

## RAIL INDUSTRY COMMISSION RATES AND FEES

*Applicable to TOCs, TA/TMCs and Third Party Retailers*

*Valid from 1<sup>st</sup> April 2025*

MARKET <sup>(1)</sup>	THRESHOLD / CHANNEL	NON-SEASON TICKET SALES <sup>(2)</sup>	SEASON TICKET SALES <sup>(3)</sup>	REMARKS
COMMISSION PAID TO TOCs, TA/TMCs AND THIRD PARTY RETAILERS				
Public Internet (Third Party and TOC sales)	All Sales	from 01.04.2025 – 4.5% <sup>(6)</sup>	2.0% <sup>(4)</sup> & <sup>(5)</sup>	
Public Telesales	All Sales	9.0% <sup>(6)</sup>	2.0% <sup>(4)</sup> & <sup>(5)</sup>	
TA/TMC and TOC BTS Sales	All Sales	from 01.04.2025 – 3.5% <sup>(6)</sup>	2.0% <sup>(4)</sup> & <sup>(5)</sup>	<ul style="list-style-type: none"> <li>• TOCs and TMCs may charge additional fees for corporate sales</li> </ul>
Business Account Facility (Public Internet sites)	Sales up to £50k Sales over £50k	from 01.04.2025 – 4.5%  from 01.04.2025 – 3.5%	2.0% <sup>(4)</sup> & <sup>(5)</sup>	<ul style="list-style-type: none"> <li>• Once £50k threshold per account is exceeded in any RSP year, all future sales in all future years will be subject to TMC rates</li> </ul>
Station and On-Train Sales	Booking Offices and On-Train	9.0% <sup>(6)</sup>	2.0% <sup>(4)</sup> & <sup>(5)</sup>	
Ticket Vending Machines (TVM)	TVM	9.0%	N/A	
International Sales	BritRail Passes Domestic P2P	8.0% 8.0%	N/A	<ul style="list-style-type: none"> <li>• BritRail Passes: 8.0% from 01/04/17 until 31/03/26</li> <li>• Non-UK originating sales through third party retailers holding a dedicated International Sales Licence</li> </ul>

### FEES PAID BY TOCs, TA/TMCs AND THIRD 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 transactions (CTR) with a value at or above £15. • For CTR values of less than £15, a fixed minimum fee of 7.5p per CTR shall be due. • For CTR values at or above £100, a fixed maximum fee of 50p per CTR shall be due. (b) • A variable fee rate of 3.66% of the CTR value shall be due on all ToD fulfilment CTRs at a Ticket Office, subject to a maximum fee of £1.00 per CTR. • In the event that a customer uses a Ticket Office for ToD fulfilment instead of a TVM as a result of TVM Failure, the Ticket Office fee set out above shall not apply, and the ToD Fulfilment fee	(a) • A variable fee rate of 0.50% shall be due on all ToD fulfilment transactions (CTR) with a value at or above £15. • For CTR values of less than £15, a fixed minimum fee of 7.5p per CTR shall be due. • For CTR values at or above £100, a fixed maximum fee of 50p per CTR shall be due. (b) • A variable fee rate of 3.66% of the CTR value shall be due on all ToD fulfilment CTRs at a Ticket Office, subject to a maximum fee of £1.00 per CTR. • In the event that a customer uses a Ticket Office for ToD fulfilment instead of a TVM as a result of TVM Failure, the Ticket Office fee set out above shall not apply, and the ToD Fulfilment fee shall be	• Costs differ if issued through (a) an on-station ticket vending machine or through (b) a station booking office
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		shall be calculated on the basis of a TVM issue instead.	calculated on the basis of a TVM issue instead.	
Barcode Fees	All Sales	0.08% per CTR for fares over £10 , subject to a cap of £0.30	0.08% per CTR for fares over £10 , subject to a cap of £0.30	

NOTES:

- 1 Third party retailers may charge additional fees as allowed within law
- 2 Third party retailers may enter into additional bilateral remuneration arrangements with TOCs
- 3 Season Ticket rate applies to tickets with weekly or longer durations
- 4 2.0% Season Ticket rate subject to review following current trial period
- 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