New St	Derby	Sa	F	
20:00	Cardiff Central	Gloucester	Sa	F	
20:49	Birmingham New St	Derby	Sa	F	
22:49	Birmingham New St	Derby	Sa	F	

Barred services on Sundays					
Train	From	To	Days	Facilities	Exceptions
10:31	Bristol Temple Meads	Newcastle	Su	F	
10:36	Stockport	Birmingham New St	Su	F	
11:31	Winchester	Manchester Piccadilly	Su	F	
11:52	Taunton	Durham	Su	F	
12:06	Leeds	Newcastle	Su	F	
12:11	Leeds	Derby	Su	F	
12:25	Weston-Super-Mare	Manchester Piccadilly	Su	F	
13:03	Manchester Piccadilly	Bristol Temple Meads	Su	F	
14:03	Birmingham New St	Reading	Su	F	
14:31	Derby	Bristol Parkway	Su	F	
14:33	Stockport	Winchester	Su	F	
15:03	Birmingham New St	Reading	Su	F	
15:03	Birmingham New St	Wakefield Westgate	Su	F	

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17:14	Reading	Stockport	Su	F	
18:55	Banbury	Reading	Su	F	
19:03	Birmingham New St	Reading	Su	F	

Reservations on CrossCountry services

CrossCountry strongly advise that you book in advance and reserve a seat on a specific train.

To reserve a seat before the day of departure, either:

- make a reservation when purchasing a ticket at a ticket office, or through RST Online or
- call CrossCountry Customer Relations on 03447 369 123 choosing option 3 (Monday to Friday 08.00 to 20.00, or Saturday and Sunday 08.00 to 16.00) or
- email: customer.relations@crosscountrytrains.co.uk

Should a reservation not be possible, where available Coaches B & F on Voyagers, Coach B on Turbostars will be left unreserved.

For reservations on the day, use the CrossCountry Ten Minute Reservation service. See www.crosscountrytrains.co.uk/tickets/ten-minute-reservations

Catering on CrossCountry services

Acceptance of alcohol or complimentary food is not permitted on any CrossCountry service.

Active and retired staff with First Class travel facilities may partake of complimentary tea, coffee and soft drinks **except** on the following routes where Turbostar rolling stock operate and catering is provided by an external supplier.

Services between:

- Cardiff, Gloucester, Birmingham and Nottingham
- Birmingham, Leicester, Peterborough and Stansted Airport.

9 East Midlands Railway

Please note the restrictions that apply to ALL operator services detailed above in addition to the information below.

On special non-timetabled loco-hauled services that EMR may operate from time to time, rail staff travel facilities will not be valid.

Reservations on EMR

Reservations are available on EMR Intercity services (Sheffield/Nottingham – London).

EMR Connect (Corby – London), Liverpool – Norwich and Nottingham – Skegness services will only take bookings with non-assigned seats. All other EMR routes are non-reservable.



Active First Class pass holders and their dependants may not book seats in advance. This restriction does not apply to retired staff and their dependants.

Catering on East Midlands Railway

First Class travel facility holders are welcome to accept complimentary tea, coffee and mineral water.

Fruit juice, breakfast items, sandwiches or snacks may be purchased on payment of £4.00 per person per journey to the First Class Host.

Snacks and other items are also available to purchase from the on-train trolley.

10 Gatwick Express

The only restrictions that apply are those applicable to ALL operators' services detailed above.

11 Grand Central

The only restrictions that apply are those applicable to ALL operators' services detailed above.

Discounted tickets bought with the RST Online Leisure Card are not valid on Grand Central services.

12 Greater Anglia

Please note the restrictions that apply to all operator services detailed above in addition to the information below.

Reservations on Greater Anglia

Active staff and dependants must not make First or STD seat reservations on any service booked to arrive in London before 10.00, or to depart London between 16.00 and 19.00 (inclusive) on Mondays to Fridays.

This restriction does not apply to retired staff and dependants.

Catering on Greater Anglia

On trains with a café bar service, rail industry colleagues can obtain a discount on selected catering items on presentation of a valid staff travel pass.

The complimentary refreshments served in First Class or from the café bar on InterCity services are not available to staff travel holders regardless of the level of facilities held.



13 Great Northern

The only restrictions that apply are those applicable to all operators' services detailed above.

14 Great Western Railway

Please note the restrictions that apply to all operators' services detailed above.

Great Western Services on which a staff travel restriction applies

On these GWR/West Somerset joint operated services, Staff Travel facilities are not valid.

Train	From	To	Days	Facilities	Exceptions	Applies
06:59	Didcot Parkway	Paddington	T-Th	E	Nil	Maidenhead to Paddington
07:17	Didcot Parkway	Paddington	T-Th	E	Nil	Maidenhead to Paddington
07:44	Didcot Parkway	Paddington	T-Th	E	Nil	Maidenhead to Paddington
19:02	Paddington	Bristol Temple Meads	Th, F	A,E	Nil	Paddington - Chippenham
19:33	Paddington	Worcester Shrub Hill	Th, F	E	Nil	Paddington - Kemble
12:03	Paddington	Penzance	Th	E	Nil	Paddington - Plymouth
11:03	Paddington	Plymouth	F	E	Nil	Paddington – Exeter St Davids
12:03	Paddington	Penzance	F	E	Nil	Paddington – Bodmin Parkway
10:30	Paddington	Exeter St Davids	S	E	Nil	Paddington - Bath
10:30	Paddington	Weston-Spuer-Mare	Su	E	Nil	Paddington – Bath
10:54	Cheltenham Spa	Paddington	Su	E	Nil	Swindon – Paddington
11:00	Bristol Temple Meads	Paddington	Su	E	Nil	Bath Spa - Paddington

Lounge access

Holders of National Rail and GWR First Class staff travel facilities may use the First Class lounge facilities where they are available.

At busy times, those using free or discounted staff travel facilities should avoid or vacate the Lounge to allow space for fare-paying customers.



Reservations for Residential and Leisure Travel on GWR

A seat reservation is recommended if travelling on long-distance services operated by InterCity Express Trains (IETs).

Catering on Great Western Railway

First class free pass facilities holders may partake of complimentary tea, coffee, hot chocolate, water and biscuits on Great Western Railway services.

However, regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary food items, fruit juice, fizzy or alcoholic drinks is not permitted. First Class Hosts are able to take payment for these items using card payment. Cash payments are not accepted.

16 Heathrow Express

Please note the restrictions that apply to all operator's services detailed above, in addition to the information below.

Business First accommodation is not available to any holders of Staff Travel facilities.

17 Hull Trains

Please note the restrictions that apply to all operators' services detailed above, in addition to the information below.

Hull Trains services on which a staff travel restriction applies

Train	From	To	Days	Facilities	Exceptions	Notes
06.05	Beverley	Kings Cross	M- Th	A, E	Nil	if travelling to Retford, Grantham or London Kings Cross only.

Reservations on Hull Trains

Reservations are not possible for staff, except when a service is subject to mandatory reservations. Standard class pass holders should board the train using Carriage A. All seats in Carriage A will be un-reservable.

First Class pass holders should use any seats marked available.

Catering on Hull Trains

Holders of First Class staff passes may partake of complimentary tea, coffee, water and biscuits/light snacks as available. However, acceptance of any other food or drink is not permitted unless a catering voucher has been purchased on board that train from the Train Manager; the receipt for this should be retained and shown to the First Class host.

Vouchers purchased on one train are not valid for use on another, and are not refundable. In all cases, priority of stock will be given to full fare paying customers, and the provision of food and drink to holders of staff passes and Priv discounted tickets is not guaranteed for shorter journeys, although every effort will be made to serve all passengers.

Staff and their dependents who have purchased PRIV discounted First Class fares, or a Weekend First upgrade, are entitled to partake of the full catering offer without the need to purchase the voucher.

18 London North Eastern Railway – LNER

Please note the restrictions that apply to all operators' services detailed above in addition to the information below.

General Restrictions

You can make First Class reservations if you hold 1st Class Rail Staff Travel facilities however seats are subject to availability.

Passengers are asked to sit in their assigned seat according to their reservation.

If you are travelling on a connecting service and miss your booked LNER service, it is highly recommended that you reserve a seat on the next available service before boarding..

Duty and Residential Travel on LNER services

Seat reservations are highly recommended. Should a reservation not be possible it is likely that the train is fully booked, however staff can board the train and head towards **Coach C** where there may still be some nonreservable capacity.

A number of seats in **Coach C** will be non-reservable (indicated by green lights) on all LNER services for the Summer timetable.

We ask that staff use their judgement and if trains appear to be near capacity either through loadings or direct observation that staff should catch the next available service.

Free Rail Staff leisure facilities on LNER services

A seat reservation is highly recommended for those using Free Rail Staff Travel leisure facilities.

Travel in First Class accommodation is permitted according to the holder's pass type and eligibility.

Priv rate Rail Staff leisure facilities on LNER services

A seat reservation is highly recommended for those using Priv rate Rail Staff Travel leisure facilities, this includes leisure travel on Priv rate seasons.

How to make reservations on LNER services

There are four options to reserve a seat:

- Online at www.lner.co.uk/reserve. You will need to create an LNER account to do this. Once you have selected your train, you will need to enter "Staff" into the box which requests ticket number.
- LNER Mobile app
- Station Travel Centres and Ticket Offices
- LNER Customer Solutions Centre
- Rst Online (for safeguarded staff)

If you make a reservation and then will not be travelling you should cancel your reservation to ensure availability for another customer. This is an easy process to do if the reservation was made via the LNER app or online at www.lner.co.uk.

Catering on LNER services

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice, biscuits and snacks. Catering vouchers can also be purchased for £5.00 from the Café Bar which will enable passengers to partake of the full LNER catering offer.

Regardless of the type of First Class free staff travel facilities held, acceptance of complimentary food, fizzy or alcoholic drinks is not permitted unless a catering voucher has been purchased in advance from the Café Bar. In all cases, the voucher should be handed to the member of the onboard crew before ordering or accepting food and drink. Vouchers are only valid for the services on which they were purchased.

For passengers travelling using First Class LNER leisure boxes, the complimentary food offer is also available, however fare paying passengers should be prioritised. This offer does not include alcoholic drinks unless a catering voucher has been purchased in advance from the Café Bar. In all cases the voucher should be handed to the member of the on-board crew before ordering or accepting food or drink. Vouchers are only valid for the service on which they were purchased.

Passengers who have purchased Priv/FIP Privilege First Class fares or the LNER Weekend First Upgrade products are entitled to partake of the full catering offer without the need to purchase a catering voucher.

19 London Northwestern Railway

Please note the restrictions that apply to all operators' services detailed above in addition to the information below.



20 Lumo

The only restrictions that apply are those applicable to ALL operators' services detailed above.

21 Merseyrail

The only restrictions that apply are those applicable to ALL operators' services detailed above.

22 Northern

Please note the restrictions that apply to ALL operators' services detailed above in addition to the information below.

You must purchase a ticket before boarding. If this is not possible then you need to obtain a 'promise to pay' ticket for the journey you intend to take from the TVM (Ticket Vending Machine) if one is available at the station. The member of staff on the train, or at your destination, will then exchange this and sell you a priv rate ticket.

23 ScotRail

Please note the restrictions that apply to ALL operators' services detailed above in addition to the information below.

Reservations on Scotrail services

Active staff and dependants must not make First Class seat reservations on Mondays to Fridays except when a service is subject to mandatory reservations. Please make use of any unreserved seats, unless they are required by fare paying customers. This restriction does not apply to retired staff and their dependants.

24 Southeastern

The only restrictions that apply are those applicable to all operators' services detailed above.

25 Southern

The only restrictions that apply are those applicable to all operators' services detailed above.

26 South Western Railway

The only restrictions that apply are those applicable to all operators' services detailed above.

27 Stanstead Express

The only restrictions that apply are those applicable to all operators' services detailed above.



28 Thameslink

The only restrictions that apply are those applicable to all operators' services detailed above.

29 Trans Pennine Express

Please note the restrictions that apply to all operators' services detailed above, in addition to the information below.

Reservations on TransPennine Express services

First Class seat reservations for active staff and dependants are not permitted except when a service is subject to mandatory reservations. This restriction does not apply to retired staff and their dependants.

Catering on TransPennine Express services

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice and biscuits. There is no entitlement to alcoholic drinks and other food served on board.

30 Transport for Wales

Please note the restrictions that apply to all operators' services detailed above, in addition to the information below.

Capacity on Transport for Wales services

For information on how busy Transport for Wales services are, please visit the **Capacity Checker** tool [tfwrail.wales/planning-ahead/capacity-checker](https://www.tfwrail.wales/planning-ahead/capacity-checker) which provides typical use of our services in 30-minute windows.

Reservations on Transport for Wales services

Business Class seat reservations for active and retired staff are not permitted except when a service is subject to mandatory reservations

Catering on Transport for Wales services

Meals can be purchased on the day of travel from on-board staff (where facilities exist).

Where seats are available, holders of STD Class travel facilities may travel in First Class accommodation upon payment of the relevant upgrade for the journey being made. Meals can be purchased on the day of travel from on-board staff (Where facilities exist).

31 West Midlands Trains

The only restrictions that apply are those applicable to all operators' services detailed above.

32 Stena Line

There are no specific restrictions for Stena services, although rail staff travel facilities may be unavailable during peak times. Services must be booked in advance and you should always contact the operator before the date of your intended trip.

Reservations are compulsory on all sailings.

Anyone wishing to travel should telephone Stena Line in advance on 0343 208 1801 to make a booking. Please note that bookings cannot be made at the port on the day of departure.

33 Wightlink – Isle of Wight Services

Travel facilities are available only to staff who entered the service prior to 1 April 1985.

There are no specific restrictions for Wightlink, although rail staff travel facilities may not be available during this time.

Please check with the operator before the date of your intended trip.

