

# Newsrail

## EXPRESS 319

WEEK ENDING 22 July 2006

ITEM	SUBJECT	ITEM FOR		
		TRAIN COMPANY RETAIL OUTLETS	ON TRAIN STAFF	TRAVEL AGENTS
<b>1</b>	<b>National Rail</b> Travel to/from London Terminals & London Thameslink and tickets with 'Cross-London' validity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2</b>	<b>National Rail</b> Oyster 'Pay-As-You-Go' on National Rail services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>3</b>	<b>National Rail</b> Travelcard Seasons left at home or lost and Oyster	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4</b>	<b>National Rail</b> Launch of Elite Athletes Oyster photocard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>5</b>	<b>National Rail</b> Fares Checking – Status Codes 18, 19 and 20	<input checked="" type="checkbox"/>	*	
<b>6</b>	<b>National Rail</b> National Rail Conditions of Carriage	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>

National Rail information is listed first, followed by Train Company information in alphabetical Train Company order. Further items follow in alphabetical contributor order.  
 \*To be read by Retail Staff, On-Train Staff and Travel Agents where appropriate.



Special low price trial for contributors – see inside cover for more details

## ADDITIONAL PUBLICATIONS

The list shows additional publications included with this *Newsrail Express*. If you do not receive them, or need extra copies, rail staff should see 'Further Supplies'. Travel Agents please contact your Sales Office.

### 1. ADDITIONAL ITEMS YOU SHOULD HAVE RECEIVED

PUBLICATION NAME	SENT TO	NEWSRAIL EXPRESS NUMBER
Retail Manual Part 1 (Update 93)		

### 2. CONTACTS FOR FURTHER SUPPLIES – FOR RAIL STAFF

TSO Customer Services, St. Crispins, Duke Street, Norwich, NR3 1PD  
 Tel: 0870 850 2149 Fax: 0870 600 5533 e-mail: [csatoc@tso.co.uk](mailto:csatoc@tso.co.uk)

### 3. DISTRIBUTION DATABASE – FOR RETAIL STAFF

You should advise any publications database amendments to your Retail Manager, Pricing Manager or to Customer Services, TSO, contact details above.

## Special low price trial – save £££'s...

### Do you provide information and updates to include in Newsrail Express and the Retail Manual?

For the next three months we are introducing **special trial low prices** for putting news items in Newsrail Express and updating the Retail Manual.

Newsrail Express	<b>1 page</b> £400.00	<i>normally</i> £626.43	<b>1/2 page</b> £220.00	<i>normally</i> £319.79	<b>1/3 page</b> £150.00	<i>normally</i> £242.88
<b>Retail Manual Part One and Two</b>	<b>£300.00</b>	£474.00	One page – black & white (2 sides) One page – colour (2 sides) for each side laminated			
	<b>£550.00</b>	£1120.00				
add	<b>£50.00</b>	£240.00				

### These prices give you the following service benefits:

- 8000 copies of Newsrail Express printed fortnightly
- Estimated staff readership of 15,000
- Information also made available in electronic format through the Marketing & Retail section of [www.atoc.org](http://www.atoc.org) website plus made available through other electronic retail information channels to stations and travel agents
- Over 1300 ticket offices reached, plus on-train staff depots giving National Rail-wide coverage

How much would it cost you in time, envelope stuffing, postage etc to get the same nationwide coverage and reach all rail retail staff? Why not use this three-month trial opportunity to ensure that your TOC's retail information is entirely up to date in retail manuals? It is a TSA requirement that you provide retail staff with accurate information, as well as being essential if retailers are going to clearly understand and sell your tickets and services to generate more income for your TOC.

Bulk and frequent use discounts are also available – why not have a regular Newsrail Express feature item about your TOC's products and services?

**Please contact Andrew Tolley at RSP on 0207 841 8119 or [andrew.tolley@atoc.org](mailto:andrew.tolley@atoc.org) for more information.**

**Make sure retailers get your message.....now even better value for money**

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF ✓  
ON-TRAIN STAFF ✓  
TRAVEL AGENTS ✓



# Travel to/from London Terminals & London Thameslink and tickets with 'Cross-London' validity

## 1. Travel to/from London Terminals & London Thameslink

Staff are reminded of the conditions governing tickets issued to and from 'London Terminals'.

### A) Tickets with the Destination or Origin 'LONDON TERMINALS'

Tickets issued with a destination or origin of 'London Terminals' are valid only for journeys arriving at, or departing from the following London stations:

Blackfriars	Cannon Street	Charing Cross	City Thameslink	Euston
Fenchurch Street	Kings Cross	Kings Cross Thameslink	Liverpool Street	London Bridge
Marylebone	Moorgate*	Old Street	Paddington	St Pancras
Vauxhall	Victoria	Waterloo		

\* See also 'B (iii)' below

Tickets may be subject to route restrictions for the journey to London but travel between London terminals via London Underground (LU), Docklands Light Railway (DLR) or on London Buses is NOT included in the price.

For example:-

- A ticket from Birmingham to London Terminals may be valid to either or both Euston and Marylebone, but it is NOT valid for onward travel to Liverpool Street or Victoria via London Underground.
- A ticket from London Terminals to Brighton route 'ANY PERMITTED' is valid from Blackfriars, Cannon Street, Charing Cross, City Thameslink, London Bridge, Victoria, Vauxhall or Waterloo. It is NOT valid from Euston or any other designated London terminal station.

In either of the above examples a ticket with the destination/origin 'U1' would be required if the customer wished to end or start their journey at any other London terminal station.

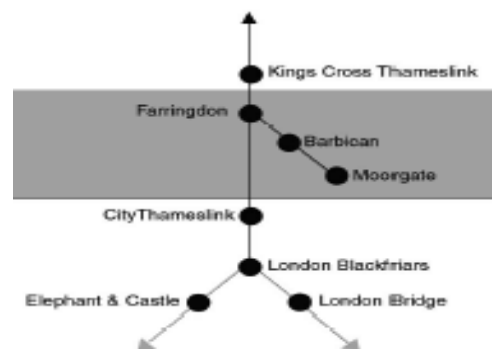
### B) Fares to/from London Stations on First Capital Connect's Thameslink route

Some special rules apply to tickets issued to stations on this route where a journey begins, ends or crosses the grey area on the map below.

- For journeys from/to the south, 'London Terminals' tickets are valid for travel to/from London Bridge, London Blackfriars and City Thameslink but not north thereof.
- For journeys from/to the north, 'London Terminals' tickets are valid for travel to/from Kings Cross Thameslink but **not** south thereof.
- For journeys starting, terminating or via Farringdon, Barbican or Moorgate stations, a through ticket to/from the specific named station, where available, or a ticket which includes Zone U1, **MUST** be issued.

Tickets issued for travel **from** one of these stations will display the cross-London marker '†' indicating that it is valid across London either on First Capital Connect or London Underground services.

Single and return tickets from stations Bedford to West Hampstead Thameslink inclusive, issued to 'London Thameslink' are valid to ALL stations on the map



## 2. Tickets with 'Cross-London' validity

Customers with tickets for journeys that require 'cross-London' travel should be advised that the price includes the cost of transfer across London by London Underground (LU), Docklands Light Railway (DLR) or on First Capital Connect's Thameslink route services, between any two of the following stations appropriate to the route of the through journey

Aldgate	Amersham	Baker Street	Balham	Bank
Barking	Blackfriars	Blackhorse Road	Canning Town	Cannon Street
Charing Cross	Ealing Broadway	Edgware Road	Elephant & Castle	Embankment
Euston	Euston Square	Farringdon	Finsbury Park	Greenwich
Highbury & Islington	Kensington Olympia	Kentish Town	Kings X St Pancras	Lancaster Gate
Lewisham	Limehouse	Liverpool Street	London Bridge	Marylebone
Moorgate	New Cross Gate	Old Street	Paddington	Queens Park
Richmond	Seven Sisters	Southwark	Stratford	Tottenham Hale
Tower Hill	Upminster	Vauxhall	Victoria	Walthamstow Ctrl
Waterloo	West Brompton	West Ham	West Hampstead	Wimbledon

For example a ticket from Colchester to Orpington is valid for a 'cross-London' journey by -

a) LU services from Liverpool Street or Stratford to Cannon Street, Charing Cross, Waterloo or London Bridge,

**or**

b) DLR services from Stratford to Lewisham

A break of journey at an intermediate LU or DLR station, e.g. Canary Wharf, is permitted provided the ticket has not already been used to exit the Underground or DLR. Passengers subsequently wishing to continue their journey may only do so upon purchase of the appropriate ticket.

Fares for tickets with 'cross-London' validity are indicated by ⌘ in NFM's and on information systems and tickets include a † printed behind the destination station.

**IMPORTANT NOTE** - some fares to London 'U' Zone destinations also appear with a ⌘ in fares manuals and on information systems. This is a technical requirement only and is necessary to allow some ticket issuing systems to encode tickets that will operate Underground ticket gates in all the fare zones for which the ticket is issued.

Unless specifically requested, tickets for a "Cross-London" journey to a National Rail station also served by London Underground, e.g. Nuneaton to Barking (in London Fare Zone 4), should be issued as a "Cross London" point-to-point ticket, and NOT to "ZONE U1234 LONDN". A "point-to-point" ticket will generally be cheaper, and, in the example used, is also valid on London Underground services to Barking - see NFM Page L4 for details of 'ticket inter-availability' arrangements. Care should also be taken to ensure that the appropriate Day Travelcard, where this exists, does not offer better value-for-money.

All National Rail London termini stations, except Fenchurch Street, are linked by the Underground. The nearest Underground station for Fenchurch Street is Tower Hill (Circle & District Lines) and is clearly sign-posted.

London Schemes  
020 7841 8038

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF

ON-TRAIN STAFF

TRAVEL AGENTS

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## Oyster 'Pay-As-You-Go' on National Rail services

Pay As You Go (formerly known as Pre Pay) is valid for travel on National Rail services **between** the following stations only:-

- Amersham and Marylebone (and at intermediate stations)
- Finsbury Park and Kings Cross / Moorgate (and at intermediate stations)
- Harrow & Wealdstone and Euston (and at intermediate stations EXCEPT Kilburn High Road and South Hampstead)
- Kentish Town and Moorgate / Elephant & Castle / London Bridge (and at intermediate stations)
- Liverpool Street and Seven Sisters/ Tottenham Hale / Walthamstow Central (but NOT at any intermediate stations)
- Richmond and Gunnersbury (and intermediately at Kew Gardens)
- Stratford and Canning Town (and intermediately at West Ham)
- Stratford and Liverpool Street
- Stratford and Barking (but NOT at Maryland or Forest Gate)
- Upminster and Fenchurch Street (and at intermediate stations)
- West Ruislip/South Ruislip and Marylebone (but NOT at any intermediate stations)

Oyster card with holders 'Pay As You Go' can top-up their balance at APTIS-ANT equipped National Rail stations and must touch their card against the card readers installed on station ticket gates at the start and end of their journey to ensure the correct fare is deducted for the journey made.

Further information about Oyster card and 'Pay-As-You-Go' is available from [www.oystercard.com](http://www.oystercard.com)

London Schemes  
020 7841 8038



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**Newsrail Express for train company National Rail information**

- over 7,000 copies printed fortnightly
- 3,000 stations, travel agents and call centres receive Newsrail Express
- Estimated readership of 15,000 retail staff

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## Travelcard Seasons left at home or lost and Oyster

Instances have been reported of customers losing or leaving their paper Travelcard season ticket at home, and being advised to purchase a 7-day Travelcard or Pay-As-You-Go (PAYG) on Oyster. **In no circumstances** should ticket offices accept or process a subsequent claim for refund where Oyster loaded with either a 7-day Travelcard or PAYG has been used. Train Companies can only refund where additional paper tickets have been issued.

Similarly, TOC customers with period Travelcards issued on Oyster, who have either lost, or left their Oyster card at home, **MUST** be issued with a magnetic stripe 'Replacement' paper Travelcard season ticket **or** buy daily paper tickets to cover their journey, as appropriate, until such time as a replacement Oyster card has been issued by the TfL Oyster helpline.

Customers requesting a subsequent refund for a season ticket 'lost' or 'left at home' and where journeys have been made using either a 7-day Travelcard or PAYG on Oyster must be advised to contact the Oyster helpline on 0845 330 9876 for assistance.

London Schemes  
020 7841 8038



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## Launch of Elite Athletes Oyster photocard

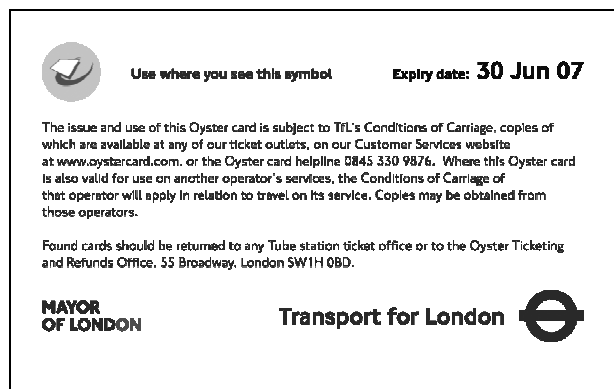
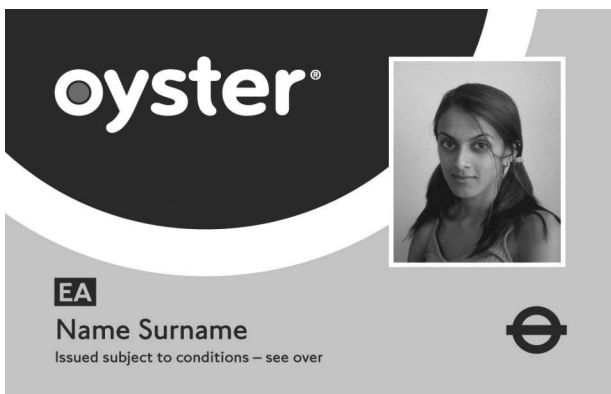
National Rail and Transport for London are supporting the British Olympic effort by providing free travel in London to athletes ranked highly (i.e. Gold) by the British Olympic Association (BOA).

These Gold ranked athletes, of which there are approximately 800 nationally and 50 currently living in the London area, can now apply (via the BOA) for an Elite Athletes Oyster photocard. Not all eligible athletes are expected to apply for the free travel concession, and some may be under 18 or under 16. These athletes will be issued with the same Elite Athletes Oyster photocard as those over 18.

Elite Athletes Oyster photocard will be loaded with a period All Zones Travelcard for unlimited travel on trains, tubes, buses, DLR and Croydon Tramlink throughout the London Fare Zones 1-6 and additionally valid to and from Amersham, Chesham and Watford stations on the Metropolitan Line. **(Note: Normal Travelcard season ticket excess fare arrangements will apply for travel beyond the area of validity and no facility exists for additional discounted travel for the card holder or any accompanying adults or children.)**

Photocards will have a maximum validity of 12 months but will be dated to expire on one of the following dates in 2007 and in subsequent years; 28 February (or 29 in a leap year), 31 March, 30 June or 31 October. The expiry date is shown on the reverse of the card and when reached, the photocard will no longer work gates and provided the athlete remains eligible, a new photocard card will be issued.

A specimen Elite Athletes Oyster photocard is shown below. It can be identified by an "EA" in a dark blue box above the cardholder's name and by the expiry date on the reverse of the card.



Like any Oyster photocard, the Elite Athletes Oyster photocard is only to be used by the athlete named on the card and is not transferable. Should a card be found to be used by a third party, it should be withdrawn and returned to TfL Ticketing Policy at the address below.

Elite Athlete Photocard  
TfL Ticketing Policy  
4th Floor, Windsor House  
42-50 Victoria Street  
London  
SW1H 0TL

TfL will inform the BOA as appropriate and in the event of the card having been transferred, rather than lost or stolen, the BOA may also inform the appropriate National Governing Body who may take their own action against the athlete.

London Schemes  
Tel: 020 7841 8038

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## Fares Checking – Status Codes 18, 19 and 20

For historical reasons, status codes 18, 19 and 20 have been excluded from fares checking. However, it has now been agreed that those reasons are no longer applicable and, with effect from 24 July 2006, all tickets sold using these status codes will be fares checked within Lennon.

Please ensure that correct codes are used when issuing tickets.

Andrew Tolley  
RSP Fares and Data Service Manager  
020 7841 8119



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## National Rail Conditions of Carriage

You should have received copies of the new National Rail Conditions of Carriage booklet. If not then please contact your Train Company Retail Manager. The new and revised conditions apply to all tickets sold on or after Monday 24 July 2006.

Please remember that you must not display the booklets which should only be handed to customers upon request. Customers will also be able to access the Conditions on the National Rail website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) including a large print version. Train Companies will be able to access the Conditions on the ATOC website [www.atoc.org](http://www.atoc.org).

Travel agents will not receive the new Conditions booklet but should refer to the travel agents website at [www.atoctravelagents.org](http://www.atoctravelagents.org)

Customer Relations Manager  
0207 841 8062



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This index covers those more important items still current from the last six issues of *Newsrail Express*.

**Amendments to Fares Manuals and associated Publications are excluded.**

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# Retail communication deadlines for information providers – July–October 2006

## Newsrail Express (NRE)

### Retail Manual Part Two (RM2)

### Rail Directory for Travel Agents (RDTA1) (provided to travel agents in electronic format only)

NRE issue number	RM2/RDTA1 issue number	Date communications reach stations (date vary by 2 days before or after)	Text to be entered in FRPS website by TOC/ATOC information providers
	195 August	31 July	14 July
320		31 July	19 July
321		14 August	2 August
	196 September	29 August	8 August
322		29 August	15 August
323		11 September	30 August
	197 October	25 September	6 September
324		25 September	13 September
325		9 October	27 September
	198 November	23 October	4 October
326		23 October	11 October

### FRPS website

The Fares & Retail Publications service website (operated by TSO) for entering information is <https://frps.tso.co.uk> Each TOC and ATOC have designated information providers with password access to contribute Newsrail Express items and manuals updates.

### Proof checking

At the proof check stage (normally 2 days – 3 days for RM2/RDTA1 – after the deadline for submitting articles/updates) information providers will receive an email from TSO which states what the time deadline is for checking your proof. This normally gives you one working day to check the proof. You must supply proof alterations by email or fax to ATOC Editorial ([paul.chilver@atoc.org](mailto:paul.chilver@atoc.org), fax 020 7841 8266) by the deadline shown in the email you receive from TSO telling you that your proof is ready to check.

### Further information and prices

Further information and full pricing details for contributing news items and updates is available in the FRPS area of the RSP section of [www.atoc.org](http://www.atoc.org) Note that prices are higher for colour and laminated pages where available.

**\*\* PLEASE CHECK THE INSIDE COVER OF THIS EDITION FOR SPECIAL LOW PRICE OFFERS \*\***

### Guidance and cue cards

The FRPS part of the RSP section of [www.atoc.org](http://www.atoc.org) also includes guidance on how to use the system and easy to use cue cards with tips on FRPS updating procedures.

### Publication supplies, distribution and technical support

The TSO helpline for publication supplies (if you want to buy extra copies of manuals), distribution questions (to change quantities or addresses) and technical support is 0870 850 2149 or email [csatoc@tso.co.uk](mailto:csatoc@tso.co.uk).

### Inserts

If you wish to send out any separate inserts (such as merchandisers) within the Newsrail Express distribution package, please arrange this direct with TSO on 0870 873 8722, email [csatoc@tso.co.uk](mailto:csatoc@tso.co.uk). TSO will provide costs, quantities and timescales for your insert. Ensure that you contact TSO at least 7 days in advance of the text deadline date shown above.

### Retail Manual Part One, Rail Directory Part Two, Ticket Examiners Handbook

If you want any changes made to Retail Manual Part One, Rail Directory for Travel Agents Part Two and Ticket Examiners Handbook, please email these to ATOC Editorial on [mark.bryce@atoc.org](mailto:mark.bryce@atoc.org).

### RSP Service Manager and ATOC Editorial

For further information on pricing, invoices and procedures contact Andrew Tolley at RSP on [andrew.tolley@atoc.org](mailto:andrew.tolley@atoc.org), tel 020 7841 8119, or for editorial guidance contact Paul Chilver at ATOC Editorial on 020 7841 8058.



working together for Great Britain's National Rail companies

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