



Staff Travel Restrictions Winter 2019-2020

These restrictions apply to free and privilege travel .

This information is valid from:

**Sunday 15th December 2019
to
Saturday 16TH May 2020**

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

STAFF TRAVEL RESTRICTIONS – Winter 2019-20

This is your guide to the restrictions on the use of free and privilege staff travel facilities. If a service is not listed, then specific restrictions do not apply. Please bear the following notes in mind when planning your journey as these will assist you in getting the best out of your benefits.

- Restrictions apply to the use of both leisure and residential travel facilities unless otherwise stated.
- Trains shown in the passenger timetable with U or S stops cannot be used for either alighting or joining at the stations designated.
- You must buy your privilege tickets in advance before boarding the train. If you don't you will be charged the STD single fare for the journey or a penalty fare if appropriate. Where the facility to purchase a privilege ticket does not exist at the station where you start your journey, you should actively seek to obtain a ticket at the first available opportunity, either on the train, from gateline staff or the next available ticket office.
- If you have First Class rail facilities, you can purchase tickets for either STD or First-class travel.
- If you wish to use a sleeper service, book as early as possible. Only a limited number of reservations may be available for staff travel on each service and this can sometimes be reduced if demand is high.
- Reservations are available in standard class accommodation on some services. Reservations in First class are not permitted on some TOC services. Please refer to the specific pages for further details.
- When travelling using your staff travel facilities, priority should be given to fare-paying passengers. Whenever possible, cardholders should travel on lightly loaded trains. If a train is crowded, cardholders should allow fare-paying passengers to take seats.
- Specifically, Active Staff and dependants must vacate seats on request in First Class accommodation where fare paying passengers are standing. Although Retired Staff and dependants do not have to. Travel in Business Class is generally not allowed, see specific TOC pages for further information.
- If travelling in First Class, you should check what the restrictions are for taking refreshments. Although catering staff may offer you food and drink, you need to check that you only accept what you can, as detailed on the TOC page.

Codes used in 'Facilities Barred' and 'Exceptions' columns

'Facilities Barred'

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

'Exceptions'

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

'Index'

STD Standard Class Travel

Avanti West Coast

Train	From	To	Days	Dates barred	Facilities barred	Exceptions
16.43	Euston	Edinburgh	Monday-Friday	15/12/19-15/5/20	D (Note 1)	X

Note 1: Restrictions only applies to holders alighting at Milton Keynes.

The services below are very busy so on weekdays please use alternative services:

17.10 Euston – Holyhead
18.10 Euston - Wrexham
19.00 Euston – Manchester Piccadilly
19.03 Euston – Birmingham New Street
19.07 Euston – Liverpool Lime Street
19.10 Euston – Holyhead
19.30 Euston - Glasgow

Lounge access

Holders of National Rail and Avanti West Coast First Class staff travel facilities are not permitted to use the First-Class lounge at London Euston on Thursdays and Fridays between 17.00 and 20.00. At all other times admittance is at the discretion of lounge staff.

Catering

First Class travel facilities holders may partake of complimentary tea, coffee and soft drinks on West Coast services. However, regardless of the type of Staff Travel facilities document held acceptance of alcohol or complimentary food is not permitted.

Staff pass holders may purchase a catering voucher from the shop. The catering voucher can only be used on the train on which it was purchased. This can be presented to the crew in First Class for the full First-class menu offering for the train you are travelling on, excluding alcoholic drinks.

c2c

The only restrictions that apply are those applicable to ALL operator services detailed on page 2

Caledonian Sleeper

Please note the restrictions that apply to ALL operator services detailed on page 2, in addition to the information below.

Seated Accommodation

Free or privilege rate travel facilities cannot be used to travel in overnight seated accommodation, except on the legs below where the sleeper train forms a day service (reservations are not required)

- Fort William and Edinburgh and vice versa

- Kingussie and Inverness

There is no first Class seated accommodation. Holders of First Class facilities may travel in either Club or Classic accommodation, but holders of STD facilities can only travel in classic accommodation. There is no free or discounted travel in Caledonian Double accommodation.

The number of free berths for Gold Status Pass holders is limited. Once these are reserved you can continue to purchase 75% discounted fares.

Tickets can only be purchased a maximum of 3 months in advance of the date of travel.

Chiltern Railways

Please note the restrictions that apply to ALL operator services detailed on page 2, in addition to the information below.

The Business Zone accommodation on selected services is not First Class accommodation, but an additional facility available to all staff travel facilities holders upon payment of the full public supplement (currently £10 off-peak/£27 peak).

CrossCountry

Please note the restrictions that apply to ALL operator services detailed on page 2, in addition to the information below.

Please avoid using First Class accommodation on the following busy services;

Routes: All journeys to, from or via -
Bristol/Birmingham/Manchester/York/Reading

Times: Monday to Friday before 09.30 and between 15.30 – 18.30

Reservations

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

Catering

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

Active and Retired staff with first class travel facilities may partake if complimentary Tea, Coffee and soft drinks except on the following routes where Turbostar rolling stock operate and catering is provided by an external supplier:

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

East Midlands Railway

Please note the restrictions that apply to ALL operator services detailed on page 2, in addition to the information below.

Please avoid using First class accommodation on weekdays on the following service:

07.25 Sheffield – London St. Pancras

The following services are extremely busy between Liverpool Lime Street and Manchester Piccadilly and users are strongly recommended to travel on alternative services (Mon-Fri):

06.47 Liverpool - Norwich
07.42 Liverpool - Norwich
17.52 Liverpool - Norwich
17.37 Manchester – Liverpool

Additionally, the following services are also very busy on weekdays.
Please use alternative services:

05.02 Derby - London St. Pancras
05.31 Sheffield - London St. Pancras
06.31 Nottingham – London St. Pancras
06.48 London St. Pancras - Nottingham
15.05 London St. Pancras – Nottingham
15.47 London St. Pancras – Nottingham
16.02 London St. Pancras - Sheffield
16.05 London St. Pancras - Nottingham
16.31 London St. Pancras – Sheffield
17.12 Nottingham – London St. Pancras
17.29 Sheffield – London St. Pancras
18.02 London St. Pancras - Sheffield
18.05 London St. Pancras - Nottingham
19.01 London St. Pancras - Sheffield
19.04 London St. Pancras - Leeds

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

Reservations

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

Catering

First Class travel facility holders must not accept the complimentary glass of wine, fruit juice, breakfast and snacks, but are welcome to accept tea, coffee and mineral water. Breakfast is available to purchase on-train for £5.00 (Monday – Fridays). Snacks and other items are also available to purchase on-train.

Lounge Access

First Class lounges are not available to any First Class travel facility holders before 09.00.

Gatwick Express

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Grand Central

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Greater Anglia

Please note the restrictions that apply to ALL operator services detailed on page 2, in addition to the information below.

Train	From	To	Days	Dates barred	Facilities barred	Exceptions
06.00	Norwich	Liverpool Street	Monday-Friday	15/12/19 – 16/5/20	AE (Note 1)	XY
06.24	Norwich	Liverpool Street	Monday-Friday	15/12/19 – 16/5/20	AE (Note 1)	XY

Note 1: This restriction applies only to staff making journeys between Manningtree or Colchester and London and vice versa.

Please avoid using First Class accommodation on the following services:

08.30 Norwich to Liverpool Street (South of Ipswich)
17.50 Liverpool Street to Norwich.

Reservations

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

Catering

On trains with a Café bar service, rail industry colleagues can obtain a discount on selected catering items on presentation of a valid Staff Travel pass.

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

Great Northern

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Great Western Railway

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below:

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
13.23	Portsmouth Harbour	Cardiff Central	Friday	15/12/19– 16/5/20	AE (Note 1)	X
14.23	Portsmouth Harbour	Cardiff Central	Friday	15/12/19 16/5/20	AE (Note 1)	X

Note 1: Between Portsmouth Harbour and Bristol Temple Meads only.

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
All	Taunton	Bishops Lydeard	All	15/12/19– 16/5/20	AE (Note 2)	None
All	Bishops Lydeard	Taunton	All	15/12/19 – 16/5/20	AE (Note 2)	None

Note 2: Services are provided jointly by GWR and West Somerset Railway so Staff Travel facilities are not valid.

The services below are very busy so on weekdays please use alternative services:

- 16.15 London Paddington – Swansea (First stop Bristol Parkway)
- 16.18 London Paddington – Cardiff Central
- 16.30 London Paddington – Cheltenham Spa
- 16.32 London Paddington – Taunton
- 18.58 London Paddington - Hereford
- 19.00 London Paddington – Bristol Temple Meads (First stop Chippenham)
- 19.02 London Paddington – Bristol Temple Meads
- 19.04 London Paddington - Penzance
- 19.15 London Paddington – Weston-Super-Mare (First stop Bristol Parkway)
- 19.30 London Paddington - Swansea

On services that terminate at Paddington which arrive between 07.00 and 09.20 and services that depart Paddington between 16.00 and 19.20, holders of all staff travel facilities should only use accommodation where spare seats are available. Whenever required by fare-paying customers, including those joining en-route, seats should be vacated immediately.

Catering

First Class free pass facilities holders may partake of complimentary tea; coffee, hot chocolate, water and Borders twin pack biscuits on Great Western Railway services.

However, regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary food items, fruit juice, fizzy or alcoholic drinks is not permitted.

Travel facilities holders who have Priv discounted First Class tickets, or at weekends who have purchased a Weekend First upgrade, are entitled to partake of the full complimentary catering offer.

Heathrow Express

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
All	Paddington	Heathrow	All	15/12/19- 16/5/20	BF	None
All	Heathrow	Paddington	All	15/12/19 – 16/5/20	BF	None

Hull Trains

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Train	From	To	Days	Dates Barred	Facilities Barred	Exceptions
06.04	Beverley	Kings Cross	Monday- Thursday	15/12/19- 16/5/20	All	Nil
15.48	Kings Cross	Hull	Monday- Friday	15/12/19 – 16/5/20	All (Note 1)	Nil
18.48	Kings Cross	Beverley	Friday	15/12/19 – 16/5/20	All (Note 1)	Nil

Note 1: Restriction applies to passengers joining at Kings Cross. Boarding at other stations en-route is permitted.

Reservations

Holders of Hull Trains and National Rail staff travel cards and passes are not permitted to make seat reservations on Hull Trains services.

First Class Travel

First Class passes may occupy seats in First Class accommodation, subject to availability. Pass holders are required to give up seats for fare paying customers if requested by the Train Manager or First Class host or move to other seats so as to afford full fare paying passengers the benefit of their choice of seats, at any point during the journey.

Holders of all staff Standard passes will be required to pay the appropriate First Class fare for the journey being taken if they wish to travel in First Class. When available, payment of the Weekend First upgrade is sufficient.

Catering

Holders of First class passes may partake in complimentary tea, coffee, water and biscuits/light snacks as available. However, acceptance of any other food or drink is not permitted unless a catering voucher (currently £4) has been purchased on board that train from the Train Manager; the receipt for this should be retained and shown to the First Class host.

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

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

London North Eastern Railway – LNER

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Reservations

Active staff and dependants must not make First Class seat reservations on Mondays to Fridays. This restriction does not apply to retired staff and their dependants.

Additionally, active and retired staff and their dependants must not make STD seat reservations from Peterborough or Stevenage to London arriving before 09.40, nor from London to Stevenage or Peterborough 16.25-18.05 inclusive, Mondays to Fridays.

Catering

First Class free travel facilities holders may partake of tea, coffee, water, fruit juice, biscuits and savoury snacks. However, regardless of the type of free First Class staff travel facilities held, acceptance of complimentary food, fizzy or alcoholic drinks is not permitted unless a catering voucher has been purchased in advance from the designated member of on-train staff. In all cases the voucher should be handed to the member of the on board crew before ordering or accepting food or drink. Vouchers purchased on one train are not valid for use on another.

Holders who have purchased Staff Privilege First Class fares, or at Weekends who have purchased a Weekend First upgrade, are entitled to partake of the offer without the need to purchase the voucher.

London Northwestern Railway

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Merseyrail

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Northern

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

You must purchase a ticket before boarding. If this is not possible then you need to purchase a 'promise to pay' ticket from the ticket machine.

ScotRail

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Please avoid using First Class accommodation on the following services:

- Glasgow Queen Street – Edinburgh Waverley (and vice versa) express services departing 07.00 and 8.00 and 17.00 and 18.00
- 07.41 Glasgow Queen Street – Aberdeen
- 16.42 Glasgow Queen Street – Aberdeen
- 17.40 Glasgow Queen Street – Aberdeen

Southeastern

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Southern

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

South Western Railway

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Stanstead Express

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Thameslink

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Trans Pennine Express

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Reservations

First Class seat reservations for active staff and dependants are not permitted. This restriction does not apply to retired staff and their dependants.

Transport for Wales

Please note the restrictions that apply to ALL operators' services detailed on Page 2, in addition to the information below.

Reservations

Business Class seat reservations are not permitted.

Catering

Holders of First Class travel facilities are not permitted to accept free meals in Business class. these. Meals can be purchased on the day of travel from the catering staff. Where seats are available, holders of STD Class travel facilities may travel in Business class accommodation upon payment of the relevant upgrade for the journey being made and meals will be included.

West Midlands Trains

The only restrictions that apply are those applicable to ALL operators' services detailed on page 2.

Stena Line

Passengers should report at least 45 minutes prior to departure on all routes except Belfast – Liverpool where check-in is at least 90 minutes prior to departure.

The following routes tend to be exceptionally busy throughout the summer months, Christmas, New Year, Easter, Halloween and Bank Holiday periods.

Cairnryan – Belfast

Fishguard – Rosslare

Holyhead – Dublin

Liverpool – Belfast

All free and concessionary travel holders must have the correct documentation before travelling.

All Stena Line services are single class.

Reservations are compulsory on all sailings. Anyone wishing to travel should telephone Stena Line in advance on 08448 471471 to make a booking. It is recommended that bookings are made as early as possible throughout the year as space for concessionary travel is subject to availability. An alternative sailing can be requested if the first choice sailing has no space left for concessionary travel.

Please note that bookings cannot be made at the port on the day of departure.

Port Taxes – these are payable on Stena Line services in each direction:

Route	Adult	Child (4 – 15 yrs.)
Fishguard – Rosslare	£5.00	£3.00
Holyhead - Dublin	£5.00	£3.00
Cairnryan – Belfast	£5.00	£3.00
Liverpool – Belfast	£15.00	£13.00

Cabins / Stena Plus / Meals can also be pre-booked. These are available at brochure prices which can be found at www.stenaline.co.uk

Wightlink – Isle of Wight Services

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

There are no restrictions on the use of free and privilege travel facilities by eligible staff as foot passengers on Wightlink services during the Winter 2019/20 timetable.