

Retail News

23 March 2020 CORONAVIRUS ADVICE (UPDATE)

REVISED REFUND AND CHANGE OF JOURNEY POLICY

We want to help those wishing to alter their travel plans during the coronavirus outbreak. So, in line with the rest of the rail industry, there are temporary changes to our policy.

- 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 operator prior to 07:00 on 23 March 2020, for travel after 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 (23 March) 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 later in this brief).
- The fee free refund agreement will be in place for all Anytime, Off-Peak and Super Off-Peak tickets valid to travel from **Tuesday 17 March**, and Advance and Season Ticket refund applications from **Monday 23 March 2020**, for all future travel.
- Tickets purchased from other retailers such as TMCs, should be advised to check with the operator or retailer for details of their policy.

CHANGES TO A JOURNEY (ADVANCE TICKETS)

Customers who already hold tickets and seat reservations to travel on services that will be affected by the reduced 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 to note that these refunds are from the original retailer of the 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

