

Introduction

These are the restrictions in force on the use of free and staff leisure and residential discounted (priv rate) staff travel facilities for Summer 2025. This covers the timetable period Sunday 18 May 2025 to Saturday 14 December 2025.

Any restrictions relating to barred services do not apply to those using duty travel facilities, i.e. Duty Authority to Travel cards, Freight Duty Cards, and other passes which are endorsed for Duty Travel. However, staff using duty travel facilities must abide by restrictions on complimentary refreshments, lounge access and seat reservations.

These restrictions do not apply to visitors from Europe who hold FIP facilities issued by a European Railway employer.

General restriction may be found below (Rail Staff Travel has not yet published a downloadable file).

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For individual operators and to view online information, please refer to the [Rail Staff Travel guides](https://www.raildeliverygroup.com/rst/guides.html) (<https://www.raildeliverygroup.com/rst/guides.html>).

[Updates to staff travel restrictions - Summer 2025](https://www.raildeliverygroup.com/rst/restrictions.html)
(<https://www.raildeliverygroup.com/rst/restrictions.html>)

The staff travel restrictions may be updated as the national or local travel situation evolves or timetables change.

Holders of Rail Staff Travel facilities must ensure they check for the latest version of these Staff Travel restrictions before attempting any journey using their facilities.

Codes used in Staff Travel Restrictions

Facilities codes

- A All First Class National Rail free and privilege travel facilities (including privilege season tickets)
- B All First Class National Rail free travel facilities

- C All First Class National Rail privilege travel facilities (including privilege season tickets)
- D All First Class National Rail free and privilege travel facilities (including privilege season tickets) in First Class accommodation (may be used in STD accommodation)
- E All STD National Rail free and privilege travel facilities (including privilege season tickets)
- F All STD National Rail free travel facilities
- G All STD National Rail privilege travel facilities (including privilege season tickets)

Exceptions

A All Lines Passes, X = Gold Status Passes, Y = Silver Status Passes, Z = Blue Status Passes

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STD Standard class travel

Days

M = Monday, T = Tuesday, W = Wednesday, Th = Thursday, F = Friday, Sa = Saturday, Su = Sunday

Restrictions on all services - Summer 2025

Information for holders of Duty Authority to Travel (DAT) Cards

During periods of disruption and/or service cancellations where passenger restrictions are relaxed, employees travelling with a DAT card and holding the supporting diagram evidence are permitted to use any available services including normally restricted services. However, employees must not occupy seats if members of the public are standing at any point during their journey.

Information for holders of Staff Travel Cards or Rail Staff Leisure Cards

As required by the [National Rail Conditions of Travel](#) Part C

(<https://www.nationalrail.co.uk/travel-information/your-rights-and-obligations-as-a-passenger/>)

section 6 (with the exception that privilege tickets are not available from Ticket Vending machines), you must buy your staff discounted (priv rate) tickets in advance before boarding the train. If you don't you will be charged the STD single fare for the journey or a penalty fare if appropriate.

Where the facility to purchase a staff discounted (priv rate) ticket does not exist at the station where you start your journey, you should actively seek to obtain a ticket at the first available opportunity, either on the train or from gate-line staff, or the next available ticket office.

When you intend to purchase a staff discounted (priv rate) ticket and start your journey from a station within a Penalty Fare area, and no ticket facilities are available, a promise to pay must be obtained for the journey you intend to make before boarding the train where these are available from a Ticket Vending machine using your preferred method of payment (card or cash).

Information for holders of the RST Online Leisure Card

You must purchase your staff discounted (priv rate) ticket from RST Online before passing the ticket inspection point at a station or boarding any train.

Some operators do not accept the RST Online Leisure Card. The entries below for each operators list those who do not accept the RST Online Leisure Card.

General – upgrades

If you have STD class rail staff travel facilities you cannot purchase tickets for travel in First class. The only options to upgrade are if the TOC offers weekend First Class upgrades and they are purchased on the day on board the train, or by using the Seatfrog app. Some TOCs allow upgrades using Seatfrog. Where this is permitted it is indicated in each operator section below.

If you have First Class rail staff travel facilities you can purchase tickets for either STD or First Class travel.

General – seat and berth reservations

Only a limited number of reservations may be available for staff travel on sleeper services.

Reservations are not permitted for staff discounted (priv rate) or free travel on some TOC services, except where the service requires a mandatory reservation. Please refer to the specific pages for further details.

When travelling using your staff travel facilities, priority should be given to fare-paying passengers. Whenever possible, cardholders should travel on lightly-loaded trains. If a train is crowded it is expected that when boarding a train all staff travel facilities holders should stand back to allow fare-paying passengers to obtain seats first.

Retired Staff and dependants may be asked to vacate their seat but they do not have to.

General – miscellaneous

Travel in Business Class is generally not allowed; see specific TOC entries for further information.

Trains shown in the passenger timetable with U (pick up only) stops cannot be used for alighting and those with S (set down only) stops cannot be used for joining at the stations designated.

If travelling in First Class, you should check for restrictions on accepting complimentary refreshments. Although catering staff may offer you food and drink, you can only accept what is permitted in this booklet. If you do not, then you are at risk of committing a Travel Irregularity.

Avanti West Coast

Please note the restrictions that apply to all operators' services in the Restrictions on all services section above, in addition to the information below.

Lounge access

Holders of National Rail and Avanti West Coast First Class staff travel facilities may use the First Class lounge facilities.

The Avanti West Coast website has further information regarding First Class lounge facilities and opening times.

Reservations on Avanti West Coast

There are multiple ways to reserve a seat on Avanti West Coast services:

- Avanti West Coast ticket offices
- Avanti West Coast Social Media Team (X, Facebook, Instagram)
- Avanti West Coast Customer Resolutions Centre
- RST Online

Customers without reservations should find an available unreserved seat or present themselves to the Train Manager who will assist in finding a seat.

Catering on Avanti West Coast

First Class travel facilities holders may partake of complimentary tea, coffee and soft drinks on Avanti West Coast services:

1. Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 1L, or ID Cards endorsed 1U are entitled to complimentary non-alcoholic beverages and food for leisure travel (subject to availability, with priority of food for paying customers first)
2. Avanti West Coast pass holders with either Family and Retired Leisure Cards endorsed 2L, or ID Cards endorsed 2U are entitled to complimentary non-alcoholic beverages and food, for leisure Weekend Travel Only travel (subject to availability, with the priority of food being used for paying customers first)
3. Retired & other TOC First Class Pass & Status Pass holders may partake of complimentary non-alcoholic beverages, but not food.

For category 3 detailed above, travel facilities holders may purchase a catering voucher at £8.00 per person from the Onboard Shop (please check with the Service Manager in First Class before purchase to ensure there is sufficient food available). This can be presented to the Service Manager in First Class for the full First Class menu offering for the train you are travelling on, excluding alcoholic drinks.

The catering voucher can only be used on the train on which it was purchased. The First Class menu is not available in Standard Premium accommodation.

Standard Premium accommodation on Avanti West Coast

Standard Premium tickets are not available for discounted purchase by holders of any Staff Travel Facilities. Those holding Standard Class facilities (Standard class priv-rate ticket or Staff Travel Card with a dated box) can upgrade to Standard premium using Seatfrog or by purchasing a public rate upgrade on board from the train manager.

First Class accommodation remains available to holders of First Class staff travel facilities. Holders of First Class staff travel facilities are welcome to sit in Standard Premium if First Class is busy. Reservations can be made at the ticket office before travel.

Seatfrog upgrades on Avanti West Coast

First Class and Standard Premium Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. First Class upgrades, specifically, entitles the holder to partake in the full complimentary service without having to purchase a catering voucher from the onboard shop.

Information provided by: Head of Commercial Strategy Analysis, Avanti West Coast, 5th floor, 338 Euston Road, London, NW1 3BT.

Caledonian Sleeper

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Caledonian Sleeper services. For all other card holders, Caledonian Sleeper does not have any service specific restrictions.

Travel in a sleeper berth

Holders of STD Class facilities can only travel in Classic accommodation.

Holders of First Class facilities can travel in either Club or Classic accommodation

Safeguarded staff using a Gold Status Pass should note that the number of free places is limited per service. Once this free allocation is exhausted staff may still purchase 75% discounted tickets.

All bookings on Caledonian Sleeper using Staff Travel facilities can only be made 8 weeks before the train operates. This advance booking horizon may be reduced during periods of service disruption.

There is no free or discounted travel in the Caledonian Double.

Travel in seated accommodation

There is no free or discounted travel in the overnight seated accommodation.

Staff Travel facilities may be used on daytime legs between

Kingussie – Inverness

Edinburgh – Fort William

Fort William – Edinburgh.

Seat reservations are mandatory but these can only be made up to 7 days before travel. This applies to all travel facilities including 75% discounted tickets, season tickets or residential passes.

Information provided by: Retail and Pricing Manager, Caledonian Sleeper, 1 Union Street, Inverness, IV1 1PP.

East Midlands Railway

Please note the restrictions that apply to all operators' services detailed on the Restrictions on all services above, in addition to the information below.

On special non-timetabled loco-hauled services that EMR may operate from time to time, rail staff travel facilities will not be valid.

Reservations on EMR

Assigned seat reservations are available on EMR Intercity services.

Catering on EMR

First Class travel facility holders are welcome to accept complimentary tea, coffee and mineral water.

Fruit juice, breakfast items, sandwiches or snacks may be purchased on payment of £4.00 per person per journey to the First Class Host.

Snacks and other items are also available to purchase from the on-train trolley.

Seatfrog upgrades on EMR services

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. This includes a selection of complimentary food, tasty snacks and refreshments served at your table. Available Monday to Saturday only.

Information provided by: Pricing Implementation Manager, East Midlands Railway, Locomotive House, Locomotive Way, Pride Park, Derby DE24 8PU.

Elizabeth Line

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Elizabeth Line services, except when crossing London between Liverpool Street and Paddington on a ticket containing the Cross-London marker.

Grand Central

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Grand Central services.

Greater Anglia

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services above, in addition to the information below.

Catering on Greater Anglia

On trains with a café bar service, rail industry colleagues can obtain a discount on selected catering items on presentation of a valid staff travel pass.

The complimentary refreshments served in First Class or from the café bar on InterCity services are not available to staff travel holders regardless of the level of facilities held.

Seatfrog upgrades on Greater Anglia services

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities.

Information provided by: Head of Revenue, Greater Anglia, Floor 11, One Stratford Place, Montfitchet Road, London E20 1EJ.

Great Western Railway

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Capacity on GWR services

A number of GWR services are very busy, and those using free or discounted staff travel facilities of any kind should avoid travelling on those services, wherever possible.

As a general guide the following services are expected to be busy during the currency of the timetable covered by this document:

- Services arriving at London Paddington between 1000 and 1100 on Tuesdays to Thursdays
- Services departing London Paddington between 1900 and 2000 on Thursdays and Fridays
- Services from London to Devon/Cornwall between 1030 and 1230 on Thursdays and Fridays
- Long distance services arriving at London Paddington between 1030 and 1330 on Saturdays
- Long-distance services departing London Paddington between 1630 and 2000 on Sundays

Lounge access

Holders of National Rail and GWR First Class staff travel facilities may use the First Class lounge facilities where they are available.

Access to Lounges for all customers (including facilities holders) is subject to capacity and admission is at the sole discretion of the Lounge Host.

At busy times, those using free or discounted staff travel facilities should avoid or vacate the Lounge to allow space for fare-paying customers.

First class free pass facilities holders may avail themselves of complimentary tea, coffee, water, juice, and biscuits provided in the lounge. Complimentary items are subject to availability, and priority must be given to fare-paying passengers.

Regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary catering items provided in the lounge (including sandwiches, hot food, chilled food, alcoholic drinks) is not permitted.

Travel facilities holders who have Priv/FIP discounted First Class tickets, a Seatfrog upgrade, or who have purchased an onboard upgrade, are entitled to partake of the full complimentary lounge catering offer.

Seatfrog onboard upgrades on GWR services

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders. Those travelling using staff facilities may also purchase on board first class upgrades where these are made available. Staff who have purchased an upgrade are entitled to enjoy the full onboard first class offer.

Catering on GWR

First class free pass facilities holders may accept tea, coffee, water, juice and biscuits on Great Western Railway services. Complimentary items are subject to availability, and priority must be given to fare-paying passengers. Onboard Customer Hosts retain ultimate discretion over which items (if any) may be offered to holders of free travel facilities.

However, regardless of the type of free First Class staff travel facilities held, acceptance of other complimentary catering items (including sandwiches, hot or chilled food, and alcoholic drinks) is not permitted. Other items can be purchased from onboard Customer Hosts using card payment. Cash payments are not accepted.

Travel facilities holders who have Priv/FIP discounted First Class tickets, a Seatfrog upgrade, or who have purchased an onboard upgrade, are entitled to partake of the full complimentary catering offer.

Information provided by: Head of Revenue, Great Western Railway, Milford House, 1 Milford Street, Swindon SN1 1HL

Heathrow Express

Please note the restrictions that apply to all operator's services detailed in the Restrictions on all services section above, in addition to the information below.

Business First accommodation is not available to any holders of Staff Travel facilities.

Hull Trains

Please note the restrictions that apply to all operator's services detailed in the Restrictions on all services section above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on Hull Trains services.

Reservations on Hull Trains

Reservations are not possible for staff, except when a service is subject to mandatory reservations. Standard class pass holders should board the train using Carriage A. All seats in Carriage A will be un-reservable.

Catering on Hull Trains

Holders of First Class staff passes may partake of complimentary tea, coffee, water and biscuits/light snacks as available. However, acceptance of any other food or drink is not permitted unless a catering voucher has been purchased on board that train from the On Board Manager; the receipt for this should be retained and shown to the First Class host.

Vouchers purchased on one train are not valid for use on another and are not refundable. In all cases, priority of stock will be given to full fare paying passengers, and the provision of food and drink to holders of staff passes and Priv discounted tickets is not guaranteed for shorter journeys, although every effort will be made to serve all passengers.

Staff and their dependents who have purchased PRIV discounted First Class fares, or a Weekend First upgrade, are entitled to partake of the full catering offer without the need to purchase the voucher.

Information provided by: Product and Inventory Manager, Ground Floor, Cherry Court, 36 Ferensway, Hull, HU2 8NH.

London North Eastern Railway

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

General restrictions

You are eligible to make First Class seat reservations if you hold First Class Rail Staff Travel facilities however seats are subject to availability.

Passengers are asked to sit in their assigned seat according to their reservation.

If you are travelling on a connecting service and miss your booked LNER service, it is highly recommended that you reserve a seat on the next available service before boarding.

How to make reservations on LNER services

There are five options to reserve a seat:

Online at lner.co.uk/reserve. You will need to create an LNER account. Once you have selected your train, enter "Staff" into the box which requests the ticket number.

LNER Mobile app

Station Travel Centres and Ticket Offices

LNER Customer Solutions Centre

RST Online

If you make a reservation and then choose not to travel you should cancel your reservation to ensure availability for another customer. This is a simple process via the LNER app, RST Online or via the web at www.lner.co.uk, if this is where the original reservation was made.

Catering on LNER services

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice, biscuits and snacks. Catering vouchers can also be purchased for £5.00 from the Café Bar, the train manager on board, or the travel centre prior to travel, which will enable passengers to partake of the full LNER catering offer.

Regardless of the type of First Class free staff travel facilities held, acceptance of complimentary food, fizzy or alcoholic drinks is not permitted unless a catering voucher has already been purchased. In all cases, the voucher should be handed to the member of the on-board crew before ordering or accepting food and drink. Vouchers are valid for any LNER service on the date shown on the coupon.

For passengers travelling using First Class LNER leisure boxes, the complimentary food offer is also available, however fare paying passengers should be prioritised. This offer does not include alcoholic drinks unless a catering voucher has already been purchased. In all cases the voucher should be handed to the member of the on-board crew before ordering or accepting food or drink. Vouchers are valid for any LNER service on the date shown on the coupon.

Passengers who have purchased Priv/FIP Privilege First Class fares or the LNER Weekend First Upgrade products are entitled to partake of the full catering offer without the need to purchase a catering voucher.

Seatfrog upgrades on LNER services

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities. This will entitle the holder to partake of the full catering offer without the need to purchase a catering voucher.

Lounge access

Station lounges run by LNER may at times be restricted to LNER customers only. This restriction also applies to people travelling using staff travel facilities.

Information provided by: Pricing Manager, London North Eastern Railway, West Offices, Station Rise, York, YO1 6GA.

London Overground

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Discounted tickets bought with the RST Online Leisure Card are not valid on London Overground services.

Northern

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Travelling from a station in a Penalty Fare area

If to make your journey, you need a staff-discounted (priv rate) ticket, you must purchase it before boarding. If this is not possible then you need to obtain a 'promise to pay' ticket for the journey you intend to make from the TVM (Ticket Vending Machine) if one is available at the station. The member of staff on the train, or at your destination, will then exchange this and sell you a Priv rate ticket.

Scotrail

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Reservations on ScotRail services

Active staff and dependants must not make First Class seat reservations on Mondays to Fridays except when a service is subject to mandatory reservations. Please make use of any unreserved seats, unless they are required by fare paying customers. This restriction does not apply to retired staff and their dependants.

Catering on Scotrail services

Where catering is provided staff travelling on free or privilege rate First Class tickets may accept complimentary tea, coffee, hot chocolate, water and biscuits only. Any other items available can be purchased from the on board catering staff.

Information provided by Revenue Manager Inter7city and scenic, ScotRail, Atrium Court, 50 Waterloo Street, Glasgow G2 6HQ.

TransPennine Express

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Reservations on TransPennine Express services

First Class seat reservations for active staff and dependants are not permitted except when a service is subject to mandatory reservations. This restriction does not apply to retired staff and their dependants.

Catering on TransPennine Express services

Holders of First Class free travel facilities may partake of tea, coffee, water, fruit juice and biscuits. There is no entitlement to alcoholic drinks and other food served on board.

Seatfrog upgrades on TransPennine Express services

Seatfrog upgrades are permitted for Rail Staff Travel facilities holders.

Information provided by: Pricing Manager, TransPennine Express, 7th Floor, Bridgewater House, 60 Whitworth Street, Manchester M1 6LT.

Transport for Wales

Please note the restrictions that apply to all operators' services detailed in the Restrictions on all services section above, in addition to the information below.

Catering on Transport for Wales services

Meals can be purchased on the day of travel from on-board staff (where facilities exist). Where seats are available, holders of STD Class travel facilities may travel in First Class accommodation upon payment of the relevant upgrade for the journey being made. Meals can then be purchased on the day of travel from on-board staff (where facilities exist). Further details can be found at tfw.wales/ways-to-travel/rail/food-and-drink.

Seatfrog upgrades on Transport for Wales services

Seatfrog upgrades are permitted for holders of Rail Staff Travel facilities.

Further details can be found at tfw.wales/ways-to-travel/rail/travel-information/seatfrog.

Under 16 travel

Children aged 11-15 can travel for free on TfW trains during off-peak times and under 11s can travel for free on our services at any time, both when accompanied by a fare-paying adult.

Holders of free-travel passes are excluded from this offer due to the 'fare-paying' adult requirement.

Further detail, including the hours when off-peak travel applies, can be found at

tfw.wales/ways-to-travel/rail/savings-and-offers/kids-go-free

Information provided by: Head of Commercial Insight & Analytics, Transport for Wales, 3 Llys Cadwyn, Pontypridd CF37 4TH.