



Update on ticket policy and reservations during Coronavirus

We would like to make you aware of the following changes that TransPennine Express has made to its ticket policy. These changes are effective from today and will apply until further notice.

Advance tickets:

- Advance tickets are now refundable provided they were purchased before Monday 23 March 2020 for travel on or after Monday 23 March 2020. Refunds must be applied for before travel on the first booked train
- Customers should request refunds and amendments from their original retailer, such as the Trainline if the ticket was not booked directly with TransPennine Express
- Advance tickets sold after 07:00 on Monday 23rd March will be eligible for refund only if the service is later disrupted or cancelled
- Advance tickets may be used without additional charge on any TPE service on the booked day, or any service on the day before or after
- Customers wishing to amend their Advance tickets to an alternative date that does not fall into these criteria may do so prior to the original date of travel as per normal conditions. Any difference in price will be payable although the usual £10 admin fee will be waived

£1 sale tickets:

- Customers who bought TPE £1 sale tickets for travel on or after Monday 23 March are entitled to a refund. However, these tickets cannot be amended for travel on a different date
- £1 sale tickets dated before Monday 23 March are non-refundable

Season tickets:

- Normal conditions continue to apply for refunds to partially used season tickets

Repatriation to Manchester Airport:

- Anyone being repatriated to the UK at Manchester Airport with a valid train ticket (even if out of date) can make that original journey without having to buy a new ticket. If a ticket is not held, one will need to be purchased prior to boarding and travel

Reservations:

- All train services operating under the new amended timetable will operate on a no reservation basis. No seats will be able to be reserved
- For the current period, we have removed the compulsory reservation requirement for non-folding bicycles, meaning all bicycles can now be carried without reservation

We have commenced with our new amended timetable effective from this morning. Customers are strongly advised to check before they travel using: <https://www.journeycheck.com/tpexpress/>.

For additional information on how we are responding to the Coronavirus, we have a dedicated page on our website providing the latest information for customers on the additional cleaning measures and ticket refund/exchange policies we have in place. The web link for this page, which is being continually updated as this situation develops, is: <https://www.tpexpress.co.uk/travel-updates/corona-virus-travel-info>.