



## Additional items included with this issue of Newsrail Express

None

If you have not received these additional items or if you need extra copies, please contact:

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)

TOCs should inform their Pricing or Retail Manager about any changes to the distribution of publications.

## Prices for Newsrail Express items and Retail Manual updates

Insertion of a news article in **Newsrail Express**.

<b>Newsrail Express</b>	<b>News item standard fixed cost</b> <i>(regardless of the length)</i> <b>£100</b>
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This price will continue until Newsrail Express becomes available in pdf format only from issue 366. See back cover for details.

The prices below apply to any updates required to the **Retail Manual**

<b>Retail Manual</b>	<b>New pages/pages amended</b>		
	<b>Amendment</b> <i>(fixed basic cost)</i> <b>£100</b>	<b>Black &amp; white page cost</b> <i>(per page)</i> <b>£50</b>	<b>Colour page cost</b> <i>(per page)</i> <b>£100</b>

These prices will continue until the Retail Manual Updates are provided electronically only from Update 214. See back cover for further details.

### Altering your TOC's requirement for paper copies of Newsrail Express and Retail Manual updates

TOCs can reduce their production and distribution costs by altering the number of paper copies of Newsrail Express and Retail Manual updates by contacting their Pricing Manager or nominated TOC representative to amend their TOC publications distribution list through the FRPPS website.

### The Fares & Retail Publication Portal (FRPP) - your one-stop retail information source

Retail publications information can be accessed electronically via the FRPP website and includes:

- Newsrail Express
- Retail Manual Part One & Part Two
- National Fares Manuals
- RailLinks Manual
- Ticket Examiners Handbook

**Bookmark this web address in your internet browser: <http://frpp.tso.co.uk>**

Travel agents have their own ATOC travel agents website at: [www.atoctravelagents.org](http://www.atoctravelagents.org)

Retail Communications Manager  
paul.chilver@atoc.org  
Tel: 020 7841 8058

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF

ON-TRAIN STAFF

TRAVEL AGENTS



# ATOC

ASSOCIATION of TRAIN OPERATING COMPANIES

## Electronic retail publications replace paper manuals

### National Fares Manuals and RailLinks manual

There will be no further paper National Fares Manuals and RailLinks manuals printed and distributed. NFM 99 information, introduced with the fares change on 18 May 2008, will be available electronically only, about four weeks in advance as normal on the **Fares & Retail Publications Portal (FRPP)** [ <http://frpp.tso.co.uk> ].

### Newsrail Express

Newsrail Express 365, distributed 2 May 2008, is planned to be the last paper edition. Issue 366 will be the first electronic-only edition. Newsrail Express is available on:

- **FRPP** [ <http://frpp.tso.co.uk> ] – all issues for the last six months
- ATOC website [ [www.atoc.org](http://www.atoc.org) in the Marketing & Retail section ] for the complete archive

Email notifications will be sent out when a new edition is available. To ensure that you receive your electronic Newsrail Express and FRPP updates email notification, please ask your Retail Manager who will be collating all email addresses for the ATOC distribution list.

### Retail Manual Part One / Retail Manual Part Two

Retail Manual - May Update, distributed 21 April 2008 is planned to be the last paper edition to be printed (if required). The June Update, published on 19 May 2008 will be the first electronic-only edition. Updates will be available on:

- **FRPP** [ <http://frpp.tso.co.uk> ]
- ATOC website [ [www.atoc.org](http://www.atoc.org) in the Marketing & Retail section ]

The version on the ATOC website will offer the updated section in the current .pdf format for you to print and insert in your manual, should you wish.

### A new single on-line retail information source

Work has started on creating a new electronic retail information section on **FRPP** [ <http://frpp.tso.co.uk> ] which will merge National Fares Manuals information, the RailLinks manual and Retail Manual Parts One and Two into a single on-line 'one-stop' source of retail information (with the existing Fares Finder also available to find actual fares). This will make retail information easier to use by removing duplication between manuals, introducing plain English and a simple layout, with information on particular subjects in one place, rather than spread across different paper or electronic retail manuals. Look out for further information published in Newsrail Express.

### Ticket Examiners Handbook

Ticket Examiners Handbook (TEH) updates will continue to be issued in paper, in addition to being made available in electronic format through **FRPP** [ <http://frpp.tso.co.uk> ] and the Marketing & Retail section on the ATOC website [ [www.atoc.org](http://www.atoc.org) ]

**If you are unsure about accessing electronic retail information at your station, speak to your Retail Manager now.**

Paul Chilver  
Retail Communications Manager  
ATOC  
[paul.chilver@atoc.org](mailto:paul.chilver@atoc.org)  
020 7841 8058

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**National Rail**  
*Britain's train companies working together*

# Introducing a Simpler Fares Structure Advance Tickets

This year changes are being made to ticket names and terms & conditions to simplify the range of tickets and fares. This year changes are being made to ticket names and terms and conditions to simplify the range of tickets available and making it easier for passengers to understand.

Changes will affect advance purchase tickets from 18 May 2008 and walk-up tickets from 7 September 2008.

## Advance tickets

From **18 May** all advance purchase tickets (e.g. Apex, SuperAdvance, TOC Advance tickets etc) will change to the common name of **Advance**, with common terms and conditions (including Railcard discounts) in place of the current variety of conditions.

The new Advance ticket terms and conditions (including Railcard discounts) will apply to tickets sold to customers on or after **24 April** for travel on or after the next fares change date of **18 May**.

### Key Features of Advance tickets

- **Advance** tickets must be purchased in advance of travel, subject to availability and are not available on the day of travel.
- Terms & conditions will be the same for all **Advance** tickets nationwide.
- Railcard discounts have been standardised and will apply to all **Advance** tickets for travel in Standard Class and selected **Advance** tickets for travel in First Class.
- **Advance** tickets will be non-refundable.
- Customers with **Advance** tickets can change the date or time of travel before departure. The difference between the price paid and the cost of the next suitable fare for their journey is payable, plus an administration fee charged per person, per single ticket for each change made. If they change their ticket to a train with cheaper tickets available, they should not be refunded the difference.

### New terms, conditions & Railcard discounts for Advance tickets

- New terms, conditions and Railcard discounts will apply to **Advance** tickets purchased on or after 24 April for travel on or after 18 May.
- All advance purchase tickets for travel before 18 May will use existing terms, conditions and Railcard discounts regardless of the ticket name shown in ticket issuing systems or printed on the ticket.

### Ticket-issuing and information systems

- For advance purchase tickets, the name **Advance** instead of the old name(s) may start appearing in systems from 29 March, but new terms, conditions and Railcard discounts will only apply to those tickets sold on or after 24 April for travel on or after 18 May.
- Until 18 May, it will not be possible to ensure that ticket issuing systems use the old or new names for **Advance** tickets. Therefore staff and passengers will need to go by the date of issue and travel to understand which terms & conditions and Railcard discounts apply; the name on the ticket may not indicate which terms and conditions apply!
- After sale, it may not always be possible to tell if old or new terms & conditions and Railcard discounts apply, due to limitations on information systems and what can be printed on tickets. If in doubt where refund claims or change of journey requests are made, TOCs will be adopting a flexible approach. Therefore the most generous interpretation of old and/or new rules will be used in such cases for tickets issued before 18 May for travel on or after this date. If you are in doubt on particular cases, check with your TOC retail manager or retail support team.

## Further information & training

Information on how the change to **Advance** tickets affects your station and ticket issuing systems will be provided in late March. This includes the new 'Just the Ticket 4 – Fares Made Simple' training course.

Keep an eye out for further updates in Newsrail Express and from your TOC or agency support.

## Important dates

Date	Activity
<b>29 March</b>	The new name ' <b>Advance</b> ' may start appearing in ticket issuing and information systems.
<b>24 April</b>	First date for sale of new <b>Advance</b> tickets for travel from 18 May. New terms and conditions for <b>Advance</b> tickets take effect for tickets sold to customers for travel on or after 18 May (including Railcard discounts).
<b>18 May</b>	Customers will begin to travel on new <b>Advance</b> tickets. New national terms & conditions and Railcard discounts will apply to all <b>Advance</b> tickets.

## Summary of ticket changes

Date	Existing Fare Name (also others not listed)	New Fare Name (First and Standard Class versions may be available)
<b>From 18 May</b>	<b>Leisure Advance</b> <b>Business Advance</b> <b>Value Advance</b> <b>SuperAdvance</b> <b>Apex etc</b>	<b>Advance</b>
From 7 September	First/Standard Open Single/Return First/Standard Day Single/Return etc	<b>Anytime</b> <b>Anytime Day</b>
From 7 September	Saver* Cheap Day etc	<b>Off-Peak</b> <b>Off-Peak Day</b>
From 7 September	Evening Fare Pricebuster SuperSaver Just 15 etc	<b>Super Off-Peak</b> <b>Super Off-Peak Day</b>

\* Some Savers may go to other categories depending on other fares priced by the same train company.

Some ticket types are not covered by this programme – for example, Season Tickets, Group tickets, Travelcards, PTE fares etc.

Cath Lyver  
National Rail Product Manager  
ATOC  
catherine.lyver@atoc.org  
020 7841 8061

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF



ON-TRAIN STAFF



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**National Rail**  
Britain's train companies working together



## Issuing **PLUSBUS** with rail tickets

Don't forget that **PLUSBUS** tickets can be issued in conjunction with any valid rail ticket, whether it is a rail ticket bought on the day of travel, or advance purchase rail tickets. Please ensure that the **PLUSBUS** ticket is dated for the day (or days) of travel if issued in advance.

Note that if you can't find a **PLUSBUS** through rail and bus ticket fare for a journey, it's easy to issue the **PLUSBUS** ticket as an add-on as shown in the RailLinks manual.

In addition to **PLUSBUS** day validity tickets, there are also **PLUSBUS** season tickets for many stations – ideal for the commuter at the beginning and/or end of their train journey.

Please don't refuse to sell customers **PLUSBUS** – all the information you need is in the RailLinks manual in FRPP [ <http://frpp.tso.co.uk> ] or other retail information sources – bus stations and bus drivers can't sell **PLUSBUS**.

Many thanks for continuing to make rail and **PLUSBUS** an increasingly popular way to travel, with sales increasing rapidly.

Retail Support  
ATOC 020-7841 8058



**National Rail**  
Britain's train companies working together

### 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**

TO BE READ BY:

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



# Concessionary Travel for the Elderly and Disabled

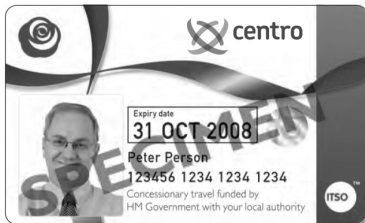
The **National Concessionary Bus Scheme** is being introduced on 1 April 2008 and extends the current local 'Bus Pass' concession for elderly (aged 60 and over) and eligible disabled people who are resident in England, to free travel on local bus services throughout England.

All English local authorities and Passenger Transport Executives (PTE's), such as Centro in the West Midlands, will be issuing a 'Concessionary Bus Pass' on a photo smartcard and to a common design (see images 1, 2, & 3), but where these cannot be issued on smartcards by 1 April, a 'Temporary Pass', valid until 30 September 2008, will be issued on card stock (image 4). This Temporary Pass must be used in conjunction with their existing local concessionary pass, when travelling outside their local concessionary travel area.

A red rose symbol on the Pass indicates entitlement to this concession and Passes are also distinguishable by their overall colour, or a band of colour on the right-hand side; blue for the Elderly and orange for Disabled persons. Travel is normally permitted from 0930 on weekdays (any time at weekends and on public holidays), but free bus travel in London will be available from 0900 weekdays for all pass holders.

It should be noted that the majority of Concessionary Bus Passes do **NOT** entitle the holder to free rail travel. Whilst there are some local Concessionary Passes, such as Freedom Pass in London, or the 'Centro' Pass in the West Midlands, which do allow free travel on local rail services, this entitlement does not include rail travel outside of these local areas.

Staff should however be aware though that it is probable that some Pass holders, at least initially, will not understand the concession is limited to local bus travel, and genuinely believe it includes free travel on National Rail services other than those for which their existing pass may be valid. This is more likely where the Pass held includes, for example, the National Rail 'Double Arrow' logo, such as the London Area 'Freedom Pass' (image 5), or where validity on local rail services is permitted, such as the 'Centro' Pass. Ticket inspection staff should use appropriate discretion in these circumstances.



**This concessionary pass is funded by Centro**

- Valid for travel on bus services throughout England and on rail and Metro services within the West Midlands county. If eligible, you can also travel on Ring & Ride within the West Midlands county.
- For current times of validity see the published terms and conditions of issue.
- For more information or for any queries about concessionary travel please telephone 0845 303 6760 or visit [www.networkwestmidlands.com](http://www.networkwestmidlands.com). We use Language Line, a phone interpreting service.
- This pass remains the property of Centro and may be withdrawn by an operator or by Centro if misused.
- If found please return to Centro, P.O. Box 9421, Birmingham B19 3TR



(1) Elderly Persons CENTRO Pass



(2) Elderly Persons National Concessionary Bus Pass



(3) Disabled Persons National Concessionary Bus Pass



(4) Temporary National Concessionary Bus Pass



(5) Freedom Pass for the Elderly in London

London Team, ATOC  
020-7841 8038

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF



ON-TRAIN STAFF



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RAILCARD

## FAMILY RAILCARD TRIAL PROMOTION

- On Saturday 15 March 2008, a **Trial Family Railcard** promotion will be run in the **Daily Mail** newspaper
- Readers will be invited to apply (ONLINE ONLY) for a free 3-month Trial Family Railcard shown below:

**Family Railcard** 

In association with **Daily Mail** valid until: **30JUN2008**

Issued by:  
ATOC, 40 Bernard Street, London

Issued to:  
(please write your name(s) below)

1. \_\_\_\_\_  
2. \_\_\_\_\_

To be carried on all rail journeys  
See overleaf for terms & conditions

Retailers:  
Please see Newsrail Express issue  
362 for information

- Trial Family Railcards will be issued to customers by post and will be valid until 30 June 2008. The Trial cards will be issued by a separate company – not stations, call centres or travel agents
- Trial Family Railcard holders will be eligible to purchase a 12 month Family Railcard for £12 instead of the normal £24 from 22 June 2008 up to and including 31 July 2008. **This must be done online and not through any other means**
- This promotion aims to raise awareness of Family Railcard and to get families to experience the amazing Railcard savings and ease of travelling by train, instead of cars.

### The Trial Offer

- Trial Family Railcards will be sent to customers by post and they will be valid until 30 June 2008 (3 months from issue)
- The customer must write their name and the second cardholder's name on the front and sign the reverse of the card to make it valid. No other validation is required
- The usual Family Railcard group sizes apply - the minimum group is one adult and one child, the maximum group is the two named Railcard holders, two other adults and four children
- All the usual Family Railcard Terms and Conditions of use apply, except that Trial Family Railcards are not replaceable if lost, damaged or stolen

### Issuing tickets for travel with a Trial Family Railcard

- Tickets for travel with a Trial Family Railcard should be issued in the normal way, using the Family Railcard discount buttons. Please remember that the minimum child fare is £1.00

### £12 standard Family Railcard offer

- The Trial Family Railcard also encourages users to buy a standard 12-month Family Railcard (when their Trial Family Railcard expires) for **£12.00** instead of the normal £24.00, up to and including **31 July 2008**
- All £12 discounted Family Railcards will be issued ONLINE ONLY using a Promotional Code available to Trial Family Railcard holders. We will e-mail these customers a reminder of the offer leading up to the expiry of their Trial Family Railcard.

If you require any assistance, please do not hesitate to contact us. Thank you for your continued support.

Railcard Marketing  
020 7841 8056



TO BE READ BY:

TRAIN COMPANY RETAIL STAFF

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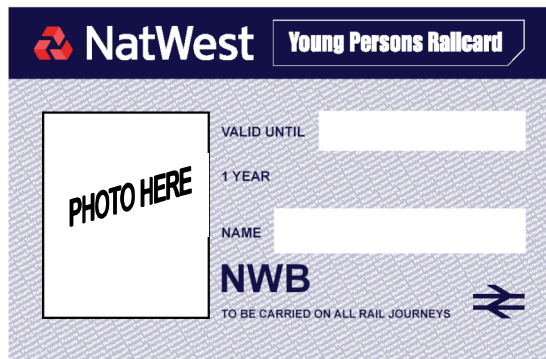
TRAVEL AGENTS



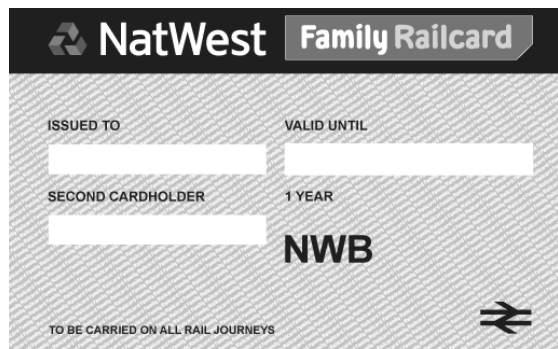
**RAILCARD**

## NEW NATWEST RAILCARD DESIGNS

- NatWest is now issuing one year Railcards with their own design for Young Persons Railcard and Family Railcard. These one year Railcards are issued on durable plastic stock.
- For Young Persons Railcard, the Railcard design is very similar to the current Young Persons Railcards that are issued by NatWest as part of the 5-Year Railcard programme, except for '1 YEAR' being printed under the Valid Until date, as per:



- For Family Railcard, the card design is very similar in look, except for using the red Family Railcard logo for greater recognition. There are 2 spaces on the front for the named cardholders, and again '1 YEAR' under the Valid Until date to identify this as a standard one year Railcard.



- These new Railcard designs are now current and valid and may be used to purchase Railcard discounted tickets. Tickets for travel with a NatWest Young Persons/Family Railcard should be issued in the normal way.

If you require any assistance, please do not hesitate to contact us. Thank you for your continued support.

Railcard Marketing  
020 7841 8056

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF



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**EAST MIDLANDS** TRAINS

## GroupSave barred dates

GroupSave will be barred on East Midlands Trains for the following dates & journeys mentioned.

For all journeys to Manchester Piccadilly or Oxford Road

**Sunday 23 March** - (Man U v Liverpool)

**Sunday 30 March** - (Man U v A Villa)

**Sunday 13 April** - (Man U v Arsenal)

**Saturday 3 May** - (Man U v West Ham)

For all journeys to or from Liverpool (or stations between Liverpool & Aintree) This is due to the Grand National Meeting at Aintree Racecourse.

**Thursday 3 April - Saturday 5 April**

Pricing Manager  
05 62757



**National Rail**

*Britain's train companies working together*

### 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**
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# Grand Central

## Introduction

On Saturday 1 March 08 Grand Central commenced its full daily passenger services between Sunderland and London Kings Cross calling at Hartlepool, Eaglescliffe, Northallerton, Thirsk and York. This merchandise contains details of the train services, facilities and tickets available on Grand Central services along with the appropriate terms and conditions.

## Timetable

### Weekday

	1A60 <b>The Zephyr</b>	1A62	1A63		1N25	1N26	1N28 <b>The 21st Century Limited</b>
Sunderland	06:46	12:30	17:30	London Kings Cross	08:04	11:27	16:50
Hartlepool	07:10	12:54	17:56	York arr	10:07	13:19	18:44
Eaglescliffe	07:29	13:16	18:15	York dep	10:14	13:22	18:47
Northallerton	07:46	13:38	18:36	Thirsk	10:30	13:38	19:05
Thirsk	07:57	13:47	18:45	Northallerton	10:39	13:47	19:16
York arr	08:18	14:07	19:04	Eaglescliffe	10:58	14:05	19:34
York dep	08:22	14:10	19:06	Hartlepool	11:23	14:24	20:08
London Kings Cross	10:32	16:05	21:08	Sunderland	11:50	14:50	20:35

### Saturday

	1A60	1A62	1A63		1N25	1N26	1N28
Sunderland	06:53	12:30	17:30	London Kings Cross	07:57	11:27	16:50
Hartlepool	07:17	12:54	17:56	York arr	09:57	13:25	18:50
Eaglescliffe	07:45	13:13	18:28	York dep	10:00	13:30	18:52
Northallerton	08:06	13:31	18:45	Thirsk	10:21	13:51	19:21
Thirsk	08:15	13:42	18:54	Northallerton	10:32	14:09	19:30
York arr	08:44	14:03	19:13	Eaglescliffe	10:49	14:27	19:50
York dep	08:47	14:05	19:16	Hartlepool	11:21	14:46	20:09
London Kings Cross	10:45	16:02	21:17	Sunderland	11:50	15:14	20:35

### Sunday

	1A60	1A61	1A62		1N25	1N26	1N27
Sunderland	09:10	13:42	18:42	London Kings Cross	08:55	13:45	18:20
Hartlepool	09:34	14:06	19:06	York arr	10:51	15:51	20:23
Eaglescliffe	09:55	14:32	19:25	York dep	10:54	15:53	20:25
Northallerton	10:13	14:57	19:48	Thirsk	11:10	16:10	20:42
Thirsk	10:26	15:06	19:57	Northallerton	11:21	16:20	20:51
York arr	10:45	15:28	20:13	Eaglescliffe	11:40	16:40	21:18
York dep	10:47	15:31	20:15	Hartlepool	12:17	17:10	21:37
London Kings Cross	12:51	17:30	22:20	Sunderland	12:52	17:36	22:06

- All Weekend services are subject to alteration due to Engineering work

## Product Range

Grand Central has created a set of 'dedicated' fares for travel solely on their services. Our product consists of just 'walk-up' Single and Return fares in both Standard and First Class (The fare is the same whether booked in advance or on the day), although we do recommend that customers book in advance and reserve seats where possible. These dedicated fares will be routed Grand Central Only - route code 00049 and the product types will be 'GC Standard Single' 'GC Standard Return' 'GC 1st Single' and 'GC 1st Return'.

Customers can also purchase 'Inter-available' fares for the relevant journey allowing themselves a choice of operator, however the 'Grand Central only' fares will offer sizeable savings when compared against the normal Inter-available fare for the appropriate journey. A selection of the GC dedicated fares is shown below.

### Grand Central Dedicated Walk-up Fares – sample fares

From	To	Std Single	Std Return	1st Single	1st Return	Senior Std Single	Senior Std Return	Senior 1st Single	Senior 1st Return
Sunderland	London Terminals	44	69	88	138	22	34.5	44	69
Northallerton	York	4	6	8	12	2	3	4	6
York	London Terminals	39	64	78	128	19.5	32	39	64

All fares (both dedicated and inter-available) are shown in journey information and ticket issuing systems such as RJIS and Tribute.

## Grand Central Peak Service Supplement

Please note that from 10 March 2008, the 0646 ex Sunderland **The Zephyr** and 1650 ex Kings Cross **The 21st Century Limited** will on Mondays to Fridays (except Bank Holidays) be subject to a supplement per any single journey leg to/ from London of £25 First Class; £15 Standard Class per passenger (irrespective of any concessions) on Grand Central fares only. Supplement Tickets are available from the conductor on the train.

The supplement can also be purchased alongside a GC dedicated fare issued through the Tribute ticket issuing system. This can be done in the following way:

At Journey Input Screen

1. Select Origin
2. Select Destination
3. Select Ticket Type
4. Select Route
5. Select Status
6. Insert number of Adults/Children.
7. Insert Outward Date of Travel.
8. Insert Return Date of Travel.
9. Select icon to obtain fare.
10. Press [F6] to obtain Supplements      GC1      GC 1ST SUPPLEMENT  
Select supplement and click [ADD]      GC2      GC STD SUPPLEMENT
11. Select Icon for payment and select method of payment.
12. Select method of payment to Issue

The supplement is not payable by passengers holding unrestricted inter-available tickets.

## Railcards

Although not offering discounts for holders of Railcards on Grand Central fares, Grand Central has created a set of reduced fares for anyone over the age of 60. On production of a valid item of identity (*i.e.* Driving license) customers over the age of 60 can take advantage of a blanket 50% discount (on the full adult fare) across the whole product range. The normal Railcard discounts apply only to inter-available fares. Please note that Rail Staff Travel Facilities are not valid, other than Privilege rate tickets based on unrestricted inter-available fares.

## Rover Tickets

Inter - available Rover Tickets can be used on Grand Central Services.

## Child Fares

Children between the ages of 5 and 15 inclusive will also be offered a 50% discount (against the full Adult fare).

## Reservations

Grand Central will offer complimentary reservations on all its services. We recommend that where possible customers do reserve seats, on the 'weekday evening peak' service out of Kings Cross.

## Refunds

Normal refund conditions apply to unused tickets subject to an administration charge of £10. Grand Central has a policy of giving a 50% Refund for the part of the journey the Grand Central Ticket holder who is unable to find a seat. Refund Applications are available from the Senior Conductor. No refunds are available against inter-available fares.

## Cycles

We carry cycles free of charge, no reservation required; our trains can carry up to 6 cycles however more can be carried subject to Senior Conductors discretion and subject to passengers alighting points. Please note cycles should only be stored within the power car luggage compartments, the doors of which must be locked prior to station departure.

## Distribution

Fares are available to be purchased on the train via grandcentralrail.com, from Telesales 0844 811 0071 and from all station travel centres.

## Catering and Customer Services

All trains will have a buffet car which is unclassified, and an 'at seat meal service will be offered in the restaurant vehicle to both STD and 1st Class customers, with 1st Class customer having the option to have a meal at their own seat in 1st class. All tables have board games (Chess and or Monopoly/Cluedo) and pieces for these games can be purchased from the buffet vehicle or brought on board. First Class passengers will receive free tea, coffee and newspaper and a trolley will operate throughout the train.

**Please note that Restaurant services initially will be operational on Weekdays (except on Bank Holidays) on 06:46 from Sunderland 'The Zephyr', 16:50 from London Kings Cross 'The 21st Century Limited' also the 11:27 London Kings Cross to York, 14:10 York to London Kings Cross starting on Monday 17 March 08**

## Assisted Travel

Assisted travel is reservable via www.grandcentralrail.com or by calling 0844 811 0071.

All GC trains carry a wheelchair ramp stored in the TRSB vehicle.

## Train Configuration

Grand Central trains will operate on a fixed formation utilising HST Power Cars and MKIII coaches. The service will initially operate in 2 + 6 formation. Please note that the first class vehicles will normally be leading towards London. Because the train is longer than the platforms at Hartlepool, Eaglescliffe and Thirsk, passengers for these stations must be directed to alight from the following coaches

- Hartlepool Northbound - rear 5 coaches
- Hartlepool Southbound - front 5 coaches
- Eaglescliffe Northbound - rear 4 coaches
- Eaglescliffe Southbound - front 4 coaches
- Thirsk Northbound - rear 4 coaches
- Thirsk Southbound - front 5 coaches

Each train will be crewed by a team consisting of a Driver, Senior Conductor and Conductor. The team leader will be the Driver. The Senior Conductor is responsible for dispatch from all stations (assisted by the Conductor). The Senior Conductor/Conductor accommodation is located in coach E (TRSB Vehicle).

The train 'consist' will be as follows:

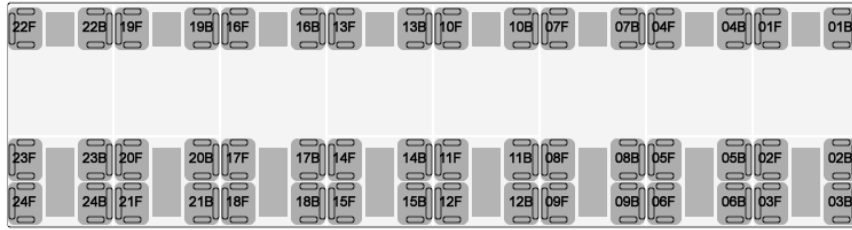
PC - FO - FO - TRSB - TSOD - TSO - TSO - PC

- Legend - PC = Power Car  
 FO = First Class  
 TRSB = Buffet/Restaurant Car  
 TSOD = Standard Class/Disabled toilet  
 TSO = Standard Class/Senior Conductor's Accommodation

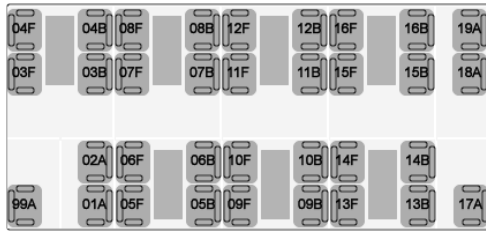
Coach G - FO (Leading Coach to London)



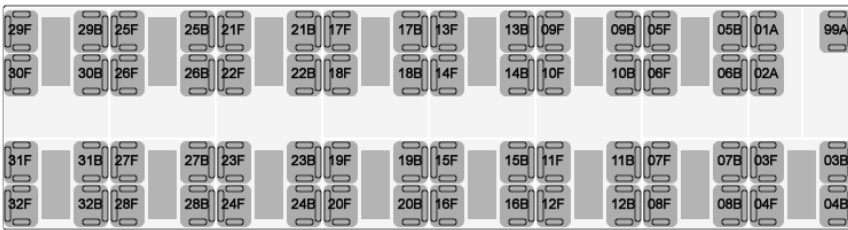
Coach F – FO



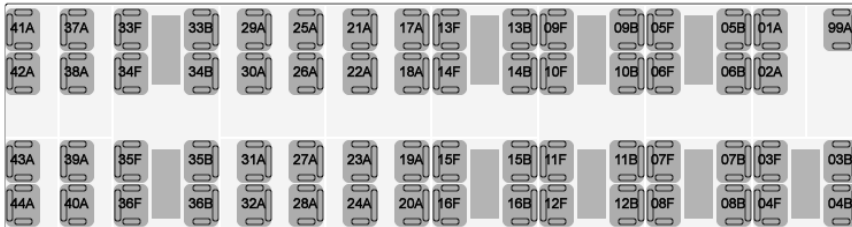
Coach E – TRSB



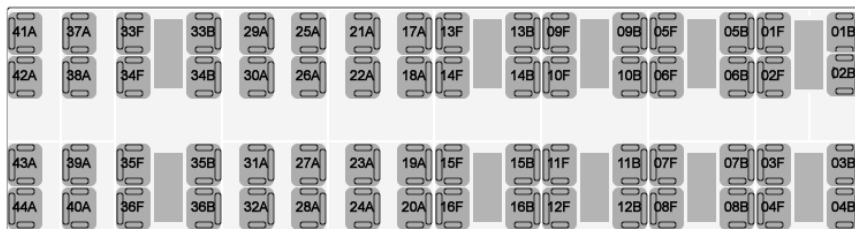
Coach D – TSOD



Coach C – TSO with wheelchair space (99A)



Coach B – TSO



**Disabled People’s Protection Policy**

A copy of our Policy is available on request from: Grand Central Railway Company, River House, 17 Museum Street, York, YO1 7DJ. It is also available via our web site [www.grandcentralrail.com](http://www.grandcentralrail.com)

**Complaint Handling Guide**

A copy of our Guide is available on request from: Grand Central Railway Company, River House, 17 Museum Street, York, YO1 7DJ. It is also available via our web site [www.grandcentralrail.com](http://www.grandcentralrail.com)

**USEFUL CONTACTS:**

**Grand Central Main Headquarters  
Ticket Shop and Customer Service**

River House  
17 Museum Street  
York, YO1 7DJ  
Telephone: 01904 633307  
Facsimile: 01904 466066  
Email: info@grandcentralrail.com

**Grand Central Control**

EWS Passenger Control (Train Crew & General Operations Support).  
Telephone: 0870 140 5126  
Facsimile: 0870 140 5817  
Email: control-passenger@ews-railway.co.uk

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF

ON-TRAIN STAFF

TRAVEL AGENTS



Heathrow **express**

## Heathrow Express & the opening of Terminal 5 at London Heathrow Airport

From 27 March 2008 Heathrow Airport Terminal 5 will open. With a journey time of just 21 minutes, Heathrow Express will provide passengers with the fastest, most stylish and hassle-free way to get from Central London to Heathrow Airport's Terminal 5.

Departing from London's Paddington station every 15 minutes, the Heathrow Express will call in at Heathrow Central (servicing Terminals 1, 2 & 3), before arriving at Terminal 5.

Once at the brand new Terminal 5 station, passengers are just 21 metres away from check in.

Customers travelling to Terminal 4 from London Paddington can catch the Heathrow Express service and arrive at Heathrow Central in just 15 minutes and then transfer to Heathrow Connect for Terminal 4, or alternatively customers can board the Heathrow Connect service direct to Terminal 4.

Heathrow Connect is a half-hourly rail service which carries passengers from London's Paddington station to Terminal 4 in only 33 minutes and Terminals 1,2 and 3 in just 25 minutes. Heathrow Connect also offers fast travel to and from the airport to passengers along the route, stopping at Ealing Broadway, West Ealing, Hanwell, Southall and Hayes & Harlington.

Heathrow Connect offers customers air-conditioned, clean and comfortable travel, with spacious interiors specifically designed to accommodate airport customers' luggage and closed circuit TV to promote safety.

Please note if the Heathrow Connect services to Terminal 4 or Terminal 5 are not returned when using RJIS, please input 'via Hayes & Harlington'.

To celebrate the opening of Terminal 5, Heathrow Express is offering 10 pairs of First Class Heathrow Express return tickets to the first 10 people who correctly answer the following question:

'How long is the journey time from London Paddington to Heathrow Airport Terminal 5?'

Please send your entries via email to sandeep\_bhim@airportexpressalliance.com

Sandeep Bhim  
Senior Communications Executive  
Airport Express Alliance  
(Heathrow Express, Heathrow Connect, Gatwick Express)

TO BE READ BY:

TRAIN COMPANY RETAIL STAFF



ON-TRAIN STAFF



TRAVEL AGENTS



10

**SOUTH WEST TRAINS**

## **Changes to Stonehenge Tour Admission Prices from 21 March 2008**

There are changes to the Stonehenge Tour Admission prices, which will go live from 21 March 2008. All ticketing systems selling the tickets will not show this change until 18 May 2008.

For the period 21 March to 17 May inclusive all stations are advised to withdraw from sale the following tickets:

- The Family Ticket
- The Student Ticket
- The Senior Ticket

Please bear in mind, that:

- The Adult Ticket
- The Child Ticket

Will not be affected by this change and you may continue selling these.

Maggie Dondalewska  
SWT Marketing Department  
00 75237  
020 7620 5237







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This index covers items from the last six issues of *Newsrail Express*.

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

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## Retail Communication Deadlines

Would TOC and ATOC information providers please note the following deadlines for content submission, through FRPS, for Newsrail Express items and updates to your sections in Retail Manual Part Two (also reflected in Rail Directory for Travel Agents Part One). Submissions can be made up until 23:59 on the date shown.

The Rail Directory for Travel Agents Part One is provided to travel agents in electronic format only and mirrors the information submitted to the Retail Manual Part Two.

March to May 2008			
Newsrail Express issue number	Retail Manual Part Two	Delivery date at retail locations (may vary by 2 days either side)	Deadline for submission by information providers is 23:59 on the dates below
363	-	7 April	26 March
-	May Update	21 April	2 April
364	-	21 April	9 April
365	-	2 May	22 April

### IMPORTANT NEWS

Beyond issue 365, Newsrail Express will no longer be printed and distributed as a paper publication but will continue to be available in .pdf format through the FRPP [ <https://frpp.tso.co.uk> ] and the ATOC website [ [www.atoc.org](http://www.atoc.org) ] (in the Marketing & Retail section). Email notification will be sent on release dates to all subscribers.

Retail Manual Updates will also no longer be printed and distributed as paper but will continue to be available through the FRPP and the ATOC website, as above. Email notification will be sent on release dates to all subscribers.

During the Summer, the Retail Manual (Part One and Part Two) will cease to exist in any format. Information currently contained within these manuals, together with the information currently contained in the National Fares Manuals and the RailLinks Manual (both have already been withdrawn) will be combined and rewritten into a single online information source on the FRPP [ <https://frpp.tso.co.uk> ]

May 2008 onwards			
Newsrail Express issue number	FRPP Update	Available electronically on FRPP [ <a href="https://frps.tso.co.uk">https://frps.tso.co.uk</a> ]	Deadline for submission by information providers is 23:59 on the dates below
-	June Update	To be confirmed	To be confirmed
366	-	To be confirmed	To be confirmed

### FRPS website

The Fares & Retail Publications Service website 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 Retail Manual Part Two updates. Guidance on how to use the system is available from [www.atoc.org](http://www.atoc.org) in the **Marketing and Retail > FRPS (Fares & Retail Publications Service)** section. For additional editorial guidance contact Paul Chilver at ATOC Editorial on [paul.chilver@atoc.org](mailto:paul.chilver@atoc.org) or telephone **020 7841 8058**.

### Proof checking

At the proof check stage, (usually 2-3 days after the submission deadline) contributors will receive an email which states what the time deadline is for checking your proof. This then normally gives you one working day to check the proof and you should advise of any alterations required or supply sign-off to Paul Chilver at ATOC Editorial, fax 020 7841 8266 by the deadline shown in the email.

### Further information and prices

Further information and full pricing details for contributing news items and updates is shown in the inside cover of this edition. For invoice enquiries please contact Andrew Tolley at RSP on [andrew.tolley@atoc.org](mailto:andrew.tolley@atoc.org) or tel **020 7841 8119**.

### Publication supplies, distribution and technical support

The TSO helpline for publication supplies (if you want to buy extra copies of manuals), distribution queries (if you do not receive the information that you were expecting) and technical support is **0870 850 2149** or email [csatoc@tso.co.uk](mailto:csatoc@tso.co.uk). If you simply wish to make a change to the distribution database then please contact your TOC's Retail or Pricing Manager (for non-TOCs please contact paul.chilver@atoc.org).

### Inserts and merchandisers

If you wish to send out any separate inserts (such as leaflets and merchandisers) within the Newsrail Express distribution package (either distribution of your pre-printed material or a full print and distribution service) please arrange this direct with **TSO** - tel **0870 873 8722**, email [csatoc@tso.co.uk](mailto:csatoc@tso.co.uk) to discuss details of costs and timescales. Please ensure that you contact TSO at least 7 days in advance of the submission deadline date shown above.

### Retail Manual Part One, Rail Directory for Travel Agents 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 contact ATOC Editorial on [mark.bryce@atoc.org](mailto:mark.bryce@atoc.org).



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