Rail Delivery Group

National Rail

RAIL INDUSTRY COMMISSION RATES AND FEES

Applicable to TOCs, TA/TMCs and Third Party Retailers

Valid from 1st April 2025

MARKET (1)	THRESHOLD / CHANNEL	NON-SEASON TICKET SALES (2)	SEASON TICKET SALES (3)	REMARKS
	COMMIS	SION PAID TO TO	Cs, TA/TMCs AND	THIRD PARTY RETAILERS
Public Internet (Third Party and TOC sales)	All Sales	4.5% (6)	2.0% (4) & (5)	
Public Telesales	All Sales	9.0% (6)	2.0% (4) & (5)	
TA/TMC and TOC BTS Sales	All Sales	3.5% (6)	2.0% (4) & (5)	• TOCs and TMCs may charge additional fees for corporate sales
Business Account Facility (Public Internet sites)	Sales up to £50k Sales over £50k	4.5% 3.5%	2.0% (4) & (5)	• Once £50k threshold per account is exceeded in any RSP year, all future sales in all future years will be subject to TMC rates
Station and On-Train Sales	Booking Offices and On-Train	9.0% (6)	2.0% (4) & (5)	
Ticket Vending Machines (TVM)	TVM	9.0%	N/A	
International Sales	BritRail Passes Domestic P2P	8.0% 8.0%	N/A	 BritRail Passes: 8.0% from 01/04/17 until 31/03/26 Non-UK originating sales through third party retailers holding a dedicated International Sales Licence
	FEE	S PAID BY TOCs, 7	A/TMCs AND THI	RD PARTY RETAILERS
Ticket on Departure Fulfilment Fees (per transaction)	TVM Issue Booking Office Issue	(a) • A variable fee rate of 0.50% shall be due on all ToD fulfilment	(a) • A variable fee rate of 0.50% shall be due on all ToD fulfilment	 Costs differ if issued through (a) an on-station ticket vending machine or through (b) a station booking office

transactions	transactions	
(CTR) with a	(CTR) with a	
value at or above	value at or above	
£15. • For CTR	£15. • For CTR	
values of less than	values of less than	
£15, a fixed	£15, a fixed	
minimum fee of	minimum fee of	
7.5p per CTR	7.5p per CTR shall	
shall be due. • For	be due. • For CTR	
CTR values at or	values at or above	
above £100, a	£100, a fixed	
fixed maximum	maximum fee of	
fee of 50p per	50p per CTR shall	
CTR shall be due.	be due. (b) • A	
(b) • A variable	variable fee rate of	
fee rate of 3.66%	3.66% of the CTR	
of the CTR value	value shall be due	
shall be due on all	on all ToD	
ToD fulfilment	fulfilment CTRs at	
CTRs at a Ticket	a Ticket Office,	
Office, subject to	subject to a	
a maximum fee of	maximum fee of	
£1.00 per CTR.	£1.00 per CTR.	
• In the event that	• In the event that	
a customer uses a	a customer uses a	
Ticket Office for	Ticket Office for	
ToD fulfilment	ToD fulfilment	
instead of a TVM	instead of a TVM	
as a result of	as a result of	
TVM Failure, the	TVM Failure, the	
Ticket Office fee	Ticket Office fee	
set out above	set out above shall	
shall not apply,	not apply, and the	
and the ToD	ToD Fulfilment	
Fulfilment fee	fee shall be	
shall be calculated	calculated on the	
on the basis of a	basis of a TVM	
TVM issue	issue instead.	
instead.		

Barcode Fees	All Sales	0.08% per CTR for fares over £10	0.08% per CTR for fares over £10
		, subject to a cap of £0.30	, subject to a cap of £0.30

NOTES:

- Third party retailers may charge additional fees as allowed within law 1
- Third party retailers may enter into additional bilateral remuneration arrangements with TOCs 2
- 3
- Season Ticket rate applies to tickets with weekly or longer durations 2.0% Season Ticket rate subject to review following current trial period 4
- 5 1.5% for a Travelcard element
- 6 Railcard Sales attract 4.5% commission via Public Internet, 3% via B2B sales channels and 9% commission via Booking Office

Last updated:

April 2025