

STAFF BRIEF: CORONAVIRUS ADVICE REFUND ADVICE FOR AFFECTED CUSTOMERS

In light of the outbreak in the United Kingdom of Coronavirus (COVID-19), a number of events have been cancelled or postponed. Considering this, there may be customers who have rail tickets that can no longer be used.

Where customers require a refund on tickets they no longer require, or to change them to travel on another day, details of changes to current policy are in this brief.

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;

TRAIN OPERATING COMPANY	REFUND FEE (Anytime, Off-Peak, and Super Off-Peak)	CHANGE OF JOURNEY FEE (Advance)
c2c	Fee Waived	Change of Journey Fee Waived
Caledonian Sleeper	Fee Waived	Free-free refund and replace
CrossCountry Grand Central Chiltern Railways	Fee Waived	Change of Journey Fee Waived
Northern	Fee Waived	Change of Journey Fee Waived
Avanti West Coast GWR Hull Trains South Western Railway TransPennine Express	Fee Waived	Change of Journey Fee Waived
Transport for Wales	Fee Waived	Change of Journey Fee Waived
Gatwick Express Great Northern Southeastern Southern Thameslink	Fee Waived	Change of Journey Fee Waived
East Midlands Railway Greater Anglia London Northwestern Railway Merseyrail ScotRail West Midlands Railway	Fee Waived	Change of Journey Fee Waived
LNER	Fee Waived	Change of Journey Fee Waived

Customers with tickets purchased from other retailers, or for travel with operators not listed above, should be advised to check with the operator for details of their policy.

CHANGE OF JOURNEY

General information on changing Advance tickets can be found in the internal National Rail website at internal.nationalrail.co.uk/125569.aspx (Home > 'Advance Ticketing') and customers who require a change of journey with Advance tickets may use the value of the ticket held as **credit** towards a new ticket.

Operators who can, should follow the existing 'Excess Tickets' process (internal.nationalrail.co.uk/44833.aspx) to excess Advance tickets to a new ticket (including to walk-up ticket types). Those that cannot will have local instructions already communicated outside of this brief. In all cases, seat reservations that are no longer required must be **cancelled**.

No other Advance ticket Terms & Conditions will be included in these agreements,

ROVER & SEASON TICKET REFUNDS

It has been agreed that the existing refund policy for Season Tickets of 7-Day, Monthly or longer, will not be massively affected by these changes, and should be followed as normal, including the £10 clerical fee for refunds. Information of refunding Rovers or Season Ticket can be found in the internal National Rail website at <https://internal.nationalrail.co.uk/69264.aspx> (Home > 'Refunds' > 'Refunds – Season Tickets')

The National Rail Conditions of Travel (Condition 40.2) states that refund applications will only be accepted if the Season Ticket handed in has;

- **three** or more days validity remaining before it expires in the case of a **7-Day Season Ticket**
- **seven** or more days validity remaining before it expires in the case of a **monthly or longer Season Ticket**.

Exceptions

A number of retailers may waive the admin fee for Season Ticket refunds, but that will be communicated at TOC level separately to this brief.

Rover tickets are **not refundable** after travel has started (internal.nationalrail.co.uk/69264.aspx#EMMBG)

FURTHER INFORMATION

While some operators have implemented their own policies already, the above agreement will be in place for all tickets valid to travel from **Tuesday 17 March** until **Thursday 30 April 2020**.

Local arrangement may vary and will be communicated separately to this brief.

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