

STAFF BRIEF: CORONAVIRUS ADVICE (REVISED UPDATE)

REDUCED TIMETABLE ANNOUNCEMENT

The announcement by the Department for Transport on Friday regarding changes to the timetable, will mean a large number of train service amendments from today, **Monday 23 March**.

Approximately **50% of services** will be cut back across the network, with close to normal levels of service during parts of the morning and evening Peaks. This is to assist essential workers such as medical professionals and emergency services staff, travelling to and from their places of employment. The reduced timetable will be in journey planners by Sunday 22 March.

Normal morning and evening restrictions will apply during this reduced timetable, unless stated otherwise, until further notice.

Details of changes can be found at www.nationalrail.co.uk/reduced-timetable

REVISED REFUND AND CHANGE OF JOURNEY POLICY

Train operating companies have agreed revised refund, and change of journey policies for all *non-Season* Ticket types;

From **Tuesday 17 March 2020**, there will be **no refund fee** applied to **Off-Peak, Super Off-Peak** or **Anytime** tickets, and **no change of journey** fee applied to changes to **Advance** tickets.

From Monday 23 March, that will be extended to all **Advance tickets**, sold by any retailer prior to 07:00 on 23 March 2020. Refunds must be applied for *before* travel on the first booked train.

Advance tickets sold after 07:00 today, for travel on the reduced timetable, will be eligible for refund *only* if the service is later disrupted or cancelled, as per Condition 30.1 of the National Rail Conditions of Travel (details on Page 2 of this brief).

Customers with tickets purchased from other retailers, including InterRail tickets, should be advised to check with the operator or retailer for details of their policy.

SEASON TICKET REFUNDS

The £10 admin fee for Season Ticket refunds will **NOT** be waived on Season Ticket applications. The refund calculation for Season Tickets of 7-Day, Monthly or longer, will remain the same, and can be found at internal.nationalrail.co.uk/69264.aspx on the internal National Rail website (Home > Refunds > *Season Tickets (including Travelcards)*).

CHANGES TO A JOURNEY (ADVANCE TICKETS)

Customers who already hold tickets and seat reservations to travel on services that will be affected by the revised timetable will be entitled to a **refund** with no charge, as per the National Rail Conditions of Travel, 30.1

*30.1. If the train you intended to use is cancelled, delayed, or your reservation will not be honoured, and you decide not to travel, **you may return the unused Ticket to the original retailer or Train Company from whom it was purchased, where you will be given a full refund with no administration fee being charged.***

It is important that customers are made aware that these refunds are from the original retailer of their ticket only.

Customers still wishing to *amend* their journeys to travel on another service, may still do so with no charge, and the value of their original ticket credited towards a new ticket, prior to the departure of the first booked train.

FURTHER INFORMATION

While some operators have implemented their own policies already, the above agreement will be in place for all Anytime, Off-Peak and Super Off-Peak tickets valid to travel from **Tuesday 17 March**, and Advance refund applications from **Monday 23 March 2020**, until **Thursday 30 April 2020** for Advance tickets bought *prior* to 07:00 on 23 March.

Local arrangements may still vary and will be communicated separately by TOC.

For more information, speak to you line manager or retail manager, or see www.nationalrail.co.uk/coronavirus.