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From: [REDACTED]
Sent: 21 October 2021 11:22
To: [REDACTED]@lner.co.uk>; Accessibility Group
<AccessibilityGroup@raildeliverygroup.com>
Subject: RE: Priority seats

Hi [REDACTED]

This is the clause about reservation on them

Access and Reservation of Priority Seats Two possible conditions exist in connection with seats classified as 'priority'; (i) unreserved and (ii) reserved (refer to point 4.2.2.1.2). In case (i) the operating rules will be directed to other passengers (i.e. provision of signage) requesting them to ensure that priority is given to all persons with disabilities and persons with reduced mobility that are defined as being eligible to use such seats and that occupied priority seats should be given-up as appropriate. In case (ii) operating rules shall be implemented by the railway undertaking to ensure that the ticketing reservation system is equitable with regards to persons with disabilities and persons with reduced mobility. Such rules will ensure that priority seating is initially only available for reservation by persons with disabilities and persons with reduced mobility until a given cut-off period prior to departure. After this point in time, priority seats will be made available to the entire passenger population, including persons with disabilities and persons with reduced mobility.

Regards

[REDACTED]

Classified as INTERNAL

From: [REDACTED]@lner.co.uk>
Sent: 21 October 2021 09:32
To: Accessibility Group <AccessibilityGroup@raildeliverygroup.com>
Subject: Priority seats

[REDACTED]

Morning all

So I have had a question from our 'revenue optimisation' team about how many priority seats we have (you can see where this is going...)

So I am aware what the PRM-NTSN says;

4.2.2.1.2.1. General

Not less than 10 per cent of the seats by fixed trainset or individual vehicle, and by class shall be designated as priority seats for the use of persons with disabilities and persons with reduced mobility.

My question to you all is does anyone have any clear-cut answer as to how this works from a reservations point of view?

Thanks in advance!



Manager

East Coast House, 25 Skeldergate, York, YO1 6DH

[@lner.co.uk](mailto:inquiries@lner.co.uk)

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