

27 March 2020

STAFF BRIEF: CORONAVIRUS ADVICE (REVISED UPDATE No. 2)

REVISED REFUND POLICY

From **Tuesday 17 March 2020**, it was agreed 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**, Advance ticket have been made refundable, with **no refund fee** applied due to the introduction of the reduced timetable. This easement applies to Advance tickets sold by any retailer prior to 07:00 on 23 March 2020, for travel on or after 23 March.

In addition, further changes with **immediate** effect are;

1. **Delay in customers applying for paper ticket refund** (e.g. in self-isolation) – TOCs are permitted to use discretion to backdate a Season Ticket refund. The backdated refund will be either;
 - a. no earlier than **Tuesday 17 March 2020**, or
 - b. the verified date the Season Ticket was **last used** (whichever is later).

This is in line with the government announcement to work from home whenever possible, made on Monday 16 March 2020.

2. **Cross-ticket acceptance** – TOC-specific routed tickets may be used on any TOC services between the same start and end station, group or Zone. Depending on ticket type, normal Peak/Off-Peak time restrictions will still apply, and Advance ticket holders should be permitted travel on other TOCs if the original booked service has been delayed or cancelled. London Underground and DLR services are currently **not included** in this acceptance.
3. **Refund acceptance period** –28-day application window for customers to apply for a refund, is **extended to 56 days** after expiry. Normal ticket terms and conditions apply, and the 56-day period will begin on the last day the ticket is valid, as per the National Rail Conditions of Travel.
4. **Carnets** – Unused portions of Carnets can either be refunded, or have unused validity extended – *Specific details will be communicated internally by TOC/retailer.*

Customers should always be advised to return tickets to the *original* retailer for refund, including InterRail tickets.

SEASON TICKET REFUNDS

Refunds for Season Tickets purchased from ScotRail have no £10 admin fee, due to direction from Transport Scotland. For all other TOCs the £10 admin fee for Season Ticket refunds should still be charged.

The refund calculation for Season Tickets of 7-Day, Monthly or longer, will remain the same, and can be found on the internal National Rail website (Home > Refunds > *Season Tickets (including Travelcards)*).

CHANGES TO A JOURNEY (ADVANCE TICKETS)

Customers who have purchased Advance tickets after 23 March, to travel on services that are later affected by the revised timetable will be entitled to a **full 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 full value of their original ticket credited towards a new ticket, prior to the departure of the first booked train. For eTickets, mTickets and tickets held on smartcard, this must be done by the original retailer and customers should be advised as such.

FURTHER INFORMATION

While some operators have implemented their own policies already, these will be superseded by the above revised agreements which will be in place for all tickets, effective from **Friday 27 March 2020**.

Previously stated '*effective until*' date of 30 April 2020 has been suspended, and new policies will be in effect until further notice.

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