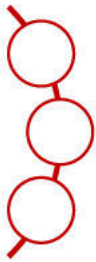


Pricing and Ticketing Update

Issue 4: February 2021

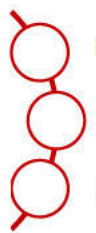
LNER



Introduction

PTU Newsletter Distribution

Easter Restrictions Reminder



Friday Restriction Easements Reminder

March Fare Setting Round

Geographic and Non- Geographic Routings



Introduction

Hello everyone and welcome to issue 4 of the Pricing and Ticketing Update Newsletter.

In this issue of the newsletter we will be reminding you of some of the restriction easements that will be in place over the next 2 months, we will be giving an update on the March fares setting round and we will also be discussing Geographic and Non- Geographic Routings.

As always, the aim of our communications is to provide you with the most up to date information regarding pricing and ticketing, and to remind you that we are here if you have any questions. Please remember the Pricing Team has a dedicated email address [REDACTED] if you have any questions or queries.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

In the last edition of the newsletter we stated that each week we will be creating a glossary of the different abbreviations that we use, so if you ever hear them being mentioned you will know what they mean. In the last issue we mentioned the following:

RARS2- Rail Availability Reservation Service 2

NRCOT- National Rail Conditions of Travel

CCST- Credit Card Sized Ticket

In this newsletter we are mentioning the following three abbreviations:

[REDACTED]

PRT- Paper Roll Ticket

PMS- Product Management System



PTU Newsletter Distribution

As part of your feedback from the distribution of the 3rd edition of this newsletter we have listened and decided to distribute this newsletter through a link to our [REDACTED] page instead of sending this on email.

We have now created a [REDACTED] page where you can find some of the important documents relating to Pricing and ticketing updates, all in one place on our [REDACTED] page.

This page can be accessed at the following link: [REDACTED]

[REDACTED]

We also have on this page a very comprehensive version of the Revenue Protection handbook. I just wanted to say a big thank you to [REDACTED] for creating this. I believe this is a very useful document for everyone in the business to understand what happens in the world of the Revenue Protection Team.

If there is anything else you would like to see on this [REDACTED] page, let me know.

Easter Restrictions Reminder

Prior to Thursday 1st April 2021 all ticketing restrictions will remain the same, however for journeys travelling during the Easter period from Thursday 1st April 2021 until Tuesday 6th April 2021 some ticket restrictions will be eased.

Please see below the changes that have been made to the ticketing restrictions between the above dates:

Date of travel	Restriction Change	Ticket Changes
01 st April 2021	<p>Restrictions will be relaxed for journeys starting from London Kings Cross and Stevenage stations in the evening. There is no change to the restrictions applying to journeys ending at London Kings Cross and Stevenage station.</p> <p>There is no change to restrictions for journeys starting from or ending at stations other than London Kings Cross and Stevenage.</p> <p>The restrictions that are being lifted for journeys starting from London Kings Cross and Stevenage in the evening are: 1D, 1T, 1E, 1V, 1L, 9D, 1K, 9F, E8, E9</p>	<p>The majority of Off- Peak, Super off-peak and Off-Peak Day tickets will be valid in the evening on journeys starting from London Kings Cross and Stevenage station. Journeys ending at London Kings Cross and Stevenage are subject to the normal Thursday restrictions. Normal Thursday restrictions will also apply to journeys starting from and ending at stations other than London Kings Cross and Stevenage.</p>
02 nd April 2021	<p>Restrictions will be lifted in both directions on the LNER route.</p> <p>The restrictions that are being lifted here are: 1D, 1T, 1E, 1V, 1L, 9D, 1K, 9F, E8, E9, 3V, G5, G6, G7, 1S</p>	<p>Off-Peak, Super off-peak and Off-Peak Day tickets are valid all day in both directions.</p>
5 th April 2021	<p>Restrictions will be lifted in both directions on the LNER route.</p> <p>The restrictions that are being lifted here are: 1D, 1T, 1E, 1V, 1L, 9D, 1K, 9F, E8, E9, 3V, G5, G6, G7, 1S</p>	<p>Off-Peak, Super off-peak and Off-Peak Day tickets are valid all day in both directions.</p>
6 th April 2021	<p>All restrictions will be reinstated except for the Friday restrictions which will once again be eased until further notice.</p>	<p>Normal restrictions will be reinstated, normal ticketing rules will apply. As stated, the Friday restriction easements will remain in place, but all other restrictions will be reinstated.</p>

Friday Restriction Easement Reminder

I just also wanted to remind you that the Friday restriction easements are now effective until further notice and apply to all journeys to and from London Kings Cross and Stevenage, except when travelling between London Kings Cross and Stevenage.

As a reminder, the tables below outline the tickets available on Fridays at different times to and from London Kings Cross and Stevenage and what this has been changed from now until further notice.

Departing from London Kings Cross to all destinations except Stevenage and departing from Stevenage to all destinations except London Kings Cross

Time Bandings	Prior to the ticket easement	Currently available tickets
06:45- 07:59	Anytime	Anytime, Off-Peak, Super Off-Peak
07:59- 09:06	Anytime, Off-Peak	Anytime, Off-Peak, Super Off-Peak
09:06- 14:59	Anytime, Off-Peak, Super Off-Peak	Anytime, Off-Peak, Super Off-Peak
14:59- 18:15	Anytime, Off-Peak	Anytime, Off-Peak, Super Off-Peak
18:15 onwards	Anytime, Off-Peak, Super Off-Peak	Anytime, Off-Peak, Super Off-Peak

Arriving from all destinations at London Kings Cross except from Stevenage and arriving from all destinations to Stevenage except from London Kings Cross

Time Bandings	Prior to the ticket easement	Currently available tickets
Arriving before 10:08	Anytime Tickets	Anytime, Off-Peak, Super Off-Peak
Arriving between 10:08 and 11:17	Anytime, Off-Peak	Anytime, Off-Peak, Super Off-Peak

March Fares Setting Round

LNER has three opportunities a year to make major changes to their fares, these are known as the fares setting rounds and normally occur in, January, May, and September. Due to the impact of the current pandemic the increases that were due to be implemented in January will now go live on 01st March 2021. Normally the new fares go on sale for a date that is 4 weeks prior to the travel date. For example, in the September 2020 fares setting round, fares went on sale from 9th August 2020, for trains departing from 6th September 2020. For fares setting round 38 the fares are going live on 01st March 2021 for trains departing 01st March 2021. Please see below an explanation of each of the changes that will become live from 1st March.

1. 2.6% increase on Regulated Fares (SDR, SDS, SSR, SSS, SVR, SVS, 7DS)

From 01st March we have increased our regulated fares by 2.6%. Some fares have been increased by slightly more or less due to the way in which the fares have been rounded. However, the average increase for these fares is 2.6%.

2. Increase the 7DF season ticket price to 1.8 times the 7DS from 1.75

The multiplier between the 7DS price and the 7DF price will change from 1.75 to 1.8 times.

3. Correct anomalous fares

We have found that some origin and destination combinations that we price, have become anomalous and will be standardised. These price changes will not cause any percentage change that exceeds +/- 10%. If you do see any anomalies in our fares, or see prices which don't look correct please let us know by emailing [\[redacted\]](#)

4. Introduction of Advance on some flows which currently don't have Advance on them

We are working hard in the Pricing Team to introduce Advance fares where we believe they will be beneficial to the customer. In this fares setting round we are introducing some more Advance fares on origins and destinations which currently don't have advance fares on them.

As part of the March fares setting round, we also change the restriction calendars, so they take into account the bank holidays next year and at the same time we also extend the Friday restriction easements.

Geographic and Non- Geographic Routings

Each individual journey that a customer makes is made on a flow, a flow refers to a journey between an origin and a destination via a specific route, and this information will be printed on the customer's ticket. There are two types of routings, Geographic which say in the routing how they are routed for example 'Via Peterborough' and, Non-Geographic for example 'LNER Only' or 'LNER Trains Only'.

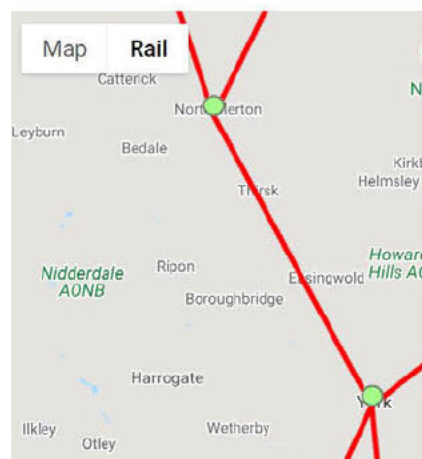
Some examples of journeys and routings can be found below:

Origin	Destination	Route
London Kings Cross	Edinburgh	LNER Trains Only
Leeds	Peterborough	Any Permitted
Leeds	London Terminals	Via Peterborough
Newcastle	Edinburgh	LNER & Connections
Aberdeen	Edinburgh	LNER Only

An example of a routing is between York and Northallerton Via Any Permitted. Travel is permitted only Via the York to Middlesbrough line as shown below:

Routeing Maps

YM - YORK TO MIDDLESBROUGH



At LNER we use several different routings on flows that we price and the top 10 can be found below:

Route Description	Number of Instances that LNER Prices
LNER & CONNECTIONS	121,141
ANY PERMITTED	55,494
LNER TRAINS ONLY	24,282
PETERBORO & LNER	14,086
NOT VIA LONDON	7,511
VIA LONDON	7,346
AP LONDON READING	6,016
AP BERWICK	3,078
LNER ONLY	2,655
VIA PETERBOROUGH	2,603

As a reminder in the LNER Pricing Team we do not only price where we operate, we also price many locations that we do not operate on.

Please remember that if a ticket is routed via a station for example 'Via Peterborough' the train does not need to stop at this station but does need to pass through the station for it to be valid.

If you have any questions about what has been raised in this newsletter or feedback, please do get in touch our contact details are below.

I hope you all have a great 2 months and I look forward to the next edition in April 2021!

