

Section C – Tickets (Collated from NFM, TEH and PTU)

Index

- C1 General information
- C2 Ticket types & summary of validities
- C3 Ticket illustrations
- C4 Information contained on tickets
- C5 On train ticketing matrix – REDACTED
- C6 Ticket validity simplifier
- C7 How to calculate on-board excess fares
- C8 Allowable exceptions for Advance tickets on the wrong train - REDACTED
- C9 Concessionary fares
- C10 Foreign issued tickets - REDACTED
- C11 Railcards & other discount authorities
- C12 Disabled persons travelling without railcards
- C13 Passengers not requiring tickets
- C14 East Coast Loyalty scheme (new section)
- C15 Issuing tickets on-board for non-EC journeys (new section)

Items updated in this Sep 2014 version (shown in blue):

- C1.1. reminder not to charge a difference in fare if the price rises between the time of ticket purchase and travel.
- C1.7 Child ages travelling in groups
- C2.1.2: Extension to Scottish Executive ticket
- C2.4 and C14.3. Rewards Tickets can also upgrade to Weekend First
- C3.1.4 New style EC passes
- C4.2 New ATOC ticket designs
- C9.1. East Lothian concessionary travel is now *off-peak* only Dunbar<>Edinburgh/Haymarket.
- C14.1 Some minor changes to the Rewards programme. Sample tickets added.
- Staff travel discounts added
- FCC changed to GN (Great Northern).

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C1. General Information

C1.1. Use of Tickets: The National Rail Conditions of Carriage

(Last revised Sep 2014, Pricing Team)

- All rail tickets are issued subject to the National Rail Conditions of Carriage (NRCC), the availability of services and any conditions relating to the ticket.
- These conditions form part of a contract between a customer and the train companies. The terms & conditions and price are binding at the time of purchase. If there is a subsequent price change, or change to ticket restrictions, **then the price and restrictions that applied at the time the ticket was bought continue to apply for the validity of that ticket** (i.e. passengers can buy tickets before a price rise for travel after the price rise, without having to pay the difference). If restrictions change, the *more lenient* conditions should always be applied.
- The excess fare instructions enable the original contract to be changed upon payment of the appropriate excess fare.
- NRCC #2 requires a customer to buy or validate a pre-purchased ticket for their journey, or pay any excess fare *before boarding a train*. If they do not, they are liable to be charged the Full undiscounted Single or Return fare for the journey being made. This can include EC-only tickets, e.g. FOS/R on route 00027 “EC Only”.
- However, if there was no facility for doing this at the station, the passenger is entitled to the same range of tickets and discounts that would have been available at a ticket office.
- **General Notes:**
 - Tickets must be used in the direction of travel for which they are issued.
 - The outward portion of a return ticket can only be used if the unused return portion is also held (NRCC #17).

C1.2. Combination of Tickets

(Last revised May 2012, Commercial Team)

- Fares are provided for most through journeys.
- Tickets should always be sold for the throughout journey when bought on the train. Combination of tickets can only be bought at the Travel Centre or Ticket Office, when specifically requested by the customer.
- For historical reasons it may sometimes be cheaper to join two tickets together than buy one through fare. NRCC #19 specifies circumstances when tickets may be used in combination. This is fully in order where both tickets cover the whole journey and either:
 - a) They are both zonal tickets; or
 - b) The train calls at the station where tickets join; or
 - c) One of the tickets is a rail season ticket (which must not be one sponsored by the local authority, e.g. West Yorkshire Metrocard) **and the other is not**, it is a normal return rail ticket, e.g. CDR or a West Yorkshire Metrocard.

General Notes:

- Passengers are **not** required to alight from the train where tickets join!

- If point b) above is not met (which covers the majority of instances), then the passenger should be charged from *the last calling point of the train*. N.B. You should treat a “p.u.” and “s.d.” stops as a normal calling point as the NRCoC does not differentiate between these and “normal” calls.

E.g. a passenger has a valid ticket from Keighley to Leeds and boards a train at Skipton that is “p.u.” only at Keighley. They should be sold a Standard single or return Skipton - Keighley.

- As West Yorkshire Metrocard is not a season ticket for the purposes of this condition, then a season ticket to the West Yorkshire boundary e.g. Skipton to Steeton & Silsden plus a Metrocard can be used together without the need for the train to stop where the two tickets join.
 - (N.B. Some Metrocards extend into North Yorkshire. Zone 6 includes Harrogate and Zone 7 includes Skipton, but all trains stop at the boundary stations of these anyway).
- South Yorkshire Travelmaster tickets are not valid on EC trains, as EC does not call at any two stations in South Yorkshire. Travelmaster cannot therefore be used in conjunction with any other ticket on an EC train.
- The same applies to London “Freedom” tickets, for the same reason.
- Both tickets must be valid. If either is not, the passenger should be charged from then last calling point of the train. (NRCC #19).

E.g. a CDR from Stevenage to London is presented together with a season ticket Peterborough to Stevenage, on a train that does not call at Stevenage, and the CDR is not valid. The full fare from Peterborough to London should be charged.

- Railrovers including Flexi-rovers that are valid for more than one day should be treated like season tickets for the purpose of joining tickets together. This means that a passenger with a Railrover can purchase a ticket to / from the rover boundary and travel on a through train **not** stopping at the boundary station.
- Weekly and longer TravelCards on Oyster Cards can be used with a valid ticket type from the boundary point, even though the train does not stop at that point. Please note because we cannot always check the ticket type on the Oyster card, we have to take the passenger’s word that it is valid.

C1.2.1. Joining Tickets During Engineering work

(Last revised 14 August 2009, Commercial Team)

NRCC #19 normally requires a train to stop at places where two tickets join together.

- EC will usually waive this rule on EC trains when there is engineering work which shuts the main line for example between Newcastle and Edinburgh. You will be advised when this is about to happen through PTU or EC Control.
- So for example, a passenger buying a Rail Rover for Scotland' or who holds a Scottish Blind Persons concession, may still buy a ticket from the south to Berwick or vice versa, even though the train does not stop there on those days.
- This is a **temporary** amelioration to NRCC #19, and does not apply when trains are running via the normal route.

C1.3. Break of Journey

(Last revised Sep 2014, Commercial Team)

Break of journey, including starting or finishing a journey at an intermediate station between the origin and destination, is generally allowed as shown in the National Rail Conditions of Carriage.

- Break of journey is not available with Advance tickets which are train specific and issued from a quota.
- Break of journey is now permitted on the outward portion of all EC Off-Peak, First Off-Peak and Super Off-Peak tickets, except where otherwise indicated by the individual restriction. On EC, break of journey is *only* barred on the outward portions of:
 - Hybrid tickets e.g. Scottish Executive, [West Yorkshire Executive](#)
- Break of journey is not available for any tickets with a validity shown as not available at intermediate stations
- Break of journey is not available at London Underground stations *other than at LU stations on a train company route where train company trains are scheduled to call*, and subject to the general terms and conditions of the ticket permitting break of journey.

Example: with a cheap day return from Luton to Brighton, break of journey is permitted at Kentish Town or Farringdon.

- These conditions do not apply to Travel cards, which allow unlimited journeys within their zones of availability or journeys made on LU tickets between LU-controlled stations on interavailable routes.
- Break of journey is always available for changing between trains and stations to continue the journey.

C1.4. Routeings on Tickets

For some journeys, a choice of route is available. Your Avantix machine shows routes between stations which are “Any Permitted” (or “✕Any Permitted = also allowed via London as well as any other permitted routeing not via London), as well as those specific to a particular ticket type, fare or train company.

Where a fare is shown route “Any Permitted”, or no route is shown, customers may travel by any route permitted in the National Routeing Guide. Refer to this, or check with the EC Pricing Office (Tel 0845 059 3173/0), when precise routeing options are needed.

Some particular issues with routeing are shown below.

C1.4.1. Dedicated Tickets (NRCoC condition 10)

(Last revised May 2011, Pricing Team)

- These are valid on the trains of the company shown in the ***routeing*** only (e.g. “GN-only” – it means exactly what it says on the ticket!)
- They have *no validity* on the trains of any other company in the same way that a Marks and Spencer voucher has no value whatsoever in WH Smith.

- Dedicated tickets for another TOC cannot be excessed, as there is no value to excess.
 - A passenger should be sold a completely new ticket and asked to seek a refund on the original. **You must NOT tell them to seek a refund on the ticket you have just sold them as this is the CORRECT ticket!**
BUT - if the ticket was clearly issued in error, e.g. a route “Hull Trains Only” Advance ticket reserved onto an EC train, do not charge, withdraw the ticket and fill out a Ticket Irregularity Report. This is not the passenger’s fault.
 - If the customer refuses to pay for a new ticket, deal with under the Unpaid Fares Notice process.
- The only times that dedicated tickets of other TOC’s are acceptable on EC is when there is serious **unplanned** disruption e.g. flooding. You will be notified by EC Control.
- Where there is **planned** disruption e.g. due to engineering work, then dedicated tickets are still only valid on the TOC shown. In that case then a TOC *wanting to sell dedicated tickets must provide a train service to do so.*

Where there are route closures for engineering work, unless you are told otherwise, the National Routeing Guide remains in force. Passengers who wish to make unusually routed journeys e.g. London – York – Blackpool must hold the correct combination of tickets, or be excessed up to them.

- Please note that a number of TOCs have “Anytime” tickets e.g. SOR, SVR that are dedicated to them e.g. ScotRail Only, Grand Central Trains Only, etc. The routeing shows that these have no validity on EC trains.

Excessing EC-dedicated tickets to travel on other EC services. If a passenger has a ticket routed “AP EC only/& connections” and wishes to travel on another EC service, EC will waive NRCC #10, and so long as the ticket type allows, they should be charged an excess up to the appropriate walk-up inter-available ticket.

- Dedicated “EC-Only” tickets may be sold from your Avantix machine, where that fare is available. In all cases, the ‘Any Permitted’ fare is higher but a higher proportion of the revenue comes to EC by doing this.

C1.4.2. Route “EC + CONNECTIONS” etc. (Last revised 11 Aug 2010, Commercial Team)

“EC & Connections” and “XC & Connections” etc. These are not “dedicated” tickets and should be treated differently.

“TOC & Connections” simply means the majority of the journey should take place on the TOC shown plus any other connections.

E.g. An Advance ticket Scarborough to Brighton route 00430 “EC and Connections” must be reserved onto an EC train from York to London but passengers can use any connecting operators for Scarborough-York and London-Brighton.

N.B. Unfortunately not all Journey Planners understand the meaning of “the majority of” and you will see some “Other TOC & Connections” tickets where the majority of the journey is by East Coast trains. As the same journey planners do the same thing to other TOCs with “EC & Connections” journeys, we adopt a “live and let live” approach. It is not the passengers fault and they should not be penalised.

However, if you spot a ticket where the majority of the journey would always be on EC e.g. Leicester to the north via “XC & Connections” (which has been dealt with), please let the EC Pricing Team know.

C1.4.3. Routeings to Ireland via Fishguard

- Through tickets to Ireland only show the ferry crossing in the ‘routeing’.
- The general principle is that tickets follow the same routeings as for domestic “Any Permitted” journeys to the port.
- So for a journey from York to Rosslare via Fishguard for example, no cross-London “✕” should be printed on the ticket as the only domestic routeing York to Fishguard is via “Not London”.
- The southern “boundary” on the ECML for this arrangement is Doncaster. From Retford southwards, the cross-London “✕” **is** printed on the ticket as the UK routeing to Fishguard is “✕Any Permitted”.

However, as there is no UK routeing printed on the ticket, and for the small numbers involved, if a passenger from Doncaster or northwards really insists on going via London, then EC will allow them to do so, but point out they will have to pay extra for the London Underground and possibly for FGW.

C1.4.4. Route “Direct” (Last revised May 2011, Pricing Team)

This means by the *shortest* route. Passengers do not have to be on direct trains, which means they can break their journey *if the ticket type allows*, e.g. York - Dunbar route “Direct” tickets would allow break of journey at Newcastle.

Note that most ticket issuing systems cannot understand “Direct” and default to “Any Permitted” which may include double-backs, especially Alnmouth-Newcastle-Scotland and Dunbar-Edinburgh-England. Please use discretion if the customer or the TIS get it wrong!

C1.4.5. Stevenage to / from the South

(Last revised Sep 2014, Pricing Team)

EC forms part of the regular service between Stevenage, London and the South. Therefore **all** former Network S.E. tickets are valid between there and London. This includes for example Network Railcard-reduced tickets. Please be familiar with restrictions 5J, FB and L4 in particular.

Please note there are some dedicated temporary **GN-only** (was **FCC-only**) tickets from Stevenage to London – they do exactly what they say on the ticket and are not valid on EC.

Advance Tickets to Stevenage via London. A passenger who books a journey across London e.g. Bristol to Stevenage will usually be offered a connecting non-reservable GN service, with the trunk part of the journey being reserved onto Great Western. However, as times across London vary, passengers may turn up at Kings Cross in time for an EC train.

Whilst the general rule is that passengers on Advance tickets **must** hold a reservation on an EC train, *this is relaxed on EC for journeys to Stevenage via London where the bulk of the journey is reserved onto Great Western, South West Trains, Virgin West Coast or East Midlands Trains.*

C1.5. General Ticket Time of Expiry

(Last revised January 2014, Pricing Team)

From 5th October 2011, the following applies nationally.

- The definition of when the validity of a 'day' in ticket terms ends is standardised at 0429 the following morning. This is in line with London area Travelcards. Tickets or portions of tickets are deemed to expire at 0429 *following the last day that it is valid*. 04.29 is a clean cut-off.
- **Anytime Singles** are now valid for two days, thereby now expiring completely at 04.29 on the day after expiry (= on day 3).
- **Anytime Returns.**
 - Outward portions are valid for 5 days and expire at 0429 after the fifth day.
 - Return portions expire at 04.29 on the day following the last day of validity – all travel **MUST** be completed by then.
- **Off-Peak and Super Off-Peak Singles (also Outward portions of Off-Peak/Super Off-Peak Returns)** are valid for one day.
 - The journey **MUST COMMENCE** on the date on the ticket.
 - If the journey is not completed on the first day, the ticket may be used to continue the journey on the following day (as now, so allowing very long distance and sleeper journeys).
 - All outward travel must be completed by 0429 past midnight on the third day.
 - Unless otherwise indicated in the relevant restriction code, the same time restrictions from the origin station apply on both days. Please check the exact restriction.
- **Off-Peak, Super Off-Peak, Off-Peak, First Off-Peak Returns**, also all **Travelcards, Rovers and Rangers** - all tickets expire at 04.29 on the day following the last day of validity – all travel **MUST** be completed by then.
- Anytime **DAY** Singles and **DAY** Returns, Off-Peak **DAY** Singles and **DAY** Returns, Super Off-Peak **DAY** Singles and **DAY** Returns are valid until 0429 in the morning after the date shown on the ticket.
- NRCoC 11 previously allowed customers to complete their journey if they are already on a train and their ticket expires. Now, this can only be done if the train is *delayed* and the ticket expires.
- **Advance** tickets are only valid on date, train and seats shown.

C1.6. First Class Travel

- First Class fares should always be shown for a throughout journey by EC, even if First Class accommodation is not available for the whole of connecting journeys. If you find any journeys that are missing a First Class fare, please report it to the EC Pricing Office.
- **Weekend First** is offered by EC at weekends and Bank Holidays (and is known as Festive First over the Christmas New Year period).
 - Holders of **all** valid tickets and passes including 'Advance' tickets may upgrade on EC trains on payment of a zoned supplement. This includes Cheap Day Tickets, Rail Rovers, BritRail, EC-only Inclusive Tour Packages, Railcard reduced tickets and Staff passes.
 - EC Weekend First cannot be issued through to non-EC destinations.
 - Weekend First issued for travel on other TOCs cannot be used on EC trains.

C1.7. Child Fares/Children (Last revised Sep 2014, Pricing Team)

Under 5s. Up to two children under 5 years may accompany each fare-paying passenger free of charge (National Rail Conditions of Carriage, Condition 9).

- Children under 5 travelling free may occupy a seat providing it is not required by a fare-paying customer. (But see section C12 below if child is disabled).

Children aged 5 to 15 years on the date printed on the ticket, normally travel at half rate. An exception is First and Standard Class Packages as there is no reduction (for children or railcard holders) for elements of the package.

- Children who attain their 16th birthday between the outward and return portions of the ticket are allowed to complete the return journey without further charge.

Groups: The child age for group travel is extended to 5-17 years inclusive.

Group ITX: The child age for group ITX is extended further to 5-18 years inclusive.

Children travelling on Adult tickets. For the avoidance of doubt, a child can travel on an adult ticket. There are occasions when this can be advantageous, e.g. The EC Loyalty scheme assumes customers will collect just enough points for adults to travel, and allows purchase of a flat £10 Child First single or £5 Child Std single. However, a customer collecting *enough* points could get a free adult ticket for the child rather than pay the child ticket. This is perfectly allowable.

C1.8. London Intl (CIV) / Lndon Estar (CIV)

(Last revised May 2012, Pricing Team)

Tickets to and from “London International CIV” are heavily discounted and are only valid if an onward Eurostar or Rail & Sea ticket is also presented. Eurostar encourage passengers to pick up pre-booked tickets on departure from London, so to hold a valid “London International” ticket, East Coast will accept any of:

- a) The Eurostar ticket; or
- b) Booking confirmation on Eurostar headed notepaper or by e-mail from them, showing booking reference, numbers travelling and date/time of Eurostar journey; or
- c) Booking confirmation on Travel Agent headed notepaper or by e-mail from them, showing booking reference, numbers travelling and date/time of Eurostar journey.

“**Lndon Eurostar CIV**” tickets can only be issued by Eurostar and its agents as part of a through booking. This allows very late telephone bookings where the passengers will not have the onwards Eurostar ticket, nor any proof of its booking. Ticket-checking staff should therefore be aware that “*Lndon EStar CIV*” tickets may not be accompanied by international tickets.

Both London International CIV and London Eurostar (CIV) tickets are subject to the CIV *international* conditions of carriage. This means that if a connection is missed owing to late running or cancellation, the railway shall convey passengers, without extra charge, to enable them to reach their destination with the least delay. This applies even if the delay happened in a distant country on an inwards journey, provided evidence of the changes to reservations throughout the journey is carried.

See section C10 for tickets issued abroad that are valid on EC.

C2. Ticket Types, Upgrades and Summary of Validities

Below is divided into First Class, then Hybrid, then Standard Class, and are roughly in the order most flexible to least flexible. Inclusive Tour, Groups and Promotions are lower down.

C2.1.1. Ticket types used by EC: FIRST CLASS

First Anytime Single (FOS) & Return (FOR) (Last revised Sep 2014, Pricing Team)

- Walk up ticket.
- Available for travel on any train – it does what it says on the ticket.
- FOS valid for two days, without restriction. Travel must be completed by 04.29 on third day.
- FOR outward valid for 5 days from date of issue, return travel anytime within one calendar month of the date shown on the ticket. Again, each leg expires at 04.29 on the day following the last date of validity.
- However, some FOS/R tickets are sold on routes dedicated to a particular TOC – check carefully.
- Break of journey allowed.
- Reservations are not compulsory.
- Senior, HM Forces, Two Together, Disabled Persons Railcard and [Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available.
- Outward portion of ticket only valid with unused return portion.
- Refunds available.
- Conditions same as SOS / SOR except 16-25 & Family & Friends Railcards are not given reduction in First Class.

First Anytime Day Single (FDS) & Return (FDR) (Last revised Sep 2014, Pricing Team)

- Walk up tickets.
- FDS / FDR Valid for travel on any train on date shown (up to 04.29 the following day)..
- Break of journey allowed.
- Reservations are not compulsory.
- Senior, HM Forces, Two Together, Disabled Persons, Railcard and [Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available.
- Refunds available.
- Outward portion of ticket only valid with unused return portion.
- Conditions same as SDS / SDR except 16-25 & Family & Friends Railcards are not given reduction in First Class.

Euro First Single (EFS)

- Conditions same as FOS except is valid for 2 calendar months.
- Only valid in conjunction with an onwards international rail ticket or proof of its purchase, e.g. Eurostar booking confirmation and details by email or on official headed paper.
- 24 hour stopover in London is permitted in either or both directions.

First Advance Single (OAS, OBS, OBZ, OCS, ODS, OES, OGS, OHS, OJS) (Last revised Sep 2014, Pricing Team)

- Tickets are only valid for dates, times and seats shown. The seat rule may be relaxed at your discretion if the train is not busy
- Changes **must** be made in advance of travel.
- Senior, 16-25, HM Forces (including child railcard discount), Two Together, & Disabled Persons Railcard discounts available.
- Child discounts available.
- No break of journey allowed including starting / ending journey at intermediate stations (except NCL/DHM, DHM/DAR and WKF/LDS where we do allow this, as there is no commercial reason not to).
- On-board train, the rule is simple: - Either the ticket is valid on your train or it is not. If not, *unless the passenger has been delayed on a longer journey and the rail industry is at fault*, a new ticket should be sold, this ticket should be the cheapest applicable walk-up fare for the journey the passenger needs to make. On peak trains, this will be the Standard Anytime fare. **However, at other times, Off-peak, Off-Peak Day or Super off-Peak fares should be sold, as appropriate.** This can be either single or return.
 - This is the same irrespective of whether the passenger is travelling on an earlier or later train than the one they booked. However, as a guideline, a ticket that is more than 24 hours out of date (of the booked train), should be treated as no ticket held.
 - Where the original Advance ticket was bought on a Railcard and the valid Railcard is present, then a Railcard discount should also be applied.
 - It assumes the origin/destination/train company are unchanged. If this is not the case, e.g. original ticket was for Hull-Trains only, treat as though no ticket held (as now);
 - This is a national policy so applies equally to an EC-only Advance ticket or another TOC & Connections ticket where EC is the connection
 - No credit is given against the original Advance ticket, unlike 'Any Permitted' walk-up tickets which are excessed.
 - The original Advance ticket is not being excessed, so no £10 fee is charged.
 - There is no change to existing arrangements at stations with Advance tickets (i.e. if the train *hasn't* gone, an excess plus £10 fee per ticket is charged. If it *has* gone, a completely new walk-up ticket is sold) nor to the Guard's use of discretion.
- Conditions are same as Standard Advance.
- Where a customer has an Advance ticket but not the reservation coupon, but does have their booking confirmation, then this confirmation should be accepted in lieu of the reservation coupon provided:
 1. The customer must have valid ticket for travel on the date shown – no substitute for this is allowed;
 2. Date of travel and journey details on the ticket must correspond with date and journey details on the booking confirmation;

3. Customer must be sitting in their reserved seat as detailed on the booking confirmation;
4. The seat reservation label should correspond with reservation details on booking confirmation.

First Park & Go Package (XP) (Last revised October 2011, Pricing Team)

- Available for travel on any EC train and all connecting trains.
- Valid for outward and return travel anytime with one calendar month of the date shown on the ticket, up to 04.29 on day following last day of validity.
- Break of journey allowed.
- Reservations strongly recommended.
- No Railcard or Child reductions with packaged fares
- Up to 3 days free car parking at selected stations subject to availability.
- Valid on London Underground Zones 1 & 2 (tickets **to** London only).
- Refunds available.

First Off-Peak (BFS/R) (Last revised Sep 2014, Pricing Team)

- This product is only appears on a restricted number of journeys.
- Walk up ticket.
- Outward travel must commence on date shown and can continue into following day, so valid up to 04.29 on the third day.
- Returns are valid for return travel within one calendar month of date shown on the ticket, up to 04.29 on the day following the last day of validity.
- Subject to time restrictions, Mon-Fri which matches Standard Class:
 - Singles or Outward portion southbound from all ECML stations: On any train timed to arrive in London 10.08 or later. Return by any train (restrictions **1D, 1E**).
 - Singles or Outward portion northbound from London to all ECML stations: On any train except those timed to depart London between 06.45-07.59 Mondays-Fridays, and 15.59-17.45 inclusive Mondays-Thursdays. Return by any train. (restriction **1T & 1V**). **NOTE there is no Friday evening restriction out of London for the outward portion of BFR return tickets and BFS single tickets.**
 - Break of journey allowed in either direction. Northbound from intermediate stations, travel is allowed on trains timed to depart 09.30 or later. Southbound – London arrival restrictions apply.
- Reservations are not compulsory.
- Senior, HM Forces, Two Together, Disabled Persons Railcard [and Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available. Refunds available.

First Carnets (CAV), First Seasons (7DF), First Travelcard Seasons (TRF) (Last revised May 2011, Commercial Team)

As Standard Class Carnet (CAS), Season (7DS) and Travelcard Season (TRV) – see below.

C2.1.2. Ticket types used by EC: “HYBRID” STANDARD CLASS WITH FREE UPGRADE TO FIRST CLASS

(Last revised Sep 2014, Pricing Team)

Scottish Executive Single / Return Packages (XS)

- This is a “hybrid” ticket classed as Standard Class (as many companies filter out First Class travel) but giving complimentary upgrade to First Class in both directions.
- [Scottish Exec](#) are only available [Leuchars, Inverkeithing, Kirkcaldy, Falkirk, Stirling](#), Glasgow, Motherwell, Edinburgh, Dunbar ↔ London. Available from all retailers.
- Must be bought by 18.00 previous day. Although only sold together with an outward seat reservation, East Coast allows outward travel on any train on the date shown, and return travel anytime within one calendar month of the date shown on the ticket by any EC train. We cannot advertise the ticket as being flexible due to the Ticketing and Settlement Agreement.
- The ticket is only valid outward on the date shown (up to 04.29 the following day).
- No outward break of journey allowed. If the journey is broken, excess to the cheapest applicable First or Standard Class ticket that allows break of journey (the passenger may wish to move to Standard class)
- No Railcard or child reductions with packaged fares.
- Valid on London Underground Zones 1 & 2 (tickets **to** London only).
- Entitled to all the usual First Class complementaries
- Refunds available.

West Yorkshire Executive Single (XS8)

- Same as Scottish Executive single, except that that
 - There is no underground element at all, in either direction;
 - The upgrade is effectively charged at £20.00 (in the total price); and
 - The ticket is only available from Leeds and Wakefield to London Kings Cross and vice versa.

C2.1.3. Ticket types used by EC: STANDARD

Standard Anytime Single (SOS), Standard Anytime Return (SOR)

(Last revised October 2011, Pricing Team)

- Walk up ticket.
- Available for travel on any train – it does what it says on the ticket.
- SOS valid for two days, without restriction. Travel must be completed by 04.29 on third day.
- SOR outward valid for 5 days from date of issue, return travel anytime within one calendar month of the date shown on the ticket. Again, each leg expires at 04.29 on the day following the last date of validity.
- However, some SOS/R tickets are sold on routes dedicated to a particular TOC – check carefully.
- Break of journey allowed.
- Reservations are not compulsory.
- Senior, HM Forces, Disabled Persons, 16-25, Two Together & Family & Friends Railcard [and Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available.

- Outward portion of ticket only valid with unused return portion.
- Refunds available.
- Valid for travel in Weekend First on payment of supplement.
- Conditions same as FOS / FOR except 16-25 & Family & Friends Railcards are not given reduction in First Class.

Standard Anytime Day Single (SDS) & Return (SDR)

Off-Peak Day Single (CDS / GDS) & Return (CDR / GDR) (Last revised Sep 2014, Pricing Team)

- Walk up tickets.
- SDS / SDR / GDS / GDR / CDS / CDR valid for travel on any train on date shown (= up to 04.29 the following day).
- GDS / GDR Valid for travel on any train on Saturdays, Sundays and Bank Holidays **only**. Only found Peterborough – York / Leeds area.
- CDS / CDR Subject to peak time restrictions Monday – Friday.
- Break of journey allowed.
- Reservations are not compulsory.
- Senior, HM Forces, Disabled Persons, Two Together, 16-25 , Family & Friends Railcard [and Staff Travel Card](#) discounts available. Subject to minimum fares.
- Child and Group Travel discounts available.
- Refunds available.
- Valid for travel in Weekend First on payment of a supplement.
- Outward portion of ticket only valid with unused return portion.
- SDS / SDR Conditions same as FDS / FDR except 16-25 & Family & Friends Railcards are not given reduction in First Class.

EC-priced Off-Peak Day (CDR) to London and Stevenage and Off-peak Travelcards (ODTCs) are not valid southwards from Newark, Grantham or Peterborough on trains timed to depart before 09:53 Monday to Friday. (Passengers on connecting trains e.g. from Stamford may leave *earlier* to connect with the first EC train departing 09:53 or later). Return is barred from London 15.40-19.01 inclusive on all trains.

Excess Arrangements: Passengers who do board these evening peak trains from London on the return portion of Off-Peak Day (CDR) or ODTCs should be excessed the difference between the Off-Peak Day (CDR) and the Off-Peak Return (SVR) to London.

N.B CDRs & ODTs from Stevenage to London which are priced by GN also have a return time restriction. Check your Avantix restrictions for details!

Standard Anytime Travelcard (ADT)

- Conditions same as SDR except no Railcard discounts.

Euro Open Single (EOS)

- Conditions same as SOS except is valid for 2 calendar months.
- Only valid in conjunction with an onwards international rail ticket or proof of its purchase e.g. Eurostar booking confirmation and details by email or on official headed paper.
- 24 hour stopover in London is permitted in either or both directions.

- Valid for travel in Weekend First on payment of supplement.

Standard Business Package (XC1) (Last revised October 2011, Pricing Team)

- Must be bought by 18.00 previous day. Although only sold together with an outward seat reservation, East Coast allows outward travel on any train on the date shown, and return travel anytime within one calendar month of the date shown on the ticket by any EC train. We cannot advertise the ticket as being flexible due to the Ticketing and Settlement Agreement.
- The ticket is only valid outward on the date shown (= up to 04.29 the following day).
- Valid for return travel within one calendar month of date shown on the ticket, up to 04.29 on the day following the last day of validity.
- Break of journey allowed.
- No Railcard or Child reductions with packaged fares
- Refunds available.
- Up to 3 days free car parking at selected stations subject to availability.
- Complimentary £3 catering voucher which can be used outward or return, for use at the Café bar or trolley.
- Valid on London Underground Zones 1 & 2 (tickets **to** London only).
- Upgrade to First Class is allowed upon payment of the difference between SOS and FOS fare for each leg exceeded to / from London.
- Valid for travel in Weekend First on payment of supplement.

EC Carnet Tickets (CAV, CAS 5 for 4) (Last revised May 2011, Pricing Team)

- Allows customers to purchase a set of 5 First or Standard Class Anytime Return tickets, offering flexibility and a considerable saving on the normal price. **The customer only needs to show ONE ticket each way!**
- Available for travel from selected EC stations to / from London Kings Cross only.
- Break of outward and return journey is allowed.
- First Class Carnet (CAV) is generally available via route 'EC Trains Only' (00027). Standard Class Carnet (CAS) is available via route 'Any Permitted' (00000).
- The ticket is fully flexible and there are no travel time restrictions. Condition of Carriage 6 is waived with these products allowing tickets to be transferable between colleagues working in the same company.
- All travel must be completed with 3 calendar months of the date shown on the tickets.
- Reservations are not required.
- No Railcard, child or other discounts are available.
- Non-refundable.
- **Excess arrangements.** No change of ticket type is allowed. See section 7 for arrangements for changing route and upgrading to First Class.
- Tickets should be clipped in the usual way. It is very important Carnet tickets are clipped **every time**, so that they cannot be reused.
- Valid for travel in Weekend First on payment of supplement.

- **Also watch out for:** [GT Northern \(ex-FCC\)](#) “Any Permitted” carnets (which are valid on EC trains Stevenage<->London).
 - These change again on 2nd September when they become single direction tickets rather than returns, but unlike previous incarnations of this ticket, both ARE ONLY VALID IN THE DIRECTION PRINTED ON THE TICKET.
 - **There is a Peak and an Off-Peak version.** Off-Peak is only valid:
 - Southbound: On trains timed to arrive KGX at or after 10.00, Mon to Fri; and
 - Northbound: On trains timed to depart KGX after 09.30; but not 16.30-19.01 inclusive, Mon-Fri
 - All valid tickets will have the date filled in using black ink. No date filled in = treat as though no ticket held.

Season Tickets (7DS), Season Travelcards (7TS)

- Valid by any train between the points shown and intermediately.
- Standard season may upgrade one-way by paying the difference between SOS and FOS **provided they approach any on-train staff before train departs.** (Use discretion and a warning to the customer here as numerous colleagues are known to have been lax in applying this rule). Otherwise, Standard Seasons are not valid in First Class and must pay the full FOS fare.
- Refund may be available - refer to booking office.

Off-Peak Return (SVR) & Single (SVS) ([Last revised Sep 2014, Pricing Team](#))

- Walk up ticket.
- Valid for outward travel on date shown. If journey cannot be completed on date shown, can extend into the second day = must finish by 04.29 on third day!), subject to relevant time restrictions.
- Valid for return travel within one calendar month of date shown on the ticket, up to 04.29 on the day following the last day of validity.
- Break of journey allowed in either direction for EC-priced fares, check restriction for other TOCs on your Avantix!
- Reservations are not compulsory.
- Senior, HM Forces, Disabled Persons, Two Together, 16-25, Family & Friends Railcard [and Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available.
- Refunds available.
- Valid for travel in Weekend First on payment of a supplement.
- An **Offshore Return** is simply an Off - Peak (SVR) ticket that has been made available for two months to oil-rig workers who present special warrants at Aberdeen and Montrose stations only. They are valid on EC trains, like any other relevant Off-Peak (SVR) ticket, and can be issued to most destinations.
- **Saver tickets via Condor Ferries to the Channel Islands** (Jersey or Guernsey) are valid **by any train**. They can be accepted on the day prior to outward travel to cater for all possible connections ('The Manual' Shipping Links).

- Off-Peak Returns (SVR) commencing from outside the former Network area e.g. Swindon-Newcastle route ✕Any Permitted, can use EC trains from London to Newcastle and return *at any time* as the Off-Peak Return restriction applies Swindon-London only. If the outward journey commences at Newcastle, normal time restrictions apply to Newcastle-London and return, the passenger being allowed on Great Western at any time.
 - To find out if a station beyond London is in the network SE Area or not, check the SVR restriction from that station to York.
 - If it is the same as the SVR restriction from London (1T), it's in the Network area and SVR restrictions apply from KGX.
 - If it is another restriction, e.g. Swindon-York=5X, it is outside the Network area. There are no train restrictions on EC where the restriction is 1A or 5X (or SSRs that are 5A)

SVR Restrictions to/from/via Kings Cross & Stevenage:

- Outward southbound from all ECML stations: On any train timed to arrive in London 10.08 or later, Monday – Friday. Return by any train (restrictions 1D, 1E).
- Singles or Outward portion northbound from London to all ECML stations from 20th May 2012: On any train except those timed to depart London between 06.45-07.59 Mondays-Fridays, and 15.59-17.45 inclusive Mondays-Thursdays. Return by any train. (Restriction **1T & 1V**).
- If any given train is barred to/from/via London, it is barred to/from/via Stevenage as well.

Note:

- Cross Country bar all SVR Off-Peak fares which they price to / from / via Stevenage before 09.30 Monday – Friday.

SVR - Non London / Stevenage restrictions

- There are now just 2 return ticket types on most of these journeys: an SOR “Anytime” and an SVR “Off-Peak” ticket - ***so it does exactly what it says on the ticket***. Off-Peak uses restriction 3V = 09.30 or later, Monday-Friday.

Super Off-Peak Single (SSS) & Return (SSR) (Last revised May 2013, Pricing Team)

- Walk up ticket.
- Valid for outward travel on date shown. If journey cannot be completed on date shown, can extend into the second day = must finish by 04.29 on third day!), subject to relevant time restrictions
- Valid for return travel within one calendar month of date shown on the ticket, up to 04.29 on the day following the last day of validity.
- Break of journey allowed in either direction for EC-priced fares, check restriction for other TOCs on your Avantix!
- Reservations are not compulsory.
- Senior, HM Forces, Disabled Persons, Two Together, 16-25, Family & Friends Railcard [and Staff Travel Card](#) discounts available.
- Child and Group Travel discounts available.
- Refunds available.

- Valid for travel in Weekend First on payment of a supplement.
- SSRs **commencing** from outside the former Network area e.g. Swindon-York can use EC trains *at any time* as the SSR restriction applies Swindon – London only.

SSR - To/from/via London & Stevenage restrictions

- Southbound from all ECML stations: By any train timed to arrive in London 11.17 or later, Monday – Friday (restrictions 1K & 1L out, 9D & 9F return).
- Northbound from all ECML stations: By any train except those timed to depart from London before 09.06 and between 14.59 and 18.59 inclusive Monday – Thursday (14.15 and 18.15 inclusive Fridays only). (Restrictions 9D & 9F out, 1K & 1L return).

Standard Advance (BZS, BYS BXZ, BXS, BUS, BTS, BSS, BRS, BPS,)

(Last revised Sep 2014, Pricing Team)

- **Tickets are only valid for dates, times and seats shown. The seat rule may be relaxed at your discretion if the train is not busy**
- Changes **must** be made in advance of travel.
- Senior, HM Forces, Disabled Persons, Two Together, 16-25 & Family & Friends Railcard discounts available.
- Child discounts available.
- No break of journey allowed, including starting / ending journey at intermediate stations ([except NCL/DHM, DHM/DAR and WKF/LDS where we do allow this, as there is no commercial reason not to](#)).
- On-board train, the rule is simple: - Either the ticket is valid on your train or it is not. If not, *unless the passenger has been delayed on a longer journey and the rail industry is at fault*, a new ticket should be sold, this ticket should be the cheapest applicable walk-up fare for the journey the passenger needs to make. On peak trains, this will remain as the Standard Anytime fare. However, at other times, Off-peak, Off-Peak Day or Super off-Peak fares should be sold, as appropriate. This can be either single or return.
 - This is the same irrespective of whether the passenger is travelling on an earlier or later train than the one they booked. However, as a guideline, a ticket that is more than 24 hours out of date (of the booked train), should be treated as no ticket held.
 - Where the original Advance ticket was bought on a Railcard and the Railcard is present, then a Railcard discount should also be applied.
 - It assumes the origin/destination/train company are unchanged. If this is not the case, e.g. original ticket was for Hull-Trains only, treat as though no ticket held (as now);
 - This is a national policy so applies equally to an EC-only Advance ticket or another TOC & Connections ticket where EC is the connection
 - No credit is given against the original Advance ticket (as now), unlike 'Any Permitted' walk-up tickets which are excessed.
 - The original Advance ticket is not being excessed, so no £10 fee is charged.

- There is no change to existing arrangements at stations with Advance tickets (i.e. if the train *hasn't* gone, an excess plus £10 fee per ticket is charged. If it *has* gone, a completely new walk-up ticket is sold) nor to the Guard's use of discretion.
- If the ticket is valid on your train but the passenger wishes to upgrade to First Class, this is allowed but only to upgrade to First Open Single plus £10 fee per single ticket.
- No refunds permitted
- *(From Retail Brief, Aug 2010).* Where a customer has an Advance ticket but not the reservation coupon, but does have their booking confirmation, then this confirmation should be accepted in lieu of the reservation coupon provided:
 1. The customer must have a valid ticket for travel on the date shown – no substitute for this is allowed;
 2. Date of travel and journey details on the ticket must correspond with date and journey details on the booking confirmation;
 3. Customer must be sitting in their reserved seat as detailed on the booking confirmation;
 4. The seat reservation label should correspond with reservation details on booking confirmation.

Reader Offer Fares (3PS, 3PF) and EC Flat fares (NXP, NXO)

- Same terms & conditions as Advance fares except:
 - These are the cheapest fares so *no changes*, no refunds.
 - Reader Offers must have vouchers collected from Newspapers or websites.
 - Flat fare ticket holders do not need any further documentation.

Discount Fares (DISC)

- Although not strictly a ticket type, you will come across these, they are codes used to offer discount on existing ticket types. Examples of the use of these codes would be for: "East Coast Staff Family + Friends", and "Web Discount".
- Tickets are marked "Disc" to the left of the "Start date" and also have the % figure in the "Disc" field.
- Anything with a % figure shown in the "Disc" field does not need a railcard, as it is a manual discount.
- Is available to First and Standard Advance tickets.
- Advance ticket conditions apply

Small Group Discount (Online=SGU, Travel Centres=GSU)

- This is now a permanent product, offering a discount for groups of between 3 and 9 people travelling together, who book online or at East Coast stations.
- The discount is only available on First and Standard Advance tickets.
- This ticket is available for Print at Home (web bookings only).
- The ticket will show SGU or small group allowance on Print at Home ticket.
- Advance ticket conditions apply
- If a smaller number turn up than have been reserved, the group will have already paid more than they need to, so do not excess the tickets. Tickets are only valid for the trains they are booked on, so anyone who misses the train will need to buy a new ticket anyway.

First & Standard Advance to London Intl CIV + London Eurostar

- Same terms & conditions as 'normal' advanced tickets.
- Same Railcard and child reductions as normal advanced tickets.
- No break of journey allowed.
- Travel by another train of the same operator is allowed if connection is missed due to late running (CIV regulations).
- Only valid in conjunction with an onwards international rail ticket or proof of its purchase e.g. Eurostar booking confirmation and details by email or on official headed paper.
- A 24 Hour stopover in London is permitted in either or both directions.

C2.1.4. Ticket types used by EC: INCLUSIVE TOUR (ITX) TICKETS

1. The ATOC “National” ITX Scheme (Last revised Jan 2014, Sales Team)

- One of three ITX schemes. (The others are the EC-only ITX scheme and the EC-only ITX Advance scheme).
- **Summary:** Tickets are routed ‘Any Permitted’ etc and valid on all operators. If to/via London, the morning-only time restrictions shown below apply.

Tickets are **High** Rate (valid all days) or

Low Rate - not valid on:

- All Fridays,
- Maundy Thursday,
- Saturday 24th May 2014,
- All Saturdays in July and August,
- From the 2nd Friday in December to 1st January inclusive

Remember, Low rate is a day restriction only, not a time restriction.

- Tickets are valid for outward travel on the date shown or on either of the following two days, and for return within one calendar month, but NOT the same day as outward travel.
- **Low Rate is not a SSR.** Time restrictions for both High and Low rate are: not valid for travel on any trains arriving in London before **10.00hrs** Mondays to Fridays unless the passenger is travelling to a destination outside the UK, in which case they can travel any time (the passenger’s holiday documents will confirm this), also SAGA Holidays customer (agency code E429) can also travel at any time if catching connecting services (to where?).
- Tickets are valid for outward travel on the date shown *or on either of the following two days*, and for return within one calendar month, but NOT the same day as outward travel.
- Not transferable. No break of journey. No first class upgrade except at times when Weekend First is available.
- Group ITX Travel for Children. ITX groups are still issued with individual tickets rather than one for the whole group.
NOTE: The child age for group ITX is extended to **under 19** year olds. Children (5-15) in the group will have tickets marked as ‘CHILD’ as normal however those aged 16-18 will have tickets marked as ‘JUV’.
- Supporting documentation must be carried and shown on request. This documentation entitles passengers to travel on these tickets that allow travel at times when other off-peak tickets would be barred, so should be checked.
- **Excess Arrangements:** These tickets are issued as ‘High Saver’ and ‘Low Saver’ the latter being valid on ‘blue’ (the old) Supersaver days only. The SVR Off-Peak fare should be used for excess purposes.

2. The EC-only ITX scheme (known as “Bilateral” or “Tactical”)

(Last revised Jan 2014, Sales Team)

1. One of three ITX schemes. (The others are the ATOC-ITX scheme and the EC-only ITX Advance scheme).
2. This scheme is likely to be phased out.

3. Tickets are issued by “Holiday Extras”, Riviera and Great Rail Journeys (on electronic common stock) and ‘Superbreak’ (on electronic common stock or pre-printed paper stock). All are routed “EC Trains only”.

4. This scheme is more time-restricted than the National scheme. The back of the paper ticket or accompanying print outs for electronic tickets, shows travel is barred as follows.

Outward travel must be made on the date shown and return travel completed within one calendar month. No break of journey allowed. Travel restrictions apply in First Class and Standard to/from London (only) Mondays to Fridays. Also for all journeys from London and Edinburgh including all intermediate journeys on Sundays and Bank Holiday (BH) Mondays, as detailed below.

Mondays-Fridays except BH Mondays, not valid for travel to/via London on services timed to arrive in KGX before 11.18.

Mondays-Fridays except BH Mondays, not valid for travel from/via London on services timed to depart from Kings Cross before 09.06, or 14.59-18.59 inclusive Mon-Thurs (14.57-18.15 inclusive on Fridays).

On **Sundays and BH Mondays**, this ticket is not valid for travel from Kings Cross on any services timed to depart 11.00-14.59 inclusive, nor to board these trains at any intermediate stations (except for passengers travelling to stations north and west of Edinburgh Haymarket (exclusive) who may travel at any time).

On **Sundays and BH Mondays**, this ticket is not valid for travel from Edinburgh/Haymarket on any services timed to depart there 11.00-14.59 inclusive, nor to board these trains at any intermediate stations (except for passengers who have travelled from stations north and west of Edinburgh Haymarket (exclusive) who may travel at any time).

BUT: Time restrictions do not apply to Superbreak passengers whose package includes Eurostar. They must show the Eurostar ticket or Eurostar confirmation.

5. **Excess Arrangements:** Non-Eurostar customers on these tickets who travel during the barred period shown on their ticket should be charged the full fare for their journey as if ‘no ticket was held’.
6. Not transferable. No break of journey.
7. First class upgrade is allowed (charge the difference between the full rate SOS and FOS fares), except at times when Weekend First is available.
8. There is no agreement for EC-only tickets, including Superbreak, to travel on any other TOC during planned engineering work (unplanned disruption is different and is covered by NRCoC 43-5). Superbreak are aware of all the engineering works for the route and know they should not sell tickets for travel at times when no EC service can be provided.

3. The EC-only ITX Advance scheme (Last revised Jan 2014, Sales Team)

- These are Advance tickets used for Inclusive Tour bookings. T&Cs are normal “Advance” conditions with three modifications:
 1. Refunds: should be sought through the tour operator.
 2. If changes have been made to the booking at a station, they should have used the lowest value Advance fare applicable for that journey as the basis for any calculation.
 3. Tickets are valid ONLY as part of a package e.g. Eurostar, connecting journey and/or a hotel reservation. The customer must be able to show an itinerary supplied by the Agent.
- Tickets are issued by agents through TheTrainline.com (TTL) on electronic common stock, and are routed “EC Trains only”.
- As with normal Advance tickets, First class upgrade is allowed, provided the customer is on the correct train. As no fare is shown on the ticket, charge the difference between the full rate SOS and FOS fares, except at times when Weekend First is available.
- Tickets show 5p single, 10p return (the return is being phased out during 2014) but this is for technical reasons. The real price charged by EC to the Agent, and by the Agent to the customer, are hidden within the package

4. “Superbreak Direct Tickets” (Last revised Sep 2014, Sales Team)

- This has now been discontinued

EC Group Travel (Last revised 9 October 2009, Commercial Team)

- Valid on date and train shown on ticket only.
- No changes, no refunds, no break of journey allowed
- Tickets can be sold by Group Travel as one ticket for the whole party or individually, in either First Class or Standard.
- Tickets should be supported by an RJIS printout showing dates, times and seat reservations, backed up by the name on the seat reservation.
- Where a small-group ticket has been sold by an EC Tour Operator as part of a package it should be supported by a letter headed document from the Tour Operator displaying dates, times and seat reservations.

C2.1.5. Ticket types used by EC: PROMOTIONS

No new items

C2.2. Other Ticket types which are valid on EC.

C2.2.1. (ScotRail) “Kids Go Free” (Last revised May 2014, Pricing Team)

This long-standing ScotRail ticket is valid for family groups on Saturdays, Sundays and off-peak on weekdays. It is inter-available and EC receives a share of the revenue.

Restrictions on EC are:

- Not valid to/from Berwick on Tweed;
- [Day return on shorter journey \(ticket types FDA/B\), 1 month return for longer journeys \(ticket types FDC/D\).](#)
- On Sundays other than those in July and August, not valid between Edinburgh/ Haymarket and Dundee after 15.45, but is permitted for longer journeys from Edinburgh/ Haymarket to Montrose and beyond.
- On Saturdays and Sundays during July and August only, not valid for any journey to Edinburgh/ Haymarket from the north or vice versa (but can be used for intermediate journeys entirely north of Edinburgh/ Haymarket, e.g. Inverness-Pitlochry)
- No weekend restrictions for journeys from Glasgow-Motherwell TO Edinburgh/ Haymarket and vice versa.
- Customers may upgrade to Weekend First if they wish.
- In addition please see restriction H1/H7.

C2.2.2. Super off Peak (SOP) (Last revised Jan 2014, Pricing Team)

These tickets were generally deleted by ScotRail in May 2013, but a few are believed to still exist.

Old information was: Used to be known as SuperSavers. Not valid on Fridays; nor Saturdays in July and August. Could be used on any train timed to depart 09.15 or later, Mondays to Thursdays. Valid for travel in Weekend First on payment of supplement.

C2.2.3 (Item Removed)

C2.2.4. ‘Oneticket’ (Formerly called Sestrans)

“Oneticket” for **Travel Area 3a “Train and Bus”** (N.B. **not** Travel Area 3)

This is a multimodal season-ticket scheme in South-East Scotland. Travel is allowed on EC trains at any time Between Dunbar and Haymarket.

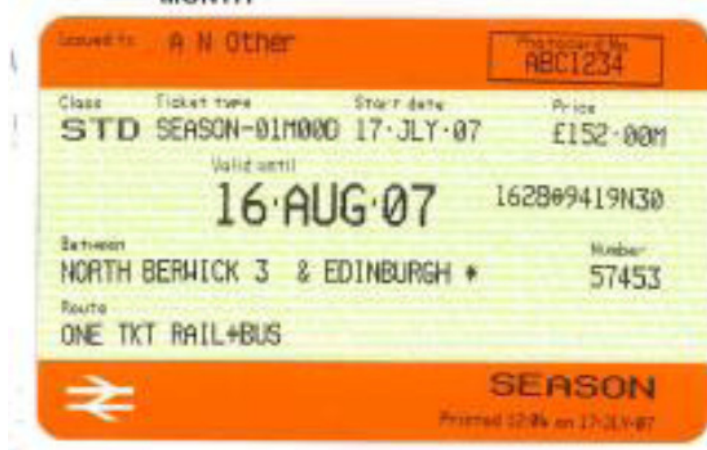
Samples are shown below.

Sample “Oneticket” Season tickets

WEEK



MONTH



C2.2.5. RailRovers & Day Rangers (Last revised Oct 2011, Pricing Team)

RailRovers that are valid on EC are summarised below. Time restrictions do not apply on Saturdays, Sundays or Bank Holidays.

Area of validity for EC is shown below - applies in both directions, allows unlimited travel and includes all intermediate stations. All expire at 04.29 on the day following the last day of validity. All Standard Class only, except All-Line).

- **All-Line Rover:** 7 or 14 days, does exactly what it says on the ticket! Restriction code AL now applies, on East Coast services this now means you cannot alight or join services before 10.00 Monday to Friday to/ from London Kings Cross or Stevenage.
- **East Midlands Rover:** 7 days & 3 in 7, valid Doncaster – Peterborough. After 09.00 Monday to Friday.
- **North Country:** 4 days in 8, valid Skipton – Bradford – Leeds – York – Newcastle. Trains timed to depart 08.45 or later, Monday to Friday.
- **North East** (Freedom of), 7 days & 4 in 8: valid Skipton – Bradford – Leeds – Doncaster – Retford, also Harrogate – Leeds, Hull –

Doncaster and Berwick-Upon-Tweed – York – Retford. Trains timed to depart 08.45 or later, Monday to Friday.

- **Scotland** (Freedom of), 4 days in 8 & 8 in 15: valid All Scotland to Berwick-Upon-Tweed. After 09.15 Monday to Friday.
- **Settle-Carlisle Round Robin** (Now called North East Round Robin): valid for one circular journey Skipton – Leeds – York – Newcastle or v.v. Trains timed to depart 08.45 or later, Monday to Friday.
- **South Pennines Day Ranger**: Valid Leeds – Wakefield Westgate or v.v. Trains timed to depart 08.45 or later, Monday to Friday.
- **Strathclyde Zonecard**: valid Motherwell – Glasgow, at any time.
- **Tyne & Tees Day Ranger**: valid Morpeth – Newcastle – Durham – Darlington. Trains timed to depart 08.45 or later, Monday to Friday
- **West Yorkshire Day Rover** (includes “Train Day-Rover”, “Family Day-Rover” (1 person aged 16 or over, plus up to 4 concessionary, 2 persons aged 16 or over, plus 3 concessionary or up to 4 passengers under 16, provided they are part of a larger group with at least one person over 16. Also there is a “Bus Day-Rover” which is **not** valid on trains). Valid Keighley – Bradford – Leeds – Wakefield, after 09.29 Monday to Friday. Allows one day’s unlimited rail travel between all stations and most buses within the West Yorkshire P.T.E. area.
- **West Yorkshire MetroCard Season ticket**: The MetroCard family of tickets allow unlimited rail travel in the zones in which they are valid together with unlimited bus travel throughout the West Yorkshire P.T.E. area.

Rovers / Rangers that are not Valid:

RailRovers / Day Rangers which *look* like they may be valid on EC but do **not** cover lines on our patch include:

Coast & Peaks Rovers; Derbyshire Wayfarer; East Midlands Day Ranger; Freedom of the North West; Heart of England Rovers; Lincolnshire Day Ranger; Mills & Markets Day Ranger; Settle-Carlisle Day Ranger; Wolds Coast Day Ranger

- Ones which are *clearly* not valid on our patch e.g. West Midlands Day Ranger are not shown above!
- Any showing an unrecognisable code e.g. “GM1” (GM1 happens to be for Manchester!);
- Note that East Midlands **period** Rovers are valid on EC but the similarly named **Day** Ranger covers a different area and is not.
- Note also that the Freedom of the North West covers an area that would include EC, except that EC has never participated in this ticket and gets no revenue.

C2.2.6. Other walk-up tickets, General

Other walk-up tickets priced by other TOCs with interavailable routeings such as geographical locations, “Direct” or “Any Permitted” also have validity on EC. Even if the ticket is unfamiliar to you, the routeing shows whether it is valid or not (because it is that which determines whether TOCs get a share of the revenue), not the ticket type. Examples:

1. Any ticket type Nottingham ↔ London route “Any Permitted” will be valid on EC trains via Grantham, because that is a valid route.
2. Any ticket type Hull ↔ Doncaster route “Any Permitted” will be valid on EC trains, including Northern Duo.
3. Any ticket type Aberdeen ↔ Edinburgh route “Any Permitted” will be valid on EC trains, including Kids Go Free (see previous page).

Note this does not apply to *dedicated* routeings (e.g. “TOC X only”); Advance tickets (e.g. “AP TOC X only”) as all the money from these routeings goes to TOC X, nor those shown in C2.3 below.
See also Section C10 below for Foreign-issued tickets.

C2.3. Tickets that are not valid on EC (Last revised May 2014, Pricing Team)

- Tickets *dedicated* to other TOC’s. See item above, under “Routeings”.
- TfL “**Freedom Pass**” (‘The Manual’, Railcards and concessionary travel). Issued by London Boroughs to pensioners and the disabled for travel entirely within London. They are orange or blue and show the London Underground and RSP (double arrow) symbols top left. No validity whatsoever on EC.
- Club 55 (all varieties)
- Contractors using Personal Track Safety cards as tickets. They are not valid for any kind of travel.
- Railtrack/Network Rail Personnel **ID Cards**. If the passenger cannot produce a valid travel ticket, they should be charged for the journey just like anybody else.

Note: The Standard Class (white card) Railtrack Duty Travelcard which was valid for DUTY travel for Network Rail employees was withdrawn for travel from 1st January 2007.

- Eurail Passes have **no validity** in the UK (as shown on the map that comes with them).
- South Yorkshire **Travelmaster** tickets, as EC do not stop at any two stations in South Yorkshire. See also item above under “Joining Tickets Together”.
- “**GroupSave**” *discounted* fares. Group Save is a discount for certain TOCs that has weak retail control. It therefore may turn up but it is **not** valid on EC trains. If presented with a Group Save *discounted* ticket wrongly issued for a EC journey, then either excess up to the full price of the ticket in the same way as when a Railcard cannot be shown (if bought through self-service), OR treat as Retail error (where the passenger is not at fault) OR withdraw and forward to RPSS (Portsmouth).

BUT: Watch out for EMT and ScotRail GroupSave tickets (these are ‘proper’ GR3/GR4 tickets for given journeys) and are valid on East Coast where the routeing allows.

C2.4. Ticket Upgrades to First Class

These are not tickets! An upgrade is only valid in conjunction with a valid travel ticket.

1. Weekend First (Updated Sep 2011, Pricing Team)

- Holders of all valid Standard tickets and passes can travel in First Class on EC trains, on payment of a supplement, on Saturdays, Sundays and Bank Holidays. Also extra days around Christmas and New Year, as notified in advance.
- For the avoidance of doubt, this includes Advance singles, Off-Peak Day tickets, Rail Rovers, BritRail, Railcard reduced tickets, EC-only Inclusive Tour ITX, [EC Rewards tickets](#) and Staff Passes.
- On East Coast, Weekend First can only be issued on-train
- Weekend First issued by any other TOC is not valid for through journeys onto East Coast.
- Valid on date of issue for that train only (but can also be used on connecting EC trains on that day, subject to seat availability. The passenger should be warned of this rather important fact!).
- Must NOT be issued in advance for any train except your own, because as above, seat availability cannot be guaranteed.
- Current upgrade prices are:
 - London/Stevenage to Wakefield, York and north thereof = £25
 - London/Stevenage to Hull, Brough, Selby, and all stations south of York and Wakefield (excl) = £15
 - All **non-London** EC journeys i.e. starting and ending at Peterborough or north thereof = £15

2. Thetrainline.com First Class Upgrades (new, May 2011, Pricing Team)

- Holders of all valid Standard tickets and passes who booked on thetrainline.com (tTL) onto specific EC trains, *may* be sent offers to upgrade to First Class for varying amounts, normally £15-25, a couple of days before travel. The trains to offer it on are chosen by East Coast. The passengers chosen to receive the offer are infrequent bookers and the offer to them is not repeated within a given timescale.
- Passengers who accept the offer and pay the upgrade receive an electronic ticket to print at home.
- Upgrade is only valid on the date and train shown (note this doesn't affect the validity of the normal ticket the passenger has purchased. For example, if the passenger has an SOS and Upgrade voucher but board the wrong train, the upgrade voucher is not valid but the SOS still is.

3. Watch out for:

Passengers with Standard Class tickets claiming they are members of the Institute of Directors and are entitled to free upgrades to First Class within Scotland. They are not. ScotRail have been known to run such a promotion on their services only.

C3. Ticket Illustrations

C3.1. Railway-issued

C3.2. Travel Agent and PTE Issued

C3.3. Transport for London issued.

C3.4. Passenger/Agents' Self-Issued

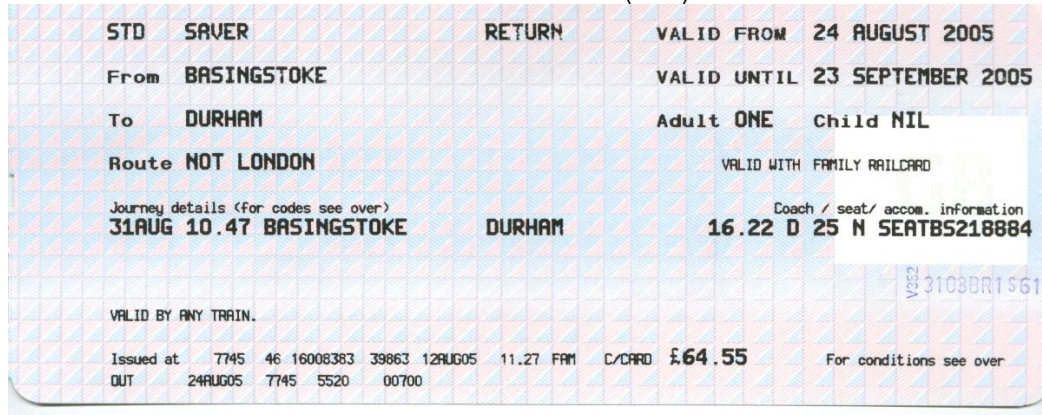
C3.1.1. CCST (Credit Card Size Ticket)

CCST tickets are issued by various ticketing systems, including; Tribute, Avantix and FastTicket machines. They are printed on "Common Stock".



C3.1.2. ATB (Advance Ticketing & Boarding)

ATB tickets were originally developed for the airline industry. ATB tickets are issued by a few Tribute machines in Telesales and at TheTrainline.com (TTL).



C3.1.3. Excess Fare Paper Ticket.

Excess paper tickets are currently issued by the on-board crews of certain TOCs, along with a number of Travel Centres.

Yes, these are still issued by some stations!

		*Excess/Travel Ticket	
Issued at C		011001	
Train 1D24		Date 02 November 05	
Ticket held No. _____		Description _____	
To _____		From _____	
Via _____		Description BVR	
To Heil		Description BVR	
From LONDON		Description BVR	
Via ANY PERMITTED		Description BVR	
Description of Excess/Travel Ticket		No. of Passengers (in words)	
Class STD		One ONE	
Without Ticket		Amount 85.00	
Supplement		Amount 85.00	
Standard to First		Amount 85.00	
Out of date/Overdistance		Amount 85.00	
Total 85.00		Total 85.00	
Valid until 01 DECEMBER 05		Collected by J. A.	
<small>Travel on Train Companies' trains is subject to the National Rail Conditions of Carriage and to the conditions of carriage of one operator on whose services the ticket is valid. This ticket is not interchangeable. Unless otherwise stated, it may be used on any Train Company's trains by any Permitted Route. Names of the Train Companies, copies of the National Rail Conditions of Carriage and details of Permitted Routes are available at Ticket Offices. SSP 407</small>			

C3.1.4. East Coast branded passes (last revised Sep 2014, Pricing Team)

C3.1.4.1. EC Complimentary Tickets.

From January 2014 new style Complimentary tickets replaced the traditional X-Passes which have been phased out. The new style passes better reflect the EC brand whilst reducing the ability of reuse through alteration of dates.

Where the pass is being issued from Customer Relations or the Managing Director's Office it will be sent with the following fields completed:

- date of issue;
- customer case reference number; and
- issued by.

However the passengers are asked to select the stations they wish to travel between and complete this area themselves. The accompanying letter will make it clear that the pass is only valid on EC services and a route map will be provided, however please advise any passengers you see with the pass completed to stations with limited EC services (such as Skipton) travelling on a non direct service that they will be required to make separate arrangements for the non EC leg of the journey.

The new passes are a 'scratch card' design. First Class passes are pink in colour with Standard Class in blue. They are considerably larger than the existing tickets (21cm tall – 10 cm wide (8inches / 4 inches)).

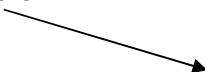
Before travelling the passenger must validate the ticket. This is done by selecting the year, month and date that they wish to travel and scratching off the relevant dates. This is required for both the outward and return journey. Once completed a plastic film (which is supplied ready for use) is attached to the front of the pass sealing the dates chosen. If the ticket is issued by an East Coast office (other than Customer Relations/MD's office) then the tickets will be completed in full before being handed to the customer. Full terms and conditions are printed on the rear of the tickets. However it is worth noting that there is now no distinction in types of First Class passes so all customers in First Class can take advantage of the complimentary offer.

These tickets are for one return journey only and should be stamped when presented for use in the same way as any other ticket. As the plastic film will not accept a ticket stamp from a Zifa, it is therefore suggested that you stamp the ticket **on the rear** along the white line at the very bottom.

Example of EC Pass – Rear (First Class)
[Image Redacted]

Once the dates have been selected they cannot be changed. Any passenger travelling on another day should be treated as 'no ticket held'.

Suggested area for ticket stamping is at the very bottom of this side of the ticket.



Example of EC Pass – Front (1st Class)
[Image Redacted]

Example of EC Pass – Front (Standard Class), completed
[Image Redacted]

Notes applying to both classes of ticket:

Customer must select the dates of outward and return travel before they join the train. The year, month & day must be scratched off and the plastic film attached to the front of the ticket.

The lower part is to be completed in handwriting.

If the ticket is issued by Customer Relations the “station from” and “station to” boxes are completed by the Customer. The other three boxes are completed by Customer Relations.

A name will only appear in the “Name/Reference No” box if the pass is issued by someone other than Customer Relations or the MD’s Office. Tickets showing a reference number in the format shown above are transferable.

Note that the old-style card X-Passes are being withdrawn and numbers seen will decline. However, the following ‘card’ tickets (EC Guest, EC All stations and Boxed Pass for retired staff) will continue.

C3.1.4.2. EC First and Standard Guest Passes

[Image Redacted]

Treat as 1x Anytime Single or return, as appropriate e.g. no time restrictions, multiple break of journey allowed, etc.

Standard Class Guest Passes cannot be excessed to First Class but may travel in weekend First on payment of the relevant supplement.

First Class has no entitlement to the Full First Class Complimentary offer.

C3.1.4.3. EC First 'All stations' Pass

Treat as Status Pass and subject to same travel restrictions. No entitlement to the EC First Class offer unless the £5.00 voucher is purchased from the cafe/bar (but no entitlement to alcohol if on duty, of course).

[Image Redacted]

C3.1.4.4. EC First Class Boxed Pass for Retired Staff

[Image Redacted]

Treat as normal 'boxed' staff travel. No entitlement to the EC First Class offer unless the £5.00 voucher is purchased from the cafe/bar.

C3.1.5. West Yorkshire Metro tickets

(Last revised 18 August 2009, Commercial Team)

These tickets are issued for travel within the West Yorkshire Metro area, and must show "Rail" to be valid on train services. They are valid on ALL train services within West Yorkshire, subject to any time restrictions.

Front & Back:

[Image Redacted]

[Image Redacted]

C3.2. Travel-Agent Issued Tickets

C3.2.1. Inclusive Tour (ITX) Tickets

(Last revised Jan 2014, Sales Team)

These tickets are issued as part of a holiday package. You should ask to see supporting documentation of the rest of the package because these are discounted tickets, just like Railcard reduced ones.

However, in most cases, no fare is shown on the ticket as the journey is sold to the tour operator at a net rate (i.e. no commission), and they then package this up with hotels, theatre breaks, Eurostar journeys etc to sell to the customer. Conditions are printed on the ticket. See Section 2.1 for more details.

C3.2.2. ATOC Scheme ITX Tickets.

EAST COAST

These are the new style ITX
Common Stock tickets.

Only coupons 3 and 4 showing the
Conditions are reproduced below.

Used by several Tour Companies.

High or Low

FOR CONDITIONS SEE SEPARATE COUPON

INCLUSIVE TOUR

COUPON 1 OF 3

Class	Ticket Type	Adult	Child	OUT
STD	ITX LOW	ONE	NIL	

Start Date 28-AUG-08A

Number 00035

000149932 30

From OXFORD *

Valid Until 30-AUG-08

PACKAGE

To MARGATE *

Route ANY PERMITTED

Validity THREE DAYS

2-PART RETURN

ITX 0001236 - 51476

Cross London

Printed 14/14 on 23-JULY-08

NOT VALID FOR TRAVEL

COUPON 3 OF 3

INCLUSIVE TOUR TERMS AND CONDITIONS

1. High Rate tickets are valid on all days.
2. Low Rate tickets are NOT valid on Fridays or other peak days.
3. Tickets are not valid for travel on trains arriving in London before 10:00hrs Mondays to Fridays, unless the train was boarded before 02:00hrs or unless travelling to/from a destination outside the UK.
4. Supporting documentation for your holiday must be carried at all times and shown upon request.
5. Travel on Train Companies' trains is subject to the National Rail Conditions of Carriage. This ticket is not transferable nor is it valid for a break of journey. Unless otherwise stated, it may be used on any Train Companies' trains by one Permitted Route on the service of participating operators. Names of Train Companies, other participating operators and copies of the National Rail Conditions of Carriage and details of Permitted Routes are available at Ticket Offices.

STANDARD TERMS AND CONDITIONS

Printed 14/14 on 23-JULY-08

Tour reference. You may ask to see supporting tour documents

C3.2.3. East Coast Scheme – ITX Tickets-

There are two versions, paper and electronic. Electronic can be “EC-only” or Advance on “AP EC Only”

Pre-printed “Superbreak” ticket stock - Note that the conditions are printed on the back of this ticket. These are being phased out in Spring 2014

[Image Redacted]

Electronic Common Stock - Advance ITX

Tickets will show “ADVANCE ITX” STD or 1ST, route “AP EC-only” and may be single or return (return is being phased out in Spring 2014)

Only the coupons for travel and reservations are reproduced below. These tickets will be issued by the Tour Operators through a dedicated element on TheTrainline.com, and unusually will show a nominal price of 5p or 10p on the tickets. (The real price is settled by direct settlement).

These tickets have the same conditions as Advance tickets, as amended in Section C2 above. No separate Conditions Cards are printed by the machine.



C3.2.4. Travelpackonline (Harry Weeks Travel – E311)

Harry Weeks Travel have a self-ticketing arrangement to produce A4 trifold tickets under the brand name Travelpackonline. The ticket will show all information required on an ATB format ticket. The tickets will be green with Rail Settlement Plan in microprint in the background inside a green border.

[Image Redacted]

Please note: the "BR" symbol appears in the top left-hand corner of the ticket as a hologram for a security measure

C3.2.5. “railooto” (Evolvi Rail Systems – NLC 9932)

(Last revised 18 August 2009, Commercial Team)

Evolvi Rail Systems also have a self-ticketing arrangement to produce A4 trifold tickets under the brand name ***railooto***. (=Out Of The Office).

The ticket will show all information required on an ATB format ticket. The tickets are shown below.

FRONT

[Image Redacted]

BACK [Image Redacted]

C3.3. Transport for London (TfL) Issued tickets

(Last revised 18 August 2009, Commercial Team)

TfL have an arrangement with ATOC that they can issue tickets through to most National rail stations within the former Network South East area.

They should only be seen on EC trains as far north as Stevenage.

If they are shown as route “Any Permitted” (or route is left blank), they are valid on EC trains. If they are shown as route “Finsbury Park”, they are only valid on GN services via Finsbury Park and should be excessed the difference in the usual way.



C3.3.1 Three Day TravelCards

(Last revised May 2013, Pricing Team)

These have been withdrawn.

C3.4. Passenger Self-issued tickets:

(New item, May 2011, Commercial Team)


C3.4.1. Print@Home

When using Print@Home on the website, passengers are told:

“This must be printed by you prior to making your journey. It must be printed legibly in black ink on plain white A4 paper, in portrait layout, using a standard inkjet or laser printer. Any ticket that is illegible will not be valid and a new ticket must be purchased”.

These tickets have a standard ATOC format as follows:

National Rail Customer Reference: **UA0000471110**


National Rail

THIS IS YOUR TRAVEL TICKET

DEPARTURE DATE/TIME	FROM	TO	ARRIVAL DATE/TIME
08/09/10 13:10	LONDON KINGS X	LEEDS	08/09/10 15:35

CLASS	TICKET TYPE	ROUTING	PASSENGER	RAILCARD	VALID UNTIL	PRICE
STANDARD	ADVANCE	EC & CONNECTNS	ADULT		08/09/2010	£18.70X

RETAILER: 4400 DATE: 21/07/10 14:45 On: 9101-38 Tkn: 04232 NRS: 01571335 Booking Ref: 43437617

ITINERARY

Outward Journey

08/09/10 13:10 LONDON KINGS X LEEDS

RESERVATIONS

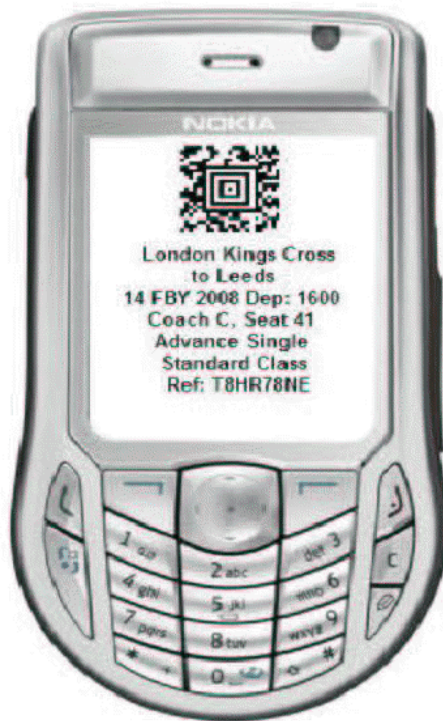
Coach Seat Sleeper Berth

F 60A -

NATIONAL RAIL CONDITIONS OF CARRIAGE	
Travel on Train Company's trains is subject to the National Rail Conditions of Carriage and to the conditions of carriage of other operators on whose services this ticket is valid. This ticket is not transferable and must be given up on expiry or renewal. Unless otherwise stated, it may be used on any Train Company's train between the stations shown and at intermediate stations by any Permitted Route and within the zone(s) shown on the services of participating operators.	
Names of the Train Companies, other participating operators and copies of the National Rail Conditions of Carriage and details of Permitted Routes are available at Ticket Offices.	
SPECIFIC PRINT@HOME CONDITIONS	
This is your travel document which must be retained and available for inspection during your journey. This ticket must be clearly printed on plain, clean, white paper. Problems with printing will not be the responsibility of National Rail. This ticket is for the named passenger only and is not transferable or for resale. This ticket is only valid for journeys specified against the unique ticket number and encoded in the bar code. Proof of ID as selected during the purchase process will need to be carried along with this ticket during your entire journey.	
<p>Please ensure that you have both your printed tickets and the credit/debit card used to make your booking with you for identification, before starting your journey.</p> <p>Changes to your travel plans:</p> <ul style="list-style-type: none"> Changes are permitted up to 18:00 the day before the date of departure of the first reserved train shown on your ticket(s). If your new travel date is at least 7 days after your change date, you can amend your tickets by logging in to "Your Account" on the East Coast website. For each change that you make, you will have to pay an additional charge, up to the appropriate fare for your new journey, plus a change fee of £10 per single ticket. If your new travel date is within 7 days of your change date, please call Web Support on 08457 226 111 who will be able to amend your ticket for you. Tickets cannot be changed at the station or onboard. Your ticket is non-refundable, should you decide not to use it. 	
<p>Outward Journey Used:</p>	<p>Return Journey Used:</p>
<p>PASSENGER NAME: Jodie Anderson</p> <p>DOCUMENTATION ID NUMBER (last 4 digits): 1234</p> <p>DLC: 1234</p>	

C3.4.2. Mobile Phone ticket

These tickets have a standard ATOC format as follows:



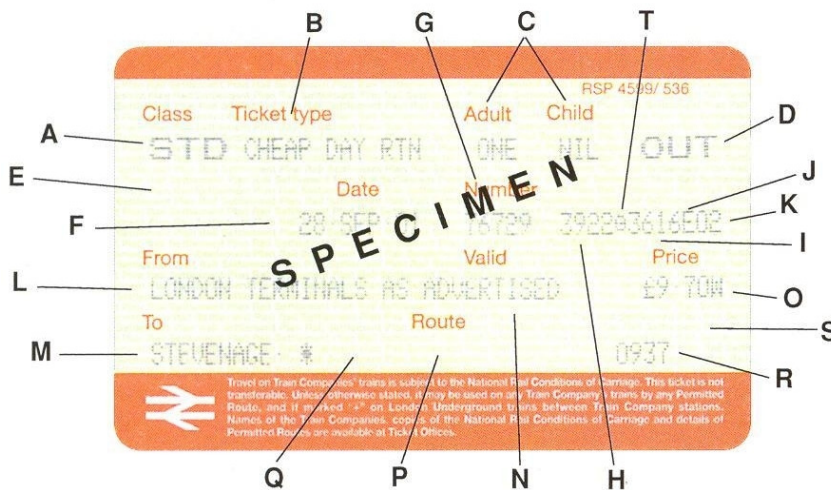
Please also see [separate brief on inter-operable barcode mobile trial between Hexham and Harrogate, September 2014.](#)

C4. Information contained on tickets

Each ticket type conforms to rail industry standards and therefore the style of ticket issued by the various TOCs is the same and contains the same information. This will assist you when dealing with travel irregularities. The following design has been replaced by 'common stock' but the format is similar.

C4.1 Old Credit Card Size Ticket

Tickets are orange with security background "Rail Settlement Plan" in lime green. Machine validation is black.



These tickets RSP 4599 series have the conditions of issue printed on the front to allow advertising on back.

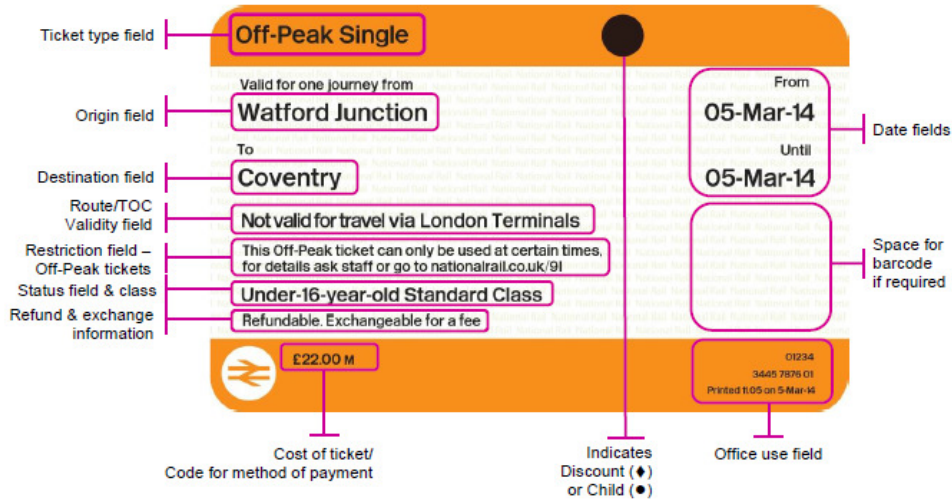
For letter codes see next page.

A	Class.
B	Ticket Type
C	Number of Passengers Adults and Children separately
D	Ticket Portion SGL = Single OUT = Outward Portion of Return Ticket RTN = Return Portion of Return Ticket
E	Status (if blank at least one full fare paying adult is travelling)
F	Date (if followed by suffix letter 'A' ticket was issued in advance and date shown is first date of validity)
G	Ticket Serial Number
H	Machine Identity Number
I	National Location Code
J	Region code of station controlling issue E = Eastern H = Scottish M = London Midland S = Southern W = Western
K	Window Number of station controlling issue
L	Station From
M	Station To
N	Validity
O	Price Paid followed by letter denoting method M = Cash, Postal Order, National Transport Tokens Q = Cheque W = Warrant X = Credit Card
P	Description of Route or Special Machine Printed Endorsements
Q	London Indicator - + as first character of the Route denotes available via London with cross London transfer as shown in the National Fares Manual
R	Time of Issue.
T	Ticket capable of working London Underground gates
U	Station from, Station to (National Location Codes) then 5 numeric route code.

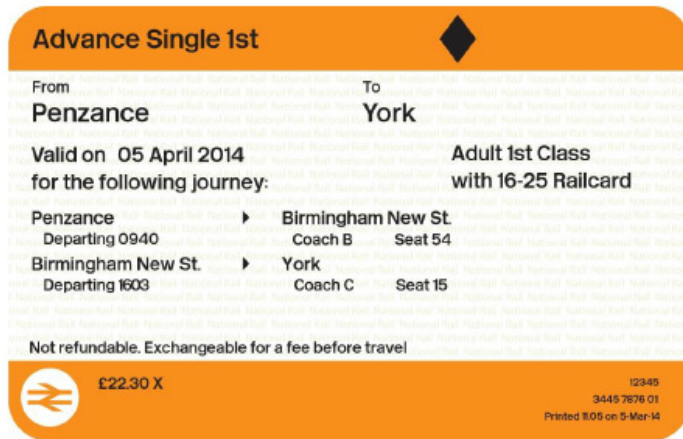
C4.2 New designs for Credit Card Size Ticket (Last revised Sep 2014, Pricing Team)

The following designs are “work in progress” and although appearing from various sources, are still being ‘tweaked’ towards a final agreed design.

Off-Peak Single



Advance Single



With sample ‘QR’ barcode:



C5. On Train Ticketing Matrix - REDACTED

See section C7 for how to calculate excess fares.

C6. Ticket Validity Simplifier

Ticket type	Ticket Validity		Break of Journey		Discounts Available			Other Information			
	Outward Portion	Return Portion	Outward Journey	Return Journey	Child	Railcard	Group	Refunds	Changes	Weekend 1st	Notes
First Anytime Single / Return	FOS = 2 days FOR = 5 days	Within 1 month	Yes	Yes	Yes	Certain Cards	Yes	Yes	Yes	n/a	Railcard discount Senior, Disabled, Two Together & Forces only
First Anytime Day Single / Return	Date on ticket	Date on ticket	Yes	Yes	Yes	Certain Cards	Yes	Yes	Yes	n/a	Railcard discount Senior, Disabled, Two Together & Forces only
First Advance Single	Valid on date and time shown on ticket		No	No	Yes	Certain Cards	No	No	Yes	n/a	Changes must be made prior to travel
Hybrid e.g. Scottish Exec	Date on ticket	Within 1 month	No	Yes	No	No	No	Yes	Yes	n/a	Outward must be reserved but can travel by any EC train that day
Standard Anytime Single / Return	SOS= 2 days SOR = 5 days	Within 1 month	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Standard Anytime Day Single / Return	Date on ticket	Date on ticket	Yes	Yes	Yes	Yes, subject to min fares.	Yes	Yes	Yes	Yes	
Off-Peak Super Off-peak Single / Return	Date on ticket	Within 1 month	See restriction	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Restrictions on time of travel
Standard Advance Single	Valid on date and time shown on ticket		No	No	Yes	Yes	No	No	Yes	Yes	Changes must be made prior to travel
Season Tickets	Valid until expiry date shown on ticket		Yes	Yes	Yes	No	No	Yes	Yes	Yes	
Standard Business Package	Within 1 month	Within 1 month	Yes	Yes	No	No	No	Yes	Yes	n/a	
First Packages (formerly Executive)	Within 1 month	Within 1 month	Yes	Yes	No	No	No	Yes	Yes	n/a	
One Day Travelcard	Date on ticket	Date on ticket	Yes	Yes	Yes	Yes	No	Yes	Yes	n/a	Restrictions on time of travel

C7. How to calculate on-board Excess Fares (Updated May 2013, Pricing Team)

C7.1. First Class Travel with a Standard Class Ticket

Single Tickets	
Standard Anytime / Day Single / Carnet Off-Peak Single / Day Single Super Off-Peak Single	Charge the difference between the fare already paid and the appropriate First Class Single fare for the journey. (For carnets, use the full price SOS/FOS as the basis for calculations)
Return Tickets - Travel in one direction	
Off-peak Return / Day Return / Off-Peak Day Travelcard Super Off-Peak Return	<u>Either</u> charge the difference between the fare paid and the sum of the appropriate Standard Single for one direction and the appropriate First Single for the other direction <u>or</u> if cheaper, charge the difference up to the appropriate First Return for the journey. However, if the journey is <u>EC-only</u> and upgrade is required one-way only, the rule is simpler - take half the value of the return ticket held by the passenger (provided that it is valid on that train) and charge the difference up to a FOS.
Standard Anytime / Day Return	Charge the difference between the Standard and First Anytime / Day Single fares.
Return Tickets - Travel in both directions	
Off-peak Return / Day Return Super Off-Peak Return	Charge the difference between the fare paid and the appropriate First Class Return for the journey.
Standard Anytime / Day Return	Charge the difference between the fare paid and the First Anytime / Day Return for the journey.
Season Tickets - 7 Day, One Month or longer	
No opportunity to buy ticket before boarding	Opportunity to buy ticket before boarding
Charge the difference between the appropriate Anytime Standard and First Class fares for the journey or if cheaper charge the full First Anytime / Day fare for the journey. No Railcard discounts.	The Conditions of Carriage state that season ticket upgrades must be done before travel, so charge appropriate fare as though no ticket were held. However, if the journey is EC-only, EC will extend the upgrade facility to on-train. Charge the difference between the full fare Standard and Any Permitted (or equivalent) First Class Anytime fares for the journey or if cheaper, charge the full First Anytime / Day fare for the journey. No Railcard discounts. EC-only First Class Anytime fares <u>must not</u> be used on-board for these purposes (since Oct 2012)
Rovers, Rangers, BritRail	
Charge the difference between the Standard and First Class (Single or Return, as applicable) Anytime fares for the journey being made. If cheaper at Off-Peak times, charge the difference between the Off-Peak Standard Class and Off-Peak First Class fares (Single or Return, as applicable).	

GENERAL NOTES. "Appropriate fare" means the cheapest Single or Return fare available for immediate travel on the chosen service. This can include TOC-specific tickets if the outward journey is being excessed (the customer must be informed the ticket is now EC-specific) but NOT the return (unless there is proof of outward journey).

C7.1.1. Travel by a Different Route - with a higher fare

Single Tickets	
First & Standard Anytime / Day Single Off-Peak Single, Super Off-Peak Single	Charge the difference between the fare paid and the appropriate Single fare for the journey being made. If no through fare, charge the appropriate Single fare for the part of the journey not covered by the ticket held.
Return Tickets - Travel in one direction	
First & Standard Anytime / Day Return First & Standard Off-peak Return / Day Return Super Off-Peak Return Carnets	Charge half the difference between the fare paid and the appropriate Return fare for the journey being made. If no through fare, charge the appropriate Single fare for the part of the journey not covered by the ticket held. For carnets, use the full price SOS as the basis of calculations. East Coast First class Carnets are routed "EC only" and therefore cannot be excessed to a different route.
Return Tickets - Travel in both directions	
First & Standard Anytime / Day Return First Anytime / Day Return First & Standard Off-Peak Return / Day Return Super Off-Peak Return Carnets	Charge the difference between the fare paid and the appropriate Return fare for the journey being made. If no through fare, charge the appropriate Return fare for the part of the journey not covered by the ticket held. For carnets, as above but use the full price SOR as the basis of calculations.

C7.1.2. Travel when not valid – for time, day or train

Single Tickets	
First & Standard Off-Peak Single / Day Single, Super Off-Peak Single	Charge the difference between the fare paid and the appropriate Single fare.
Advance Single	Charge the appropriate Single fare.
Return Tickets - Travel in one or both directions	
First & Standard Off-peak Return / Day Return Super Off-Peak Return	Charge the difference between the fare paid and the appropriate Return fare.

Railcard discounts allowed provided original ticket is discounted and the customer holds a valid Railcard.

GENERAL NOTES. "Appropriate fare" means the cheapest Single or Return fare available for immediate travel on the chosen service. This can include TOC-specific tickets if the outward journey is being excessed (the customer must be informed the ticket is now EC-specific) but NOT the return (unless there is proof of outward journey).

C7.1.3. Short of Destination – where the fare to the new destination is more than that to the original destination and break of journey is not allowed

Single Tickets	
Standard Off-peak Single / Day Single Super Off-Peak Single	Charge the difference between the fare paid and the appropriate Single fare for the actual journey being made.
Return Tickets - Travel in one direction	
Standard Off-Peak Return / Day Return Super Off-Peak Return	Charge half the difference between the fare paid and the appropriate Return fare for the actual journey being made.

Railcard discounts are allowed provided the original ticket is discounted
See General Notes on “appropriate” tickets that are TOC-specific, on previous page

C7.1.4. Use of Train Company Specific Tickets on another TOCs Service

	No opportunity to buy ticket before boarding	Opportunity to buy ticket before boarding
Travel by a Train Company other than that stated on the ticket	Charge the appropriate Single or Return fare for the journey being made as if no ticket is held.	Charge the full Single or Return fare for the journey being made as if no ticket is held.

Generally, tickets that are dedicated to one TOC cannot be excessed to travel on another.

Customers may be entitled to a refund on their original ticket.

C7.1.5. Travel with a combination of Tickets – each valid for a partial section of the throughout journey

	No opportunity to buy ticket before boarding	Opportunity to buy ticket before boarding
Train does not stop at the station where the customer changes from one ticket to the other	Charge the appropriate Single or Return fare from the last station where the train called at which the tickets were valid to travel on the same train or if this does not apply charge the appropriate Single fare for the entire journey.	Charge the full Single or Return fare from the last station where the train called at which the tickets were valid to travel on the same train or if this does not apply charge the full Single fare for the entire journey.

NOTE: You should not charge an excess fare if: -

1. The customer has a Season Ticket (not a Passenger Transport Executive or local authority one) in combination with any other kind of valid ticket, and both tickets cover the entire journey.
2. If both tickets are zonal tickets and cover the entire journey.

C7.1.6. Travel on a service other than that specified on the ticket – Advance Tickets

Where a train company is at fault	
Do not charge an excess fare. Endorse ticket or issue a permit if held (EC7000 form).	
Other Circumstances	
Advance Single	Charge the cheapest appropriate fare as if no ticket held. The old rule insisting on charging only the SOS fare was removed in 2012 by national agreement.

C7.1.7. Break of Journey – when not allowed for the ticket type.

Tickets	
XS1/2, 5/6 Scottish Exec Package.	Charge the difference between the fare paid and the cheapest appropriate fare that allows break of journey.
Other TOCs Off – Peak / Super Off – Peak: <ul style="list-style-type: none"> Journey is resumed on the date on the ticket Journey is resumed on another date 	Charge the difference between the fare paid and the appropriate Single fare for the overall journey being made that allows break of journey. Treat as being without a ticket for the onward journey and charge the appropriate Single fare.

C7.1.8. Over-Riding – *Travel to a destination beyond that on the ticket*

All Ticket Types	No opportunity to buy ticket before boarding	Opportunity to buy ticket before boarding
Single Tickets		
All	Charge the appropriate Single for the extra journey. If cheaper, charge the difference between the fare paid and the appropriate Single fare for the throughout journey.	Charge the full Single fare for the extra journey.
Return Tickets – Travel in one direction		
All	Charge the appropriate Single fare for the extra journey. If cheaper, charge the difference between the fare paid and the appropriate Return fare for the throughout journey.	Charge the full Single fare for the extra journey.
Return Tickets – Travel in both directions		
All	Charge the appropriate Return fare for the extra journey. If cheaper, charge the difference between the fare paid and the appropriate Return fare for the throughout journey.	Charge the full Return for the extra journey.
Season Tickets – valid 7 days, One Month or longer	Charge the appropriate Single or Return fare for the journey not covered on the ticket. Railcard discount allowed.	Charge the full Single or Return fare for the journey not covered on ticket. No Railcard discount allowed.

GENERAL NOTES: “Appropriate fare” means the cheapest Single or Return fare available for immediate travel on the chosen service. This can include TOC-specific tickets if the outward journey is being excessed (the customer must be informed the ticket is now EC-specific) but NOT the return (unless there is proof of outward journey).

C7.1.9. Off-Route – deviation from the ticket route(s) to another destination

All Ticket Types	No opportunity to buy ticket before boarding	Opportunity to buy ticket before boarding
Railcard discounts	Yes, provided original ticket is discounted.	No Railcard discount.
Single Tickets		
All	Charge the appropriate Single fare for part of the journey not covered by the ticket held.	Charge the full Single fare for the part of the journey not covered by the ticket held.
Return Tickets – travel in one direction		
All	Charge the appropriate Single fare for the part of the journey not covered by the ticket held.	Charge the full Single fare for the part of the journey not covered by the ticket held.
Return Tickets – travel in both directions		
All	Charge the appropriate return fare for the part of the journey not covered by the ticket held. (If no Return fare exists, use twice the Single fare).	Charge the full Return fare for the part of the journey not covered by the ticket held. (If no Return fare exists, use twice the Single fare).
Season Tickets – valid 7 days, One Month or longer	Charge the appropriate Single or Return fare for the part of the journey not covered by the season ticket.	Charge the full Single or Return fare for the part of the journey not covered by the season ticket.

GENERAL NOTES: [INFORMATION REDACTED]

C8. Allowable exceptions for “Advance” tickets on the “wrong” service. - REDACTED

C9. Concessionary Fares (Last revised Sep 2014, Pricing Team)

The English National Concessionary Travel Scheme (ENCTS) was introduced in 2008 with a standardised design using recognisable icons. The Scottish ones have a different background but use the same standard icons (see 9.2).



Both English and Scottish concessionary schemes are usually only valid on buses unless the local authority has an agreement with one or more Train Operators. Some cards have a train icon, but many including some of those with a rail element do not.

Local Authority Concessionary (LACon) Fares schemes that **are** valid on EC include the following:-

C9.1. Concessionary fares valid on EC trains (Last revised Sep 2014, Pricing Team)

- a) **Aberdeenshire Taxi Card** – is valid on EC Aberdeen <> Montrose. Offers reduced fare taxi and rail travel to disabled people. 50% off SDS/SDR/CDR/SVR (Blind Persons TaxiCard holders travel free on trains in Scotland).
- b) **Angus Council** is valid on EC Montrose <> Dundee. Restrictions as per full fare ticket. Senior Citizen concession (Card Type C) 50% off SDS / SDR / SVR tickets.
- c) **East Lothian** is valid on EC Dunbar – Edinburgh / Haymarket. Senior Citizen & Disabled concession is 50% off the SDS / CDS / SDR / CDR. From 18th May 2014, restriction “H1” applies to all the above tickets as far as the concession is concerned, so they are all barred in the morning before 09.15, plus in the evenings (1643 to 1810) from Edinburgh & Haymarket. Blind & Taxicard holders travel free. Holders of East Lothian Council Concession Cards with the “visually impaired + companion” entitlement, will now be entitled to have a companion accompany them at 5p single and 10p return, within the East Lothian scheme area. Ticket types CCS (5p) and CCR (10p) should be used to issue this ticket – restriction H1 also applies to these. Please note that this applies to companions of visually impaired passengers only, as blind people get free travel within Scotland - see below.
- d) **East Riding of Yorkshire**
CC is valid on EC Doncaster-Selby-Hull. Disabled persons holding a

'Free TravelCard' may travel free after 09.30 Monday to Friday. Carers are **not** included in the scheme.

- e) **Edinburgh City Council**
(was valid on EC Edinburgh – Haymarket). - [this scheme has been withdrawn](#)
- f) **Falkirk Council** (was valid on EC Perth – Falkirk (Origin or Destination) <> Edinburgh) - [this scheme has now been withdrawn](#).
- g) **Fife Council** is valid on EC Edinburgh-Dundee / Perth, Senior Citizens, Blind & Disabled (inc. Companion Cards) Flat fare of 50p single & £1.00 return. Companions pay 50% off SDS or CDR. Off Peak travel only.
- h) **Highland Council** is valid on EC Inverness – Aviemore – Dalwhinnie. Restrictions as per full fare ticket. Senior Citizen & Disabled concession 50% off SDS / SDR / SVR / CDR. Blind holders travel free between Inverness & Edinburgh. Blind companions should be charged at 50% off for journeys outside the Highland Council area (free within). Concessionary fare is half the single or return fare for the ticket type shown below. The companions of Blind Persons are entitled to travel for 50p single/£1.00 return within Highland and from Highland stations to Aberdeen, Edinburgh and Glasgow
- i) **Perth and Kinross** (was valid on EC between Stirling and Pitlochry) - [this scheme has been withdrawn](#).
- j) **Strathclyde** is valid on EC services between Motherwell & Glasgow Central. Senior Citizens & Disabled concession is 50% off the SDS / SDR / SVR / SSR. Not valid before 0900 or [between 1600 and 1830](#), Monday to Friday. Blind holders travel free at all times.
- k) **West Lothian** is valid on EC services when journey commences in West Lothian (Bathgate area) [via Edinburgh](#) to Glasgow or Dunbar. Not valid on trains timed to depart before 0915 Monday to Friday, and passengers may not join any service at Edinburgh, Haymarket, Glasgow Central or Glasgow Queen Street on Mondays to Fridays departing between 1642 and 1809. Discount is 50% on SDS/SDR/CDR.
- l) **West Yorkshire**
MetroPermit is valid on EC Keighley – Bradford - Leeds – Wakefield. (E)lderly, (S)enior and (D)isabled flat fare, not valid before 09.30 Monday to Friday. (S)cholar Permits give half price SD, CD, and seasons at any time.
- m) **Scottish Blind Persons**
Concession (Please also see 9.2)
- Is valid within Scotland in Standard Class only and on EC trains to / from Berwick-Upon-Tweed. Card Holders may travel Free of Charge in Standard Class accommodation (no ticket to be issued) on East Coast services at any time.
 - Does not extend to companions (except for local journeys within the West Lothian (free), Highland (50%), Fife (50%) and Strathclyde


(50%) Local Authority areas. Also in East Lothian, companions from Dunbar to stations in the East Lothian area ONLY pay 5p single, 10p return.


- However, the blind person may also hold a Disabled Persons Railcard, in which case a companion may travel with them where only the companion is taking advantage of the Railcard discount. This concession also applies within Scotland and to / from Berwick-Upon-Tweed inclusive.
- If travelling south of Berwick-Upon-Tweed, a separate ticket is required for that and the train must call at Berwick-Upon-Tweed.

C9.2. Example of National Entitlement Card - Scotland

The Scottish Executive National Entitlement card is issued to Senior Citizens, **young people**, and other concessionary cardholders including Blind Persons. The top right hand corner of the new entitlement card will indicate in which local concessionary area that the holder is entitled to rail concessions etc. Holders of the National Entitlement card will be able to travel free on buses within Scotland at any time, and qualify for local area concessionary rail travel.



Companion cards will show a 'plus one'  logo, whilst blind persons cards

will show an eye  image. Where particular local conditions apply, an L logo will be included. For example, in Strathclyde disabled cardholders are not subject to a time restriction, in Angus Council area, disabled holders travel free.

Example of National Entitlement Card - England



T Travel
South Yorkshire

Expiry date
31 OCT 2008

Peter Person
123456 1234 1234 1234
Concessionary travel funded by
HM Government with your local authority

C9.3. Concessionary fares not valid on EC trains – Information Redacted

C10. Foreign Issued Tickets - REDACTED

C11. Railcards and other Discount Authorities

(Last revised Sep 2014, Pricing Team)

Various discounts are available to holders of Railcards and these are shown over the following pages.

General Notes on Railcard Reduced tickets:

- A ticket issued at a discounted fare ceases to be valid when the Railcard or other authorising document expires. If the Railcard is renewed, the validity of the ticket continues up to its normal expiry.
- A ticket issued at a discount has the same validity and is subject to the same restrictions as the current non-discounted ticket, plus any special conditions as shown below.
- Railcards must be presented when using discounted tickets.

C11.1. 16-25 Railcard (Formerly the Young Persons Railcard)

- 34% discount on applicable standard class ticket types.
- No discount for accompanying adults or children.
- A minimum fare applies to all ticket types 04.30-09.59 inclusive Monday to Friday (except Bank Holidays and in July and August).
- The previous exception where EC waived the minimum fare on the 09.55(-ish) Dunbar to Edinburgh service is now discontinued, as the next train is less than an hour later.
- One-Day Off Peak TravelCards are also subject to a minimum fare although the minimum fare is also the cheapest price available. There are no discounts for First and Standard All Day TravelCards (i.e. Peak).
- Discounts are available on most Rail Rover tickets (Standard Class only).
- Discounts are not available in First Class, except certain Advance Tickets check each TOC.
- Proof of age is required when purchasing Railcard and a photograph.
- Mature students aged 26 can apply for a 16-25 Railcard if they can provide evidence to prove that they are a full-time student at a recognised educational establishment, studying for over 15 hours a week and for at least 20 weeks a year.
- **Website:** www.16-25railcard.co.uk



[IMAGES REDACTED]

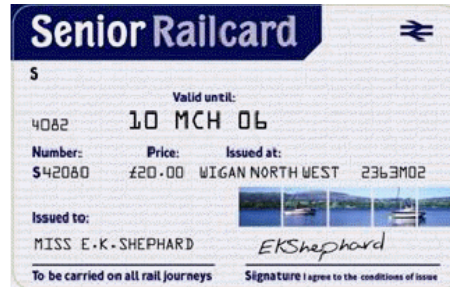
C11.2. Scottish Youth Card

- The Scottish Youth Railcard was superseded in May 2014 by the Scottish National Entitlement Card. See 9.2 above.

Image Withdrawn

C11.3. Senior Railcard

- 34% discount on applicable First Class & Standard Class ticket types.
- No discount for accompanying adults or children.
- Discounts are available on most Rail Rover tickets.
- One-Day Off-Peak Travelcards are subject to a minimum fare although the minimum fare is also the cheapest price available. There are no discounts for First and Standard All Day TravelCards (i.e. Peak.)
- For journeys wholly inside the Network Railcard area, discounts are not available until the corresponding Off-Peak Day fare becomes available.
- Proof of age required when purchasing the Railcard.
- **Website: www.senior-railcard.co.uk**



C11.4a. Family and Friends (F&F) Railcard

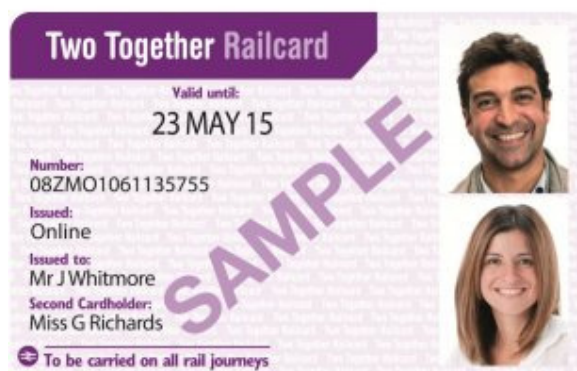
(Last revised 20th Aug 2010, Commercial Team)

- 34% discount on all appropriate ticket types for cardholder(s), 34% discount for accompanying adults and 81% discount for accompanying child (minimum fare is £1.00). **[IMAGE REDACTED]**
- Two adults can be named on the card.
- The maximum group size is four adults (including either one or both named cardholders) and four children. Children who become 16 years of age during the validity of the Railcard are entitled to the discounted fare until the Railcard expires.
- Discounts are not available in First Class.
- One Day Off Peak TravelCards are subject to a minimum fare although the minimum fare is also the cheapest price available. There are no discounts for First and Standard All Day TravelCards (i.e. Peak).
- **Website: www.familyandfriends-railcard.co.uk**
- **F&F Railcard** has a special exemption allowing adults to take children one way to a destination, or collect them. The Railcard holder(s) with their Railcard may travel on an undiscounted return ticket of the type normally available with a Family Railcard, e.g. an adult Off-Peak Return, then up to

four children, each holding a child's discounted price single ticket for the journey being made, may accompany the Railcard holder(s).

A Customer may present both a F&F Railcard and an Annual (not shorter) Season Ticket and purchase a Child's discounted price ticket if the journey is over the route covered by the Season ticket. Should the customer's journey deviate from the route of their Annual Season Ticket, further tickets should be purchased for the adult and child as usual

C11.4b. Two Together Railcard

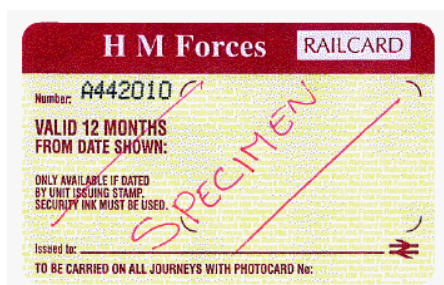


(Last revised Jan 2014, Pricing Team)

- The Two Together Railcard is a new product aimed to encourage new and additional journeys by two named adults travelling together for the whole journey on the train.
- Priced at £30, the Railcard will be valid for 1 year from the date of purchase and give cardholders 1/3 off of their rail travel when travelling together.
- 34% discount on all Anytime, Off-Peak, Super Off-Peak and Advance fares (all First or Standard Class) for two people travelling together. Also 34% discount on All-Day Travelcards and Off-Peak Day Travelcards from stations outside Zones 1-9.
- Two Together Railcard discounts are not valid for travel between 04:30-09:29 hours inclusive, Monday to Friday, except on Public Holidays.
- It can be purchased by any two named people aged 16 or over who travel together for the whole journey. Both applicants must be 16 or over, and can be a couple, related or just friends.
- If the Railcard (and photocard where separate) cannot be produced, then new tickets which are non-refundable must be purchased by the two passengers.
- If only one of the named passengers is found travelling, their ticket should be excessed to the full undiscounted value of the ticket.

C11.5. HM Forces Railcard

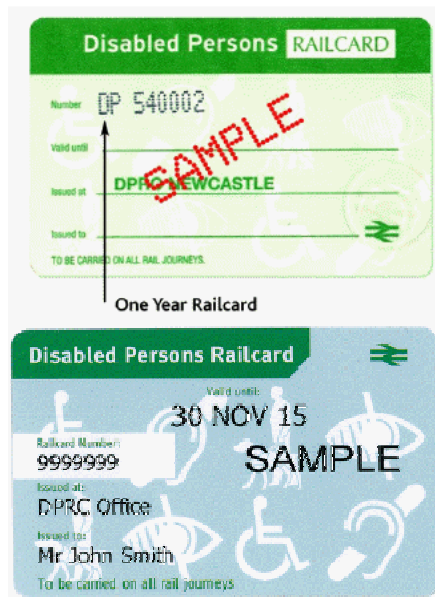
- 34% discount on applicable First Class & Standard Class ticket types available for both cardholder and / or their spouse.
- Discounts do not apply to regular travel to place of employment, duty or education.



- Minimum fares apply before 10.00 Monday to Friday (except Bank Holidays and in July and August).
- Up to four accompanied children at 81% discount fare are allowed per Railcard used by the Serviceman / woman and / or spouse.
- One-Day TravelCards are subject to a minimum fare although the minimum fare is also the cheapest price available .

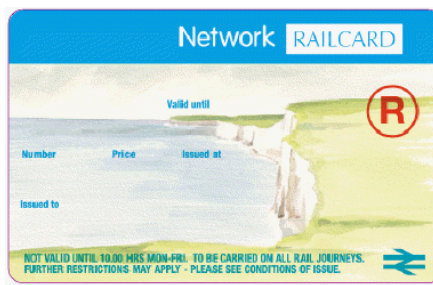
C11.6. Disabled Persons Railcard

- 34% discount on applicable First Class & Standard Class ticket types
- Child cardholder receives a 50% discount on applicable ticket types.
- Accompanying adult (one only) and / or child receive the same discounts as the cardholder.
- Discounts are available on most Rail Rover tickets.
- One-Day Off-Peak Travelcards are subject to a minimum fare although the minimum fare is also the cheapest price available? There are no discounts for First and Standard All Day TravelCards (i.e. Peak).



C11.7. Network Railcard

- Discounts are available in the Network Railcard area (the former Network South East area), on EC this is Stevenage, on First Capital Connect this extends to Huntingdon.
- Validity is restricted (see section F and section M of NFM).
- Up to four adults (including cardholder) are entitled to discount on each Railcard.
- Up to four accompanied children can travel at 81% discount, subject to a minimum fare of £1.00 on each Railcard.
- One-Day TravelCards are subject to a minimum fare.



C11.8. TADAs / NADAs: Travel Agents / NRES Discount Authorities

- Although not a Railcard as such, a discount authority needs to be shown so these are included here.
- NRES-agents and ATOC-licensed Travel Agents are entitled to 75% off **any** walk-up fare on a very limited number of occasions per agent per year, which they issue themselves.

- The rules governing the issue of TADAs allow bona fide agents to take their partner or a travelling companion in addition to the agent's dependent children.
- Always check that the actual authority is presented with the tickets

[Image Redacted]

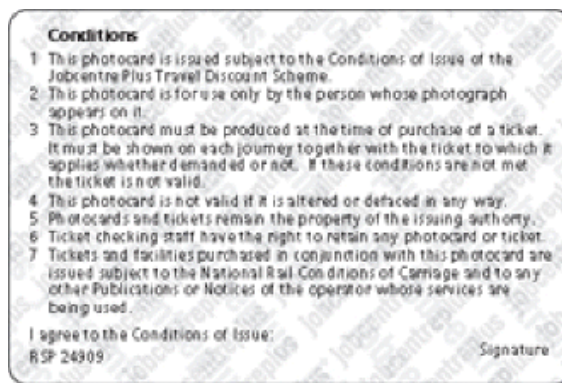
C11.9. Annual Gold card

- Annual Season Tickets sold with the Network Railcard give a 34% discount to cardholder and up to three accompanying adults on Standard Anytime, Standard Anytime Day, Network Awaybreak and Network Stayaway tickets and on One Day and Overnight Return TravelCards.
- A £1.00 flat fare applies for up to four accompanying children.
- Available only in the Network Railcard area.
- Annual Gold cards used as a Railcard are available for use from 10.00 Monday to Friday and all day Saturday, Sunday and Bank Holidays. (See section M of NFM for details of ticket easements).
- One-Day TravelCards are subject to a minimum fare.
- Network First supplements are available to Annual Gold cardholders and up to three accompanying adults for whom a discounted fare has been paid (see section H of NFM for details).
- On weekdays, Network First supplements cannot be used for a journey over the route covered by a season ticket unless a separate discounted ticket for the journey has been purchased. This does not apply at Weekends and Bank Holidays.
- Annual Gold card / Travelcard holders do not need to purchase a ticket for themselves if the journey to be undertaken is covered by the route validity of their season ticket.
- Annual Gold card / Travelcard holders purchasing discounted One Day TravelCards for accompanying adults and children must however purchase one for themselves if their Annual Gold card / Travelcard is not valid for travel in all the Travelcard zones.



C11.10. Job-Centre Plus Discount Card (formerly the New Deal Railcard) - not Scotland

- 50% discount on applicable standard class ticket types, including weekly and longer season tickets, up to a maximum of 3 months, but not exceeding the expiry date of the Photocard.
- No discount for accompanying adults or children.
- Includes Travelcards 7 day, Peak and Off-peak.
- New Deal Photocards are only issued by Job Centres and for periods of up to 3 months.
- Not valid in Scotland
- Reduction code "JCP" shows on tickets



C11.11. New Deal Railcard Photocard – Scotland

- 50% discount on Seven Day Season Tickets.
- New Deal (Scotland) Photocards are only issued by Job Centres and for periods of up to 6 months.
- Only valid for all journeys within Scotland (including Berwick-Upon-Tweed and Carlisle), so includes travel on EC.

C12. Disabled Persons Travelling without Railcard

Concessionary fares for disabled persons without a disabled Railcard.

C12.1. People registered as visually impaired

When a registered visually impaired person travels with a companion for any purpose and does not hold a Disabled Persons Railcard, the following discounts on full fare tickets apply for both people:

Single	34% discount
First Class / Standard Anytime Day Return	50% discount
First Class / Standard Anytime Return	34% discount

These concessions do not apply to those travelling alone and not holding a Disabled Persons Railcard.

To obtain these discounts a document confirming disability and issued by a recognised institution, for example, Social Services department, Local Authority, Royal National Institute for the Blind (RNIB), St Dustan's, etc. should be presented when purchasing tickets.

C12.2. Season Tickets

- Blind and partially sighted people can be issued with one adult season ticket to cover two people. In effect, two travel for the price of one.
- A different companion may travel on different days.

C12.3. Persons confined to their own wheelchair for a rail journey.

Persons travelling in their own wheelchairs who do not hold a Disabled Persons Railcard will be given the following discounts on full fare tickets:

Single	34% discount
First Class / Standard Anytime Day Return	50% discount
First Class / Standard Anytime Return	34% discount

The same discount applies to one companion.

Wheelchairs (powered or un-powered) taken with passengers on trains are carried free of charge.

C12.4. Child Discounts

Blind or partially sighted children will receive the normal 50% discount on an adult fare and their adult companion will receive the following discount:

Single	34% discount
First Class / Standard Anytime Day Return	50% discount
First Class / Standard Anytime Return	34% discount

An adult must accompany the child.

Disabled children in wheelchairs aged 5 and under 16 years are charged one quarter of the Adult Single, Standard Anytime Day Return or Anytime Return Fare. An adult companion may purchase discounted tickets as follows:

Single	34% discount
First Class / Standard Anytime Day Return	50% discount
First Class / Standard Anytime Return	34% discount

Disabled children under 5 years of age and wheelchairs are conveyed free. An accompanying adult attendant is given the discount, as specified above.

C12.5. Accompanied disabled children under 5 years of age

Despite the wording of NRCoC condition 5, EC will allow any disabled child under 5 to continue to occupy a seat 'free of charge', even if fare paying passengers are standing. For the purposes of this, a disabled child is **any** child under 5 whose disability or condition, according to the accompanying adult, makes it unreasonably uncomfortable for either of them if the child were to be carried on their lap.

C13. Passengers not requiring tickets (Updated 22 Sep 2009, Commercial Team)

C13.1 Guide Dog Puppy Walkers

- A not-well-know fact is that all Train Companies allow official Guide Dog puppy trainers to use station premises and trains, including making "short" journeys (not defined so use discretion) at any time of day, as part of the puppy's training programme.
- A copy of the identification they need to carry in lieu of a ticket is shown below.

The ID is issued to the puppy (!) and the number on the identification is also on the puppy's collar. The puppy walker must have at least one puppy.



C14. East Coast Loyalty Scheme (updated Sep 2014, Marketing Team)

C14.1 Summary

This is a scheme principally run online.

It aims to encourage passengers to book tickets through eastcoast.co.uk by which they collect points which can then be redeemed against a range of East Coast and third party products

- Any non-season ticket journeys booked online at eastcoast.co.uk or corp.tickets.eastcoast.co.uk do not have to be with EC trains as the benefits the passenger receives are less than the commission EC receives from the sale.

- Adult Season tickets (= not child or 'priv') of one month or longer that are bought in East Coast Travel centres for *selected* EC journeys, also qualify for points. Holders must also register in EC Travel Centres.

- The scheme has also been extended to a number of Corporate Travel Agents. Bookings with East Coast made through these participating agents also earn Rewards Points. The data is sent directly to East Coast from the relevant Travel Agents. Travellers earning points through this element of the scheme interact with the scheme in the same way as other members (i.e. via eastcoast.co.uk).

C14.2 Earning Points

Members are awarded points for their own online transactions, above a minimum threshold.

1. Standard Class tickets = 1 point per £1 spent.
2. First Class tickets = 1.5 points per £1 spent.
3. Standard Class Seasons = 0.5 points per £1 spent, awarded per month that it is valid.
4. First Class Seasons = 1 point per £1 spent, awarded per month that it is valid.
5. Refer a friend = 40 points once the friend has booked a ticket at eastcoast.co.uk
6. Business Travel Agents scheme = 0.5pts per £1 spent on Standard tickets, 1pt per £1 spent on First Class tickets. ORCATs allocation is also applied whether the journey was not entirely made with East Coast.

Points are valid for two years. There is a time delay for crediting walk-up tickets in case the passenger applies later for a refund (in which case no points are earned); but not for Advance fares as these are non-refundable.

C14.3 Redeeming Points for rewards

Points can be used to purchase

- 1). eVouchers - valid for 6 months from issue, redeemed online;
- 2). First or Standard Class single tickets for one adult.
 - Must be booked between 7 days and 12 weeks in advance of travel and is subject to availability.
 - Can be issued for friends and family, not just the loyalty member.
 - Tickets can be printed at home, posted or collected by ToD.
 - Once booked, no changes are allowed (except to upgrade to Weekend First when on the correct train and if it is available).

- Valid on date and EC train shown only. No break of journey.
- If either the ticket or reservation is not presented on board, or are for the wrong train, the ticket is not valid and a new ticket should be purchased. This is not refundable.
- If the booked train is cancelled or delayed by more than an hour, the customer may travel on the next available service, although seating accommodation cannot be guaranteed.
- No compensation payments will be made in respect of delays or train cancellations experienced when using a Rewards ticket to travel.
- Up to 3 child (ages 5-15) flat fare tickets can be booked with each adult Rewards ticket, at a cost of £5 Standard single and £10 First Class single per child. Alternatively they can exchange points to travel on an adult ticket.
- Up to two accompanied children under the age of 5 can travel free but no seat reservation will be issued (as per normal tickets).
- Children aged 11 and under may not travel unaccompanied using Rewards tickets, in line with EC unaccompanied children policy.

3). Wi-Fi codes. Used on-board by logging onto the Wi-Fi and entering a code. Available as one-day (24 consecutive hours, valid for 6 months); 3-month, 6-month or 12-month access.

Sample Rewards CCST Designs



EAST COAST

Sample Accompanied Child Flat-Fare single Ticket, print@home design



Outward

Best Settlement Plan LEEDS LONDON KINGS Y Joe Bloggs A05489525600 Rail Settlement Plan LEEDS
 all
 at : **NATIONAL RAIL** **CUSTOMER REFERENCE**
A05489525600
 Settlement Plan LEEDS LONDON KINGS Y Joe Bloggs A05489525600 Rail Settlement Plan LEEDS
 Settlement Plan LEEDS LONDON KINGS Y Joe Bloggs A05489525600 Rail Settlement Plan LEEDS

THIS IS YOUR TRAVEL TICKET

DEPARTURE DATE/TIME	FROM	TO	ARRIVAL DATE/TIME
12/08/14 12:45	LEEDS	LONDON KINGS X	12/08/14 15:01
CLASS	TICKET TYPE	ROUTING	PASSENGER
FIRST	EC REWARDS 1ST AP EC TRNS ONLY	ADULT	ADULT
BOOKDTRN	VALIDITY	PRICE	RETAILER
ONLY	ONLY	£0.00W	4400
DATE:09/06/14 10:08 On:7002-02 Txn:59678 NRS:QU518317 Booking Ref:R6488W77			

ITINERARY

Outward Journey

12/08/14 12:45 LEEDS.

→ LONDON KINGS X

Arrival Time Operator

15:01 EAST COAST

RESERVATIONS

Coach Seat Sleeper Berth
 M 21 -

NATIONAL RAIL CONDITIONS OF CARRIAGE

This ticket is subject to the National Rail Conditions of Carriage (NRCoC) and to the conditions of carriage of other operators on whose services this ticket is valid. Copies of the NRCoC can be obtained from any staffed national rail station or from website: www.nationalrail.co.uk

SPECIFIC e-TICKET CONDITIONS

This is your travel document which must be retained and available for inspection during your journey.
 This ticket must be clearly printed on plain, clean, white paper. Problems with printing will not be the responsibility of National Rail.
 This ticket is for the named passenger only and is not transferable or for resale. (For bookings of more than one passenger, the lead passenger details will be present and all passengers must travel together).
 This ticket is only valid for journeys specified against the unique Customer Reference number and encoded in the bar code.
 Proof of ID as selected during this purchase process will need to be carried along with this ticket during your entire journey.

- You must travel on the East Coast train onto which you are booked.
- No changes to travel plans are permitted.
- Your Rewards Points will not be refunded should you choose not to use your ticket.
- Rewards free tickets do not permit access to East Coast First Class Lounges unless you have paid the appropriate supplement or have redeemed your Rewards Points for a First Class Lounge Pass.

EAST COAST

Outward Journey	Seat	Coach	Sleeper	Berth
Return Journey	Seat	Coach	Sleeper	Berth

PASSENGER NAME
Joe Bloggs

DOCUMENTATION ID REFERENCE (last 4 characters)
1234 CCD



Outward

C15. Issuing Tickets for non-EC journeys (updated Sep 2012, Pricing Team)

C15.1 Summary

This section brings together short items for disparate tickets you may find on Avantix that are for non-EC journeys, e.g. LUL.

C15.2 Transport for London

- Single Underground tickets must be issued on route “via LU/DLR only”. The higher priced “Any Permitted” allows tube *or* train for some journeys but is not appropriate for tube-only journeys.
- Staff travel – note that non-safeguarded rail staff are not entitled to LUL privilege rates but *are* entitled to privilege rates for through rail journeys via London (including cross-London transfer by London Underground (TfL) and Docklands Light Railway services) using a National Rail to National Rail point-to-point single or return ticket.
- Three Day TravelCards must NOT be issued on-board. They are only to be issued by travel centres in conjunction with a “Groundline” warrant.
- When issuing other types of Travelcard where the origin station is London, please use NLC 6121, not “London terminals” nor “Kings Cross Underground”
- Ticket types PAP and POP Pay-as-you-go info must not be issued on-board as they are for Oyster tickets only.

C15.3 Issuing Tickets to National Rail stations south of London

Wherever possible, when the passenger wishes to buy an onwards ticket and they are happy to use the tube, issue these from Zone U1 to the intended station, not from London Terminals, e.g. Zone U1 to Southampton. This will save the customer from queuing again for a tube ticket.

C15.4 PlusBus

- Priv discounts are not available on PlusBus and must not be issued under any circumstances. Priv ticket holders *may* purchase a *full rate* PlusBus ticket in conjunction with their journey.
- PlusBus cannot be issued as an add-on for any short distance rail journey where both stations lie within that PlusBus zone, e.g. a PlusBus for Edinburgh cannot be issued for a rail journey Haymarket to Edinburgh.
- PlusBus tickets must be issued as a separate ticket e.g. York (8263) to York + Bus (H950).