

RAIL INDUSTRY COMMISSION RATES AND FEES

Applicable to TOCs, TA/TMCs and Third Party Retailers

Valid from 1 April 2016

MARKET (1)	THRESHOLD / CHANNEL	NON-SEASON TICKET SALES (2)	SEASON TICKET SALES (3)	REMARKS
COMMISSION PAID TO TOCs, TA/TMCs AND THIRD PARTY RETAILERS				
Public Internet (Third Party and TOC sales)	All Sales	5.0% (6)	2.0% (4) & (5)	
Public Telesales	All Sales	9.0% (6)	2.0% (4) & (5)	
TA/TMC and TOC BTS Sales	All Sales	3.0% (6)	2.0% (4) & (5)	<ul style="list-style-type: none"> • TOCs and TMCs may charge additional fees for corporate sales
Business Account Facility (Public Internet sites)	Sales up to £50k Sales over £50k	5.0% 3.0%	2.0% (4) & (5)	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • BritRail Passes: 8.0% from 01/04/17 until 31/03/23 • Non-UK originating sales through third party retailers holding a dedicated International Sales Licence
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	(a) • A variable fee rate of 0.50% shall be due on all ToD fulfilment transactions	<ul style="list-style-type: none"> • Costs differ if issued through (a) an onstation ticket vending machine or through (b) a station booking office

		<p>(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 calculated on the basis of a TVM issue instead.</p>	<p>(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 calculated on the basis of a TVM issue instead.</p>	
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Barcode Fees	All Sales	0.35% per CTR for fares over £10 , subject to a cap of £0.30 0.41% per CTR for fares over £15 , subject to a cap of £0.30	0.35% per CTR for fares over £10 , subject to a cap of £0.30 0.41% per CTR for fares over £15 , subject to a cap of £0.30	
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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 5% commission via Public Internet, 3% via B2B sales channels and 9% commission via Booking Office

Last updated:
September 2021