



Staff Travel Restrictions

These restrictions apply to free and privilege travel (including Privilege Season Tickets) on ATOC (National Rail) and Stena Line.

This information is valid from:

Please note that the contents of these pages are subject to change by the Train Operating Companies at any time. For more information please contact the applicable service.

STAFF TRAVEL RESTRICTIONS.

This is your guide to the restrictions on the use of free and privilege staff travel facilities. Please bear the following notes in mind when planning your journey as these will assist you in getting the best out of your concessions.

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

Buy your privilege tickets in advance before boarding the train. Failure to do so will mean you will be charged the standard single fare for the journey or a penalty fare as appropriate. Where the facility to purchase a privilege ticket does not exist at your commencing station, you should actively seek to obtain a ticket at the first available opportunity, either on the train or from gateline staff.

If you wish to use a sleeper service book as early as possible. Only a limited number of reservations may be available for staff travel on each service and this can sometimes be reduced if demand is high.

Introduction.

These are the restrictions in force on the use of free and staff leisure and residential discounted (priv rate) staff travel facilities for the timetable period outlined on the cover.

Please also refer to the Rail Staff Travel guides online for detailed information about rail staff travel facilities.

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

These restrictions remain in force as outlined in this document until a subsequent version is published on the Rail Staff Travel website.

The staff travel restrictions may be updated as the national or local travel situation evolves or timetables change.

Holders of Rail Staff Travel facilities must ensure they check for the latest version of these Staff Travel restrictions before attempting any journey using their facilities.

Codes Used in this Document.

Facilities codes

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

A	All Lines Passes
X	Gold Status Passes
Y	Silver Status Passes
Z	Blue Status Passes

Restrictions on all services.

Introduction.

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.

Information for holders of Staff Travel Cards or Rail Staff Leisure Cards.

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 staff discounted (priv rate) 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.

General – upgrades.

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

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

General – seat and berth reservations.

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) or free travel on some TOC services, except where the service requires a mandatory reservation. Please refer to the 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 it is expected that when boarding a train all staff travel facilities holders should stand back to allow fare-paying passengers to obtain seats first.

Active Staff and dependants must vacate seats on request where fare paying passengers are standing.

Retired Staff and dependants may be asked to vacate their seat, but they do not have to.

General.

Travel in Business Class is generally not allowed; see specific TOC pages for further information.

Trains shown in the passenger timetable with U (pick up only) stops cannot be used for alighting and those with S (set down only) stops cannot be used for joining at the stations designated.

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 booklet. If you do not, then you are at risk of committing a Travel Irregularity.

Avanti West Coast.

Please note the restrictions that apply to all operators' services detailed on pages 3 and 4 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 Social Media Team (X, Facebook, Instagram)
- Avanti West Coast Customer Resolutions Centre
- RST Online

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 Avanti West Coast services:

1. Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 1L, or ID Cards endorsed 1U are entitled to complimentary non-alcoholic beverages and food for leisure travel (subject to availability, with priority of food for paying customers first)
2. Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 2L, or ID Cards endorsed 2U are entitled to complimentary non-alcoholic beverages and food, for leisure Weekend Travel Only travel (subject to availability, with the priority of food being used for paying customers first)
3. Retired & other TOC First Class Pass & Status Pass holders may partake of complimentary non-alcoholic beverages, but not food.

For category 3 detailed above, travel facilities 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 advance purchase ticket, upgrade via Seatfrog 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.

Seatfrog upgrades on Avanti West Coast.

First Class and Standard Premium Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. First Class upgrades, specifically, entitles the holder to partake in the full complimentary service without having to purchase a catering voucher from the onboard shop.

Please note, there is no entitlement for any discount from Seatfrog upgrades.

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The only restrictions that apply are those applicable to all operators' services detailed above on pages 3 & 4.

Caledonian Sleeper.

Please note the restrictions that apply to all operators' services detailed on pages 3 to 4 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. This advance booking horizon may be reduced during periods of service disruption.

Due to the nature of Caledonian Sleeper, there is a finite number of rooms available. In the event of service disruption where the number of rooms operating is reduced, those already booked may be asked to move to alternate services / dates. This is a general policy which applies to all ticket holders and not specific to those using Staff Travel facilities.

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.

Travel in seated accommodation.

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.

Seatfrog upgrades on Caledonian Sleeper.

Seatfrog upgrades are not allowed for those with rail staff travel facilities.

Chiltern Railways.

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 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.

CrossCountry.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 above in addition to the information below.

Reservations on CrossCountry services.

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

To reserve a seat, 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 for the in-house team (Monday to Friday 08.00 to 20.00, or Saturday and Sunday 08.00 to 16.00), or
- e-mail: customer.relations@crosscountrytrains.co.uk or
- contact our Social Media team on twitter @crosscountryuk

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

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.

Seatfrog upgrades on CrossCountry services.

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. Travel facilities holders who have a Seatfrog upgrade are entitled to partake of the full complimentary catering offer.

East Midlands Railway.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 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 EMR.

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.

Seatfrog upgrades on EMR services.

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. This includes a selection of complimentary food, tasty snacks and refreshments served at your table. Available Monday to Saturday only.

Gatwick Express.

The only restrictions that apply are those applicable to all operators' services detailed above on pages 3 & 4.

Grand Central.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 above, in addition to the information below.

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

Seatfrog upgrades on Grand Central services.

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Catering on Grand Central services.

First Class pass holders may partake of hot drinks, water and light snacks provided as part of the First Class complimentary offer (subject to availability).

All other retail products are available to purchase either via the QR code or at the buffet car.

Those with Seatfrog upgrades and Priv First Class ticket holders may always make use of the at seat service.

Greater Anglia.

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 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.

Seatfrog upgrades on Greater Anglia services.

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities.

Great Northern.

The only restrictions that apply are those applicable to all operators' services detailed above on pages 3 to 4.

Great Western Railway.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 above, in addition to the information below.

Capacity on GWR services.

A number of GWR services are very busy, and those using free or discounted staff travel facilities of any kind should avoid travelling on those services, wherever possible.

As a general guide the following services are expected to be busy during the currency of the Winter timetable:

- 'Commuter' services that call in London/major cities before 0900 on Tuesdays-Thursdays
- Services leaving London Paddington between 1900 and 2000 on Thursdays and Fridays
- Services between London and Devon/Cornwall between 1030 and 1430 on Thursdays and Fridays
- Services on local routes arriving into Bristol or Exeter late morning on Saturdays
- Long-distance services arriving departing London Paddington between 1100 and 1230 at weekends

Lounge access.

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

Access to Lounges for all customers (including facilities holders) is subject to capacity and admission is at the sole discretion of the Lounge Host.

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

First class free pass facilities holders may avail themselves of complimentary tea, coffee, water, juice, and biscuits provided in the lounge. Complimentary items are subject to availability, and priority must be given to fare-paying passengers.

Regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary catering items provided in the lounge (including sandwiches, hot food, chilled food, alcoholic drinks) is not permitted.

Travel facilities holders who have Priv/FIP discounted First Class tickets, a Seatfrog upgrade, or who have purchased an onboard upgrade, are entitled to partake of the full complimentary lounge catering offer.

Seatfrog onboard upgrades on GWR services.

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. Those travelling using staff facilities may also purchase on board first class upgrades where these are made available. Staff who have purchased an upgrade are entitled to enjoy the full onboard first class offer.

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). Reservations are subject to availability, and facility holders should note that holding a reservation does not remove their obligation to vacate seats for fare-paying customers as per the general restrictions.

Catering on GWR.

First class free pass facilities holders may accept tea, coffee, water, juice and biscuits on Great Western Railway services. Complimentary items are subject to availability, and priority must be given to fare-paying passengers. Onboard Customer Hosts retain ultimate discretion over which items (if any) may be offered to holders of free travel facilities.

However, regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary catering items (including sandwiches, hot or chilled food, and alcoholic drinks) is not permitted. Other items can be purchased from onboard Customer Hosts using card payment. Cash payments are not accepted.

Travel facilities holders who have Priv/FIP discounted First Class tickets, a Seatfrog upgrade, or who have purchased an onboard upgrade, are entitled to partake of the full complimentary catering offer.

Hull Trains.

Please note the restrictions that apply to ALL operator's services detailed on pages 6 to 8 above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Hull Trains services.

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 On Board 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 passengers, 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.

London North Eastern Railway.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 above, in addition to the information below.

General restrictions.

You are entitled to make First Class seat reservations if you hold First 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.

How to make reservations on LNER services.

There are five options to reserve a seat:

- Online at www.lner.co.uk/reserve. You will need to create an LNER account. Once you have selected your train, enter “Staff” into the box which requests the ticket number.
- LNER Mobile app
- Station Travel Centres and Ticket Offices
- LNER Customer Solutions Centre
- RST Online

If you make a reservation and then choose not to travel you should cancel your reservation to ensure availability for another customer. This is a simple process via the LNER app, RST Online or via the web at www.lner.co.uk, if this is where the original reservation was made.

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, the train manager on board, or the travel centre prior to travel, 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 already been purchased. In all cases, the voucher should be handed to the member of the on-board crew before ordering or accepting food and drink. Vouchers are valid for any LNER service on the date shown on the coupon.

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 already been purchased. 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 valid for any LNER service on the date shown on the coupon.

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.

Seatfrog upgrades on LNER services.

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. This will entitle the holder to partake of the full catering offer without the need to purchase a catering voucher.

Lounge access.

Station lounges run by LNER may at times be restricted to LNER customers only. This restriction also applies to people travelling using staff travel facilities.

London Northwestern Railway.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Lumo.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Merseyrail.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Northern.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Travelling from a station in a Penalty Fare area.

If to make your journey, you need a staff-discounted (priv rate) ticket, you must purchase it before boarding. If this is not possible then you need to obtain a 'promise to pay' ticket for the journey you intend to make 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.

There are no restrictions to users of free and privilege travel facilities on TPE services, however the following should be noted:

ScotRail.

Please note the restrictions that apply to all operators' services detailed on pages 6 to 8 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.

Catering on Scotrail services.

Where catering is provided staff travelling on free or privilege rate First Class tickets may accept complimentary tea, coffee, hot chocolate, water and biscuits only. Any other items available can be purchased from the on board catering staff.

Southeastern.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Southern and Gatwick Express.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

South West Trains.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Stansted Express.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Thameslink (Govia Thameslink Railway).

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

TransPennine Express.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 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.

Seatfrog upgrades on TransPennine Express services.

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Transport for Wales.

Please note the restrictions that apply to all operators' services detailed on pages 3 & 4 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, which provides typical use of our services in 30-minute windows.

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

Seatfrog upgrades on Transport for Wales services.

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities.

West Midlands Railway.

The only restrictions that apply are those applicable to all services detailed above on pages 3 & 4.

Stena Line.

Reservations are compulsory on all sailings. Intending passengers should telephone Stena Line in advance on 08448 471471. All passengers are recommended to book early throughout the year: **Space for concessionary travel is subject to availability.** However an alternative sailing can be requested if the first choice sailing has no space left for concessionary travel.

Passengers should report 45 minutes prior to departure.

Cairnryan – Belfast (See Note 4)

Fishguard – Rosslare

Holyhead – Dublin (See Note 3)

Harwich – Hook of Holland

The exceptionally busy times for all routes are during Halloween and the Christmas, New Year, Easter and Bank Holiday periods.

Notes.

1. All free and concessionary travel holders must have the correct documentation before travelling.
2. All Stena Line services are single class.
3. The Holyhead – Dublin HSS service is seasonal and only operates during the summer months. Another service is also available all year but you are advised to check with Stena Line before travelling.
4. On 21 November 2011, Stena Line relocated the operation of the Belfast route from Stranraer to Loch Ryan Port, Cairnryan. The route has been renamed Cairnryan – Belfast. For further information see www.atoc.org/about-atoc/railstaff-travel/news-offers

Port Taxes.

The following port taxes are payable on Stena Line services in each direction:

Route	Adult	Child (4 – 13 years)
Fishguard – Rosslare	£5.00	£3.00
Holyhead – Dun Laoghaire	£5.00	£3.00
Cairnryan – Belfast	£5.00	£3.00
Harwich – Hook of Holland	£5.00*	£3.00*

*Only if obtained at Harwich. Port Tax tickets purchased at Hook of Holland may cost more.

Wightlink – Isle of Wight Services.

There are no restrictions on the use of free and privilege travel facilities by eligible staff* as foot passengers on Wightlink services during the Winter 2024/2025 timetable.

*Safeguarded employees who entered service prior to 1 April 1985.