

**National Rail Conditions of Travel**  
**4<sup>th</sup> Edition, 06 February 2022**  
*Replacing 3<sup>rd</sup> Edition from 04 December 2019*

Condition	Current Wording	New Wording	Note
TABLE OF CONTENTS	List of Train Companies to which the National Rail Conditions of Travel apply as at 4 <sup>th</sup> December 2019	List of Train Companies to which the National Rail Conditions of Travel apply as of 06 February 2022	The date these Conditions are valid from
Part A	If you have a disability we will provide assistance, upon request (24 hours' notice recommended), to help ensure that you enjoy your journey on the National Rail Network at no additional cost.	If you have a disability, we will provide assistance upon request to help ensure that you enjoy your journey on the National Rail Network at no additional cost.	24 hours no longer a requirement
2.2	The 'National Rail Guide to Tickets' leaflet, available from <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> , provides information on the range of Tickets that can be purchased and is available from all staffed railway stations. The National Rail Enquiries website at <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> provides comprehensive information on the range of Tickets available for your journey.	The 'National Rail Guide to Tickets' leaflet, available from <a href="http://www.nationalrail.co.uk/guide-to-tickets">www.nationalrail.co.uk/guide-to-tickets</a> , provides information on the range of Tickets that can be purchased and is available from all staffed railway stations. The National Rail Enquiries website at <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> provides comprehensive information on the range of Tickets available for your journey.	Updated URL
3.2	Some types of Ticket (for instance advance Tickets) require you to make a reservation when buying your Ticket. For other Tickets you can request a reservation either when buying a Ticket, or before the departure of your train on presentation of a valid Ticket, at most staffed stations. You are allowed a maximum of one seat reservation per person for each train that forms part of your journey.	Some types of Ticket (for instance "advance" Tickets) require you to make a reservation when buying your Ticket. For other Tickets you can request a reservation either when buying a Ticket, or before the departure of your train on presentation of a valid Ticket, at most staffed stations. You are allowed a maximum of one seat reservation per person for each train that forms part of your journey.	Amended to show Advance is a named ticket type
4.2	Some Tickets are held as an electronic record on a smartcard or electronic device or may be transmitted to you for you to print out yourself. In such cases you will be advised of (and must comply with) the specific conditions applying to Tickets held in those formats.	Some Tickets are held as an electronic record on a smartcard or electronic device or may be transmitted to you for you to show or print out yourself. In such cases you will be advised of (and must comply with) the specific conditions applying to Tickets held in those formats.	Missing text
4.3	You may only buy your Ticket from a Train Company or Licensed Retailer, otherwise it will not be valid.	You may only buy your Ticket from a Train Company or Licensed Retailer, otherwise it may not be valid	Amended so as not to contradict section 5
5.1.1	the Ticket has not been made out in the passenger's name (which includes where the passenger is identified	the Ticket has not been made out in the passenger's name (which includes where the passenger is identified by a	Expanded text

	by a designated Railcard, photocard or other identifying means);	designated Railcard, photocard or other identifying means); and	
5.1.2	the journey has not begun (for example, if you intend to transfer a return Ticket you must not have used the outward portion of that return Ticket, or if you intend to transfer a weekly Ticket you must not have used it for any journeys already); and	the journey has not begun (for example, if you intend to transfer a return Ticket you must not have used the outward portion of that return Ticket, or if you intend to transfer a Season Ticket you must not have used it for any journeys already); and	Amended text
6.1	You must have a valid Ticket to travel before you board a train where there was the opportunity to buy one unless one of the following circumstances applies:	You must hold a valid Ticket or authority to travel before you board a train where there was the opportunity to buy one unless one of the following circumstances applies:	Expanded text
6.1.1	At the station where you start your journey, there is no means of purchasing a Ticket, either because there is no Ticket office open or self-service Ticket machine in working order; and where notices indicate that Penalty Fares may apply from that station, you purchase a Permit to Travel if there is a working Permit to Travel issuing machine at the station where you start your journey – see Condition 10 for more information about Penalty Fares; or	At the station where you start your journey, there is no means of purchasing a Ticket, either because there is no Ticket office open or a self-service Ticket machine is not in working order, or will not accept your only available method of payment (card or cash); <b>and where notices indicate that Penalty Fares may apply from that station</b> , you purchase a Permit to Travel if there is a working Permit to Travel issuing machine at the station where you start your journey – see Condition 10 for more information about Penalty Fares; or	
		INFORMATION: This means that you should buy a Ticket from the conductor on the train if there is one available; at an interchange station provided there is sufficient time before your connecting service; or, if neither of these is possible, at your destination.	New INFORMATION box text
6.2	Tickets can be purchased at staffed Ticket offices or through self-service Ticket machines at many stations and can also be purchased from a range of Train Companies and other Licensed Retailers online and by telephone. You may also purchase a Ticket through use of a smartcard or registered payment card in areas where such schemes apply.		Removed. Changed to INFORMATION box above
6.4	Children aged between 5 years and 15 years must have a valid Ticket for travel but are entitled to a “child” discount on most Tickets. If a discount is not available, it will be made clear to you when you buy your Ticket.	Unless Condition 6.5 applies, children aged between 5 years and 15 years must have a valid Ticket for travel but are entitled to a “child” discount on most Tickets. If a discount is not available, it will be made clear to you when you buy your Ticket.	Expanded text

8.3	If you have a Railcard, you must ensure that the information on it can be read by rail staff. On occasions this printed information will fade over time. If your Railcard starts to become illegible for this reason, we will replace it without charge. This can be done at any station with a Ticket office or through the Licensed Retailer from which it was purchased.	If you have a Railcard, you must ensure that the information on it can be read by rail staff. On occasions this printed information may fade over time. If your Railcard starts to become illegible, we will replace it without charge. This can be done at any station with a Ticket office or through the Licensed Retailer from which it was purchased.	Amended text
8.5	If you are travelling with a Railcard discounted Ticket and are unable to present the Railcard when asked by the staff or authorised agents of a Train Company, you will be treated as having joined a train without a valid Ticket and Condition 9 will apply	If you are travelling with a Railcard discounted Ticket and are unable to present the Railcard when asked by the staff or authorised agents of a Train Company, you will be treated as having joined a train without a valid Ticket and Conditions 9.1 to 9.5 will apply.	Expanded text
9.1	<p>Travelling without a valid Ticket (which includes, where relevant, any supporting documentation such as a Railcard), or being unable to present them when asked is a serious matter. Condition 6 sets out the only circumstances where you may board a train without a valid Ticket.</p> <p>If you believe that one of these circumstances applies to you, or that there is another reason that led to you travelling without a valid Ticket or being able to present one, then you should explain this to the member of Train Company staff who has asked to inspect your Ticket</p>	<p>Travelling without a valid Ticket (which includes, where relevant, any supporting documentation such as a Railcard, or a Ticket that has not been validated as required in its terms and conditions) or being unable to present them when asked is a serious matter. Condition 6 sets out the only circumstances where you may board a train without a valid Ticket.</p> <p>If you believe that one of these circumstances applies to you, or that there is another reason that led to you travelling without a valid Ticket or being able to present one, then you should explain this to the member of Train Company staff who has asked to inspect your Ticket.</p>	Expanded text
9.2.1	To charge you a Penalty Fare on certain trains and stations (see Condition 10 below); or	To charge you a Penalty Fare on certain trains and stations (see Condition 10 below); or	Renumbered to 9.2.2
9.2.2	To charge you the full undiscounted anytime single fare to a station directly served by the train that you are on. You will not be entitled to any discounts or special terms, or for a Ticket to a station other than one served by the train that you are on; or	To charge you the full undiscounted anytime single fare to a station directly served by the train that you are on. You will not be entitled to any discounts or special terms, or to a Ticket to a station other than one served by the train that you are on; or	Renumbered to 9.2.1 and amended text
9.4	Where you are using a Ticket valid on a specific train service or train services (such as an 'advance' Ticket) and you miss a service because a previous connecting train service was delayed, you will be able to travel on	Where you are using a Ticket valid on a specific train service or train services (such as an "advance" Ticket) and you miss a service because a previous connecting train service was delayed, you will be	Amended text

	the next train service provided by the Train Company with whom you were booked without penalty.	able to travel on the next train service provided by the Train Company with whom you were booked without penalty.	
9.5 (whole section)	9.5. Where you are using a time-restricted Ticket (such as an 'off-peak' or 'super off-peak' Ticket) that is correctly dated but:	Where you :	Amended text
	9.5.1. invalid for the service on which you are travelling; or	are using a time-restricted Ticket (such as an 'off-peak' or 'super-off-peak' Ticket) that is correctly dated but invalid for the service on which you are travelling; or	Amended text
	9.5.2. you are using a route for which your Ticket is not valid; or	are using a route for which your Ticket is not valid; or	Amended text
	9.5.3. you break your journey when you are not permitted to do so,	break your journey when you are not permitted to do so;	Amended text
	you will be charged the difference between the fare that you have paid and the lowest price Ticket that is valid for the train you are using.	you will be charged the difference between the fare that you have paid and the lowest price Ticket that is valid for the train you are using.	
10		INFORMATION: Some Train Companies issue Penalty Fares. More information on Penalty Fares and a list of the Train Companies operating such schemes can be found at <a href="http://www.nationalrail.co.uk/penaltyfare">www.nationalrail.co.uk/penaltyfare</a> .	New INFORMATION box
10.1	Some Train Companies operate a Penalty Fares scheme. More information on Penalty Fare schemes and a list of the Train Companies operating such schemes can be found at <a href="http://www.nationalrail.co.uk/penaltyfare">www.nationalrail.co.uk/penaltyfare</a> .	Train Companies are required to ensure that warning notices are clearly displayed at stations where Penalty Fares apply. You may be charged a Penalty Fare if:	Amended text Note – There is no requirement under the 2018 Regulations for signage to be on trains, nor are they referred to 'schemes' any more
10.1.1	(current 10.2.1) You travel on a train service without a Ticket or Permit to Travel; or	You travel on a train service without a valid Ticket or Permit to Travel; or	Re-numbered
10.1.3	You travel on a train service at a time when your Ticket is not valid; or	You travel on a train service at a time when your service-specific Ticket is not valid (unless Condition 9.4 applies); or	Expended text

10.2	Train Companies are required to ensure that warning notices are clearly displayed on trains and stations where such schemes operate. Within the areas where such schemes operate, you may be charged a Penalty Fare if:	Where notices indicate that Penalty Fares may apply from that station and you do not have a valid Ticket, you must:	Amended text
10.2.1 (new)		purchase a Permit to Travel if there is a working Permit to Travel issuing machine at the station where you start your journey, or	New text
10.2.2 (new)		acquire a Promise to Pay from a self-service Ticket machine where available	New text
14.1	Unless shown below, you may use a combination of two or more Tickets to make a journey provided that the train services you use call at the station(s) where you change from one Ticket to another	Some Tickets specifically exclude their use in conjunction with other Tickets. This will be made clear in the terms and conditions when buying such Tickets	Amended text
14.2	If you are using a Season Ticket, daily Zonal Ticket, or another area based Ticket such as a concessionary pass, ranger or rover in conjunction with another Ticket and the last station at which one Ticket is valid and the first station that the other Ticket is valid are the same, then the train does not need to call at that station for your combination to be valid.	Unless Condition 14.1 applies, you may use a combination of two or more Tickets to make a journey provided that the train services you use Call at the station(s) where you change from one Ticket to another.	Re-numbered and amended text
14.3	Some Tickets specifically exclude their use in conjunction with other Tickets. This will be made clear in the terms and conditions when buying such Tickets, and you cannot use such a Ticket in conjunction with another except as set out in 14.1 above.	Unless Condition 14.1 applies, if you are using a Season Ticket, daily Zonal Ticket, or another area based Ticket such as a concessionary pass, ranger, or rover, in conjunction with another Ticket <i>and</i> the last station at which one Ticket is valid and the first station that the other Ticket is valid are the same, then the train does not need to Call at that station for your combination to be valid.	Re-numbered and amended text
New INFORMATION box		INFORMATION: In order to 'split' a journey with two or more Tickets under Condition 14.1 the services you use must be scheduled to stop at a station to allow passengers to alight and/or board that service, as permitted by the terms & conditions of the Ticket held. There is no requirement for you to alight and re-board the same service.	

		If a combination of Tickets is 'split' at a station but that station Call is defined as for "pick-up only" in the National Rail Timetable and in journey planners, then the Ticket held to that station is not valid; likewise, if that station call is defined as for "set-down only" in the National Rail Timetable and in journey planners, then the Ticket held from that station is not valid.	
15.1 & 15.2	<p>15.1. Some train services include first class accommodation. Where first class accommodation is available, the relevant seats and area(s) of the train will be clearly marked.</p> <p>15.2 Unless Train Company staff, or notices on the train give you specific permission, you cannot travel in first class accommodation (including standing in corridors or passageways) with a standard class Ticket. This applies even if there are no vacant seats in standard class.</p>	Some train services include first class accommodation. Where first class accommodation is available, the relevant seats and area(s) of the train will be clearly marked. Unless Train Company staff, or notices on the train give you specific permission, you cannot travel in first class accommodation (including standing in corridors or passageways) with a standard class Ticket. This applies even if there are no vacant seats in standard class.	Merged Conditions
15.3	(Current 15.4) Some Train Companies allow you to upgrade on train on payment of a supplement. Where this is the case it will be made clear by announcements or notices.	Some Train Companies allow you to upgrade on the train on payment of a supplement. Where this is the case it will be made clear by announcements or notices.	Re-numbered
16.1	Most Tickets allow you to break your journey. This means that you do not have to make the whole of your journey at the same time or, where allowed, on the same day.	<p>INFORMATION: Most Tickets allow you to break your journey. This means that you do not have to make the whole of your journey at the same time or, where allowed, on the same day.</p> <p>Please note that advance Tickets do not permit a break of journey.</p> <p>The special conditions for advance Tickets can be found at <a href="http://www.nationalrail.co.uk/advancetickets">www.nationalrail.co.uk/advancetickets</a></p> <p>Other Ticket types normally allow break of journey with the exception of the outward portion of some longer distance off-peak returns. Where this is the case, it is made clear in the restrictions applying to those Tickets.</p>	Moved to INFORMATION box
16.2	Where break of journey is allowed there is no limit to the number of times that you can do so within a Ticket's period of validity, until the journey is completed.		Re-numbered to 16.1

16.3	Generally, you may start, or break and resume, a journey (in either direction in the case of a return Ticket) at any intermediate station, as long as the Ticket you hold is valid for the trains you want to use. However, this may not be the case with some through services that take an indirect route. You may also end your journey (in either direction in the case of a return Ticket) before the destination shown on the Ticket.		Re-numbered to 16.2
16.4	If you start, break or resume your journey at an intermediate station where you are not entitled to do so, you will be liable to pay an excess fare. The price for this will be the difference between the amount paid for the Ticket you hold and the lowest price Ticket available for immediate travel that would have entitled you to start, break or resume your journey at the station concerned.		Re-numbered to 16.3
16.5	Tickets valid for travel across London using Transport for London services do not entitle you to break your journey on London Underground and/or the Docklands Light Railway, unless your Ticket is a Season Ticket or a travelcard covering the Zones in which you are travelling.		Re-numbered to 16.4
18		Failure to provide a valid Ticket when asked may lead to prosecution under the Railway Byelaws (see Condition 19).	New INFORMATION box text
19	SHOWING CONSIDERATION FOR OTHER PASSENGERS	New heading: Railway Byelaws	
19.1	You should show consideration for other passengers, so that everyone is able to have an enjoyable travel experience on the National Rail Network. Antisocial and criminal behaviour, in particular, affects other passengers and can prevent them from enjoying their journey	If you are present on the railway, you must comply with the Railway Byelaws.	Amended text
19.2	This behaviour is covered by the Railway Byelaws, which apply to anyone on railway property, regardless of whether they have a Ticket or not.	The Railway Byelaws apply to anyone on railway property, regardless of whether they have a Ticket or not. A copy of the Railway Byelaws can be found at <a href="http://www.gov.uk/government/publications/railway-byelaws">www.gov.uk/ government/publications/railway-byelaws</a> or you can ask at a station Ticket office for details. Contravening the Railway Byelaws may lead to prosecution.	New INFORMATION box text

21.1	We aim to make using the National Rail Network as accessible as possible for passengers with disabilities and provide a range of services to help ensure that they have an enjoyable journey	INFORMATION: We aim to make using the National Rail Network as accessible as possible for passengers with disabilities and provide a range of services to help ensure that everyone can have an enjoyable journey.	New INFORMATION box and amended text
21.2	We will provide specific assistance for passengers with disabilities (and other passengers that may need extra help such as older people) upon request, at no additional cost. This will include, as required, arranging for staff to be available to deploy ramps that allow wheelchair users to board trains; or arranging for an accessible taxi to take passengers with disabilities to the most convenient accessible station appropriate to the journey being made.		Re-numbered to 21.1
21.3	We recommend that passengers requiring assistance contact the relevant Train Company up to 24 hours in advance. However, staff will try to provide assistance when no booking has been made in advance.	We recommend that passengers requiring assistance contact the relevant Train Company with 6 hours' notice before travel until 31 March 2022, and with 2 hours' notice before travel from 1 April 2022. However, staff will provide assistance when assistance has not been booked in advance, in line with a Train Company's 'Accessible Travel Policy'.	Re-numbered to 21.2 and amended text
21.4	Each Train Company publishes an 'Accessible Travel Policy', which sets out the way in which it will assist passengers with disabilities in using its services.	Each Train Company publishes an 'Accessible Travel Policy', which sets out the way in which it will assist passengers with disabilities in using their services.	Re-numbered to 21.3
22.2	Train Companies publish details of their cycle policies online. Details are also available at staffed Ticket offices, and we will tell you about these restrictions and any charges if you ask when buying your Ticket.	Train Companies publish details of their cycle policies online. Details are also available at staffed Ticket offices, and we can tell you about these restrictions and any charges if you ask when buying your Ticket.  More details can be found <a href="http://www.nationalrail.co.uk/cyclists">at www.nationalrail.co.uk/cyclists</a>	Moved to INFORMATION box text:
22.3 (new)	Unless prohibited by a Train Company's individual cycle policy, cycles of the electric-assist pedal cycle type may be carried on trains provided that they are similar in size to a traditional cycle. Power assisted cycles without	Unless prohibited by a Train Company's individual cycle policy, electric assist pedal cycles and e-scooters may be carried on trains provided that they are similar in size to a traditional cycle or scooter. Power assisted cycles without traditional cycle-style	Inclusion of e-scooters



	traditional cycle-style pedals, or with oversized dimensions cannot be carried.	pedals, or with oversized dimensions cannot be carried.	
22.3 – 22.5			Re-numbered to 22.2 – 22.4
23.5	-	e-scooters	Inclusion of e-scooters to list of items carried at discretion of individual TOCs
24.2	Animals, with the exception of blind or deaf persons' assistance dogs, may not be taken into buffet or restaurant cars (including first class accommodation with at-seat meals service) unless specifically allowed by the Train Company that you are using. Animals are not allowed on seats in any circumstances.	Animals, with the exception of assistance dogs, may not be taken into buffet or restaurant cars (including first class accommodation with at-seat meals service) unless specifically allowed by the Train Company that you are using. Animals are not allowed on seats in any circumstances	Amended text
27	RAIL REPLACEMENT SERVICES	Amended timetables and rail replacement services	Amended text
27.1.	<p>From time to time, it may be necessary to replace a train service with a bus or coach. In most cases this is planned in advance (due to engineering work to maintain or improve the rail network for instance), but sometimes such changes may be required at short notice (due to emergency engineering work).</p> <p>INFORMATION: Usually, such replacement bus and coach services will take longer than the scheduled time for the equivalent train service.</p>	<p>INFORMATION: From time to time, it may be necessary to replace a train service with a bus or coach. In most cases this is planned in advance (for example due to engineering work to maintain or improve the rail network), but sometimes such changes may be required at short notice. Usually, such replacement bus and coach services will take longer than the scheduled time for the equivalent train service.</p>	Moved to, and expanded on INFORMATION box text
27.2.	Wherever engineering work is planned in advance we will make you aware of any need to operate a rail replacement service. The Train Company or Licensed Retailer from whom your purchase your Ticket will include any extended or altered times in timetable information. This information will also be provided at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> so that you can make an informed decision about your travel plans. Where replacement services are operating, we may be unable to accept some types of luggage, articles, animals and cycles.	Wherever engineering work is planned in advance we will make you aware of any need to operate a rail replacement service. The Train Company or Licensed Retailer from whom you purchased your Ticket(s) will include any extended or altered times in the timetable information. This information will also be provided at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> so that you can make an informed decision about your travel plans. Where replacement services are operating, we may be unable to accept some types of luggage, articles, animals and cycles.	Re-numbered to 27.1
27.3.	If the replacement is at short notice and you cannot complete your journey because we are unable to	If the replacement is at short notice and you cannot complete your journey because we are unable to	Re-numbered to 27.2 (and split into 27.3)

	transport your luggage, articles, animals and/or cycles by road vehicle, and you therefore decided not to travel, you will be entitled to 21 claim a refund under Condition 30 for your journey without any administration charge. When you make your claim, you should state the timetabled departure time of the train you intended to use for the journey and provide a Ticket which was valid for the journey.	transport your luggage, articles, animals and/or cycles by road vehicle, and you therefore decided not to travel, you will be entitled to claim a refund of your Ticket(s) under Conditions 30.1 – 30.4 without any administration charge.	
		When you make your refund claim, you must state the Timetabled departure time of the train you intended to use for the journey and provide any Ticket(s) which were valid for the journey.	Re-numbered to 27.3
		If you are claiming compensation due to a delay in your rail replacement journey, your compensation will be determined by the time difference between the actual time of arrival at your destination and the arrival time as published in the Published Timetable of the Day.	New text and inserted to 27.4
27.4.	In all other respects these Conditions apply to the use of rail replacement services.	In all other respects these Conditions apply to the use of rail replacement services.	Re-numbered to 27.5
29	REFUNDS ON TICKETS WHICH HAVE NOT BEEN USED	Refunds on Tickets which you have chosen not to use or have been part-used	New Heading
29.1	If you purchase a Ticket and then choose not to travel, you may apply for a refund from the original retailer or Train Company from whom it was purchased, unless the terms and conditions of your Ticket (advance Tickets for instance) indicate that it is non-refundable. You must do this no more than 28 days after the expiry of the Ticket.	If you purchase any Ticket(s) and then choose not to travel, you may apply for a refund from the original retailer, unless the terms and conditions of your Ticket(s) state otherwise. You must do this no more than 28 days after the expiry of the Ticket(s) unless the terms and conditions of your Ticket state otherwise.	Amended text
29.2	In such cases, a deduction from your refund will be made in the case of part-used Tickets, calculated on the cost of the journey(s) actually made. An administration charge may also be made, which will not exceed £10 per Ticket; however, if the administrative charge and/or other deductions exceed the refund amount no refund will be payable.	In such cases, a deduction from your refund in the case of part-used Tickets, will normally be calculated on the cost of the journey(s) actually made. An administration charge may also be made, which will not exceed £10 per Ticket; however, if the administrative charge and/or other deductions exceed the refund amount no refund will be payable. If a delay or cancellation on any leg of your journey is the reason you could not complete your journey,	Amended text



		you are entitled to a full refund on any Tickets held for that journey under Condition 30.1	
29.4	Cash, or, cheque at the discretion of the retailer	Cash or, with your agreement, an alternative payment method such as cheque or credit to your bank account	Amended text
30.1	<p>If the train you intended to use is cancelled, delayed, or your reservation will not be honoured, and you decide not to travel, you may return the unused Ticket to the original retailer or Train Company from whom it was purchased, where you will be given a full refund with no administration fee being charged.</p> <p>This Condition applies to all Tickets, including Tickets (such as Advance Tickets) that are otherwise non-refundable, and also applies if you have begun your journey but are unable to complete it due to delay or cancellations and return to your point of origin.</p>	<p>Conditions 30.1 – 30.4 <del>cover</del> all Tickets other than Season Tickets, and also applies if you have begun your journey but are unable to complete it due to a delay to, or cancellation of, your service. In such cases, you are permitted to return to your point of origin and still get a refund.</p> <p>You may return an unused Ticket to the original retailer or Train Company from whom it was purchased, where you will be given a full refund with no administration fee charged, if you decide not to travel because the train you intended to use is:</p> <p>cancelled, or delayed, or rescheduled from that in Published Timetable of the Day after you have purchased a Ticket or Tickets, or your reservation will not be honoured</p>	Re-ordered and amended text
INFORMATION	-	INFORMATION: Season Tickets have their own compensation process when disruption or cancellation prevents travel. Season Ticket holders should refer to <a href="http://www.nationalrail.co.uk/season-tickets">www.nationalrail.co.uk/season-tickets</a> for details.	New Information Box:
31.1	If you have a first class Ticket and the train service you use is shown as offering first class accommodation at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> , but when you travel first class accommodation is not provided or is otherwise fully occupied, you may claim a refund. The minimum refund to which you will be entitled will be the difference between the price of the first class Ticket purchased and the cheapest valid standard class walk-up fare available on the service you used. You must write to the Train Company to notify them of your claim within 28 days of the date that you travelled.	If you have a first class Ticket and the train service you use is shown as offering first class accommodation at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> , but when you travel first class accommodation is not provided or is otherwise fully occupied, you may claim a refund. The minimum refund to which you will be entitled will be the difference between the price of the first class Ticket purchased and the cheapest valid standard class walk-up fare available on the service you used. You must contact the Train Company you travelled with to notify them of your claim within 28 days of the date that you travelled.	Amended text

32	GETTING YOUR MONEY BACK FOR DELAYS AND/OR CANCELLATIONS	Claiming compensation for delays and/or cancellations	Amended heading
32.1.	If you are delayed in reaching your destination as a result of a delay or cancellation of a train service, you may be entitled to claim money back. You can make a claim in one or more of the following ways:	If you are delayed in reaching your destination as a result of a delay or cancellation of a train service, you may be entitled to claim compensation from the Train Company that is responsible for the delay in completing your journey. Your claim can be made to any Train Company whose services you used to make your journey, who will, if necessary, forward your claim to the Train Company responsible. You are entitled to compensation if the delay was 60 minutes or longer, regardless of fault. Compensation is based on the delay in your arrival time at the destination station, as compared to the arrival time stated in the Published Timetable of the Day. You can make a claim in one or more of the following ways:	Expanded text
33.1	In order to make a claim under the industry arrangements set out at paragraph 32.1.1 above, you must write to the relevant Train Company within 28 days of completing the relevant journey unless informed otherwise by the relevant Train Company. You will need to state the timetabled departure time of the train or trains you intended to use for your journey and provide a Ticket or other authority to travel which was valid for that journey. A Train Company will allow you to retain a Ticket after use for this purpose.	In order to make a claim under the industry arrangements set out at paragraph 32.1.1 above, you must submit your claim to the Train Company within 28 days of completing the journey (unless that deadline is extended by the Train Company). You will need to state the scheduled departure time of the train or trains you intended to use for your journey and provide a Ticket or Tickets or other authority to travel which was valid for that whole journey. A Train Company will allow you to retain any Tickets after use for this purpose. Compensation is based on the delay in your arrival time at the destination station, as compared to the arrival time stated in the Published Timetable of the Day.	Expanded text
	INFORMATION: Links to each Train Company's Passenger's Charter can be found on the National Rail Enquiries website at <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> ; Train Companies also publish their Passenger's Charters on their websites and will display information at stations.	INFORMATION: Links to each Train Company's Passenger's Charter can be found on the National Rail Enquiries website at <a href="http://www.nationalrail.co.uk/passengers-charter">www.nationalrail.co.uk/passengers-charter</a> ; Train Companies also publish their Passenger's Charters on their websites and will display information at stations.	Amended URL

33.2.	Claims will be considered without undue delay and any compensation due will be paid within 14 days of your claim being agreed by the Train Company. Our target is to process all claims within one month of receipt.	If you have a claim or a complaint about your journey, the Train Company you contact will help you either by dealing with the matter itself or by passing it on to the relevant Train Company, Rail Service Provider or other third party(s) or person(s) providing the goods or services in question. Claims will be considered without undue delay and any compensation due will be paid within 14 days of your claim being agreed by the Train Company. The target is to process all claims within one month of receipt.	Expanded text
35.2	If you are not satisfied with the outcome of your claim against a Train Company or Rail Service Provider you can contact the Rail Ombudsman at <a href="https://www.nationalrail.co.uk/77670.aspx">https://www.nationalrail.co.uk/77670.aspx</a> ; or <a href="https://twitter.com/RailOmbudsman">twitter.com/RailOmbudsman</a> ; or 0330 094 0362.	If you are not satisfied with the outcome of your claim against a Train Company or Rail Service Provider, you can contact the Rail Ombudsman at <a href="https://www.nationalrail.co.uk/RailOmbudsman">www.nationalrail.co.uk/RailOmbudsman</a> ; or <a href="https://twitter.com/RailOmbudsman">twitter.com/RailOmbudsman</a> ; or 0330 094 0362.	Amended URL
35.3.1	another Train Company not running any trains;		Removed at request of DfT
35.3.2	any losses that occur while you are travelling in any other Train Company's trains;		Re-numbered to 35.3.1
35.3.3	another party not providing goods or services; and		Re-numbered to 35.3.2
35.3.4	any losses that occur while you are using those other goods or services. However, each Train Company will help you if you have a claim or a complaint about your journey, either by dealing with the matter itself or by passing it on to the Train Company(s), Rail Service Provider or other third parties or person(s) providing the goods or services in question.		Re-numbered to 35.3.3
36.1	These Conditions apply to Season Tickets only. In some cases, special rules apply to Season Tickets valid for 1 month or longer – this is made clear where necessary	Part G of these Conditions apply to Season Tickets only. In some cases, special rules apply to Season Tickets valid for 1 month or longer – this is made clear where necessary.	Expanded text
36.2	A Season Ticket gives you the right to unlimited travel on train services between specific stations or within specific geographic zones during the period up to and including the Season Ticket's expiry date. This includes the right to start, break or resume your journey, as described in Condition 16.3. It may only be used by the person to whom, or on whose behalf, it was issued.	A Season Ticket gives you the right to unlimited travel on train services between specific stations or within specific geographic zones during the period up to and including the Season Ticket's expiry date. This includes the right to start, break or resume your journey, as described in Condition 16.3. It may only	Expanded text

		be used by the person to whom, or on whose behalf, it was issued (unless Condition 5.1 applies).	
38.2	If you possess a valid Season Ticket and/or photocard but were unable to present when requested because you had forgotten to carry it on that particular journey or mislaid it, the Train Company concerned may at their discretion refund any fare or Penalty Fare paid in accordance with Condition 9, less an administration charge not exceeding £10.	If you possess a valid Season Ticket and/or photocard but were unable to present it when requested because you had forgotten to carry it on that particular journey or mislaid it, the Train Company concerned may at their discretion refund any fare or Penalty Fare paid in accordance with Condition 9, less an administration charge not exceeding £10.	Expanded text
40.2	To qualify for a refund, seven day Season Tickets must have at least three days' remaining validity, and Season Tickets valid for one month or more must have at least seven days' remaining validity.	Your refund will be calculated from the date you return the Season Ticket. The refund will be calculated by deducting the cost to make one return journey for each day from the start date of the Season Ticket until the day it is returned, and an administration charge (not to exceed £10).	Amended text
INFORMATION (Moved up to below 40.2)	INFORMATION: Longer period Season Tickets attract a higher level of discount than shorter period Season Tickets. When you apply for a refund, we will work out what fare would have been paid for the period you actually travelled. The money paid over this amount will be the value of your refund, less the administration charge. For more information about Season Ticket refunds, see <a href="http://www.nationalrail.co.uk/times_fares/ticket_types/season_tickets.aspx#refunds">www.nationalrail.co.uk/times_fares/ticket_types/season_tickets.aspx#refunds</a>	INFORMATION: Longer period Season Tickets attract a higher level of discount than shorter period Season Tickets. When you apply for a refund, we will work out what fare would have been paid for the period you actually travelled. The money paid over this amount will be the value of your refund, less the administration charge. For more information about Season Ticket refunds, see <a href="http://www.nationalrail.co.uk/season-ticket-refund">www.nationalrail.co.uk/season-ticket-refund</a>  EXAMPLE: If you return your monthly Season Ticket after 9 days, we will deduct from your refund the cost of a 7-Day Season Ticket and 2 one day return Tickets and an administration charge.	Relocated INFORMATION box. Amended URL and expanded text
40.3	Any refund to which you are entitled will be calculated from the date the Season Ticket is returned. The amount refunded will be based on the price paid for your Season Ticket less the cost of any Season Ticket(s) and additional Tickets required to cover one return journey for each weekday that your Season Ticket was actually held for, and an administration charge (not to exceed £10).	To qualify for a monetary refund:	Amended text
		seven day Season Tickets must have at least three days' remaining validity,	New text

		Season Tickets valid between one and ten months must have at least seven days' remaining validity;	New text
40.4	If you were ill and, consequently, unable to request a refund on your Season Ticket when you stopped using it, we will offer you a refund from the date your illness started, provided that you supply a medical certificate or other evidence of your illness.	Annual Season Tickets do not qualify for a monetary refund after ten months and twelve days	Amended text
40.5		If you were ill and, consequently, unable to request a refund on your Season Ticket when you stopped using it, we will offer you a refund from the date your illness started, provided that you supply a medical certificate or other evidence of your illness.	Re-numbered from 40.4 to 40.5
	An up to date current list is available at station Ticket offices, telesales offices, the National Rail website and travel agents licensed to sell National Rail Tickets. At these places you will also be able to obtain telephone numbers and addresses for correspondence with each of the above companies.	An up to date current list of Train Companies is available at station Ticket offices, telesales offices, the National Rail website and travel agents licensed to sell National Rail Tickets. At these places you will also be able to obtain telephone numbers and addresses for correspondence with each of the above companies.	
APPENDIX A	Multiple changes	Updated trading and legal names for Operators, added "Lumo" as a new Operator, and differentiated trading from legal names by adding quotation marks.	
APPENDIX B			
"Call"		means a scheduled stop of a train service at a station that allows passengers to alight as well as board that train service at that station, as defined in the National Rail Timetable;	New Definition
"National Rail Timetable"	means the rail timetable for passenger train services in Great Britain as provided at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a> ;	means the rail timetable for passenger train services in Great Britain, published by Network Rail and provided at <a href="http://www.networkrail.co.uk">www.networkrail.co.uk</a>	
"Passenger's Charter"	means the document of that name or similar, published from time to time by that Train Company, a list of which can be found at <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> ;	means the document of that name or similar, published from time to time by that Train Company. Links to the Train Companies' Passenger's Charters can be found at <a href="http://www.nationalrail.co.uk/tickets">www.nationalrail.co.uk/tickets</a> ;	

"Published Timetable of the Day"		means the schedule of services, including rail replacement services, applicable on the day you travel or plan to travel (different to May or December timetable). These changes will be published no later than 22:00 the day before travel and available at <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a>	New Definition
"Ticket"	<p>means any physical or electronic document or record which entitles a passenger to make a journey on the National Rail Network between the stations or within the zones indicated by one or more of the Train Companies. An electronic document or record may consist of (but not be limited to):</p> <p>a Smartcard (including an Oyster or ITSO card); a payment card or identity card; a mobile telephone or tablet device; other mobile electronic device; or a database, in conjunction with an authorised Contactless Bank Card bearing the  symbol described in the notices and publications of the Train Company as being valid for travel on their services.</p> <p>Electronic documents or records may not display the same information as printed Tickets but the conditions for use of these will explain where this information can be found. Where you have a road-enabled Mobility Scooter, a Ticket is also evidence that you are permitted to carry your Mobility Scooter (where that Mobility Scooter is permitted by the Train Company's Accessible Travel Policy –for further information see the Train Company's mobility scooter policy);</p>	<p>means any physical or electronic document or record which entitles a passenger to make a journey on the National Rail Network between the stations or within the zones indicated by one or more of the Train Companies. An electronic document or record may consist of (but not be limited to):</p> <p>a Smartcard (including an Oyster or ITSO card); a payment card or identity card; a mobile telephone or tablet device; other mobile electronic device; or a database, in conjunction with an authorised Contactless Bank Card bearing the  symbol described in the notices and publications of the Train Company as being valid for travel on their services.</p> <p>Electronic documents or records may not display the same information as printed Tickets but the conditions for use of these will explain where this information can be found. Where you have a road-enabled Mobility Scooter, a Ticket is also evidence that you are permitted to carry your Mobility Scooter (where that Mobility Scooter is permitted by the Train Company's Accessible Travel Policy –for further information see the Train Company's mobility scooter policy); If you are making a journey using a combination of Tickets, each Ticket must be used in accordance with these Conditions</p>	
"Season Ticket"	means a Ticket sold as such which allows you to travel for a period of 7 consecutive days or longer:	means a Ticket sold as such which allows you to travel for a period of 7 consecutive days or longer, or any 8 in 28 days:	



"Zonal Tickets"	are those Tickets which permit travel only within a defined geographic area.	are those Tickets or portion of Tickets which permit travel only within a defined geographic area.	
	<b>Additional Changes</b>		
	<p>To makes things clearer for readers, we have added quotation marks to products and operator names that do not have defined terms, to show what the Conditions are referring to; "advance" Ticket, "off-peak" Ticket, "Greater Anglia" and "Avanti West Coast" for example. This is inconsistently used in the current Conditions, so this is hoping to address that.</p>		