



Season Ticket User Guide

Your company has selected thetrainline.com business to assist you in obtaining your season ticket as part of your benefits program.

The service we offer is quick and easy. Once we receive your approved order we will dispatch your ticket within two working days from the approval by your Payroll/HR Department.

Our online tool is simple to use where you can get a quote, and once a ticket is purchased manage any replacement tickets or refunds if you no longer require it.

If you have any questions about your ticket please contact our team on:

Email: Seasons.direct@info.thetrainline.com

Telephone: 0870 156 6688

Hours : Monday – Friday 0830-1800

Ordering your ticket

Please click on the link below

http://www.thetrainline.com/season/st_redirect.asp?sCorpCode=LSES&costcode=TXI

If this is your first visit you will need to register.

Registering for the first time on the site

You are asked for several items of information however it will only take you a few minutes to register.

Photocard number – you must have a photocard for National Rail journeys if you are ordering an oyster card please write “OYSTER”

Daytime phone number – so that trainline can contact you if they have a question with your order

Email address – this becomes your user name

Employee Number – your employer has asked this to be included.

Department – your employer has asked this to be included

Paper Tickets

I no longer need my season ticket; can I get a refund?

You can get a refund for your season ticket by logging into the system and going into “my account” and following the process stated there.

You will need to send the form and ticket to:
Seasons Department
Thetrainline.com
PO Box 23971
Edinburgh EH2 9AE

All monies will be refunded directly to the company, unless otherwise requested.

Duplicate season tickets cannot usually be refunded unless the original is stolen or found and sent back to us within 28 days of your duplicate request.

You may also qualify for a refund if you have either been made redundant, relocated by your employer or you are off work due to long term sickness.

In all cases a letter from the company or a doctor's note is required. To obtain this refund please ensure your ticket is not used from the date you are claiming.

If you have used your ticket for longer than 10 months and 12 days it has no surrender value.

If I move house, can I change my ticket?

As long as you have at least one calendar month validity left on your current season ticket you can change it. Send us the new journey details and the start date, along with your season ticket. We will calculate any difference in price, and issue a new ticket. You can also change a duplicate ticket as long there is at least one month validity left on it.

If you have bought a weekly season ticket we will refund it fully when we send you your new ticket.

What happens if I leave my ticket at home?

You will need to purchase the appropriate ticket for your journey. In the first instance, you will receive a full refund on the ticket purchased. On the second instance, within a 12 month period of the first, a fee will apply. After this no more refunds will be permitted until the anniversary of the first instance.

How do I get a replacement if I have lost my season ticket?

Providing a duplicate ticket has not been issued within the previous 12 months, you will be issued with a new ticket. We will need to go online and request a duplicate ticket request.

There will be a £10 fee for this process.

If you need to travel before your new ticket arrives please buy a weekly season ticket (paper) and complete the form online and send back to us with your receipt and ticket(s) and we will refund it fully.

How do I get a replacement if my season ticket is stolen?

Providing you have a crime report reference number from your local police station, we will issue you with a new ticket.

We will need to go online and request a duplicate ticket request.

There will be a £10 fee for this process.

If you need to travel before your new ticket arrives please buy a weekly season ticket (paper) and complete the form online and send back to us with your receipt and ticket(s) and we will refund it fully.

What do I do if I put my season ticket through the wash?

As long as the ticket is still legible, you can take your season ticket to any mainline railway station ticket office to get a replacement free of charge. Please print off and complete the form for Encode Exchange within the "my account" section on the online tool

If your local station cannot issue a replacement, send the ticket to us and we will replace it for you.

What should I do if my ticket fails to work at the barrier?

Take your season ticket to any mainline railway station ticket office to have it replaced free of charge. There is a form within the "my account" section on the booking tool to take with you.

If your local station cannot issue a replacement, send the ticket to us and we will replace it for you.

London Oyster Cards

Can I get a refund on an annual Oyster Card?

Yes, simply return the card along with the Gold Record Card to the address shown overleaf. We strongly recommend that you return it using Royal Mail Special Delivery. Do not hand your ticket to a TfL station. A refund fee will apply. If your card has pre pay on it, this will be refunded directly by TfL.

What happens if I leave my Oyster Card at home?

You will need to purchase the appropriate ticket for your journey. In the first instance, you will receive a full refund on the ticket purchased. On the second instance, within a 12 month period of the first, a fee will apply. After this no more refunds will be permitted until the anniversary of the first instance. On both occasions, you will need to return the ticket to us.

WE CANNOT REFUND OYSTER CARD PRE PAY.

My Oyster Card does not work?

It may be that the season ticket charged to your Oyster Card has expired. You can check the validity of your season ticket by touching your card to the yellow reader on the Tube station touch screen ticket machine. You can also take your Oyster Card to any Tube station ticket office where they will issue you with a replacement. You will need to provide proof of identity such as a driving licence, bank statement or utility bill. You will also be asked to complete a form.

How do I change the zones covered by my Oyster Card?

You can not change the Oyster zones. We would need to be a refund and rebook.

What benefits do I get with my annual Gold Card?

You get the same benefits as with a paper ticket. When you load your Oyster Card with an Annual Travel Card, you will receive a paper Gold Record Card. You should keep the Gold Record Card with you and present it at the ticket office to get discounts on National Rail.

What happens if my Oyster Card is broken or damaged?

Simply take your damaged card to any Tube station ticket office and complete the relevant form. The ticket office will then issue a new Oyster Card. You will need to take proof of identity with you such as a driving licence, bank statement or utility bill.

Do I still get the Passengers Charter discount?

Yes, if you are entitled to a discount, you will still receive it with Oyster. However, most companies now operate the delay repay scheme. Each time you are seriously delayed you are entitled to claim a refund voucher from your travel provider. These vouchers can either be used for leisure travel or put towards your next season ticket.

Can I exchange my paper ticket for an Oyster Card?

No. You will need to wait until your paper ticket expires.

My Oyster Card has been lost/stolen, what should I do?

If your Oyster Card is lost or stolen, please log on to your portal and request a duplicate ticket, we will then cancel your Oyster Card and arrange for a duplicate to be sent to you.

There will be a £10 fee for this process. While waiting for your duplicate card to arrive, you should purchase a weekly ticket for your journey. When you have your replacement ticket, you should send your weekly ticket to us for a refund. We cannot refund pre pay.

Gold card benefits

Once you receive your Annual Season ticket, not only will you get over two months free travel each year, you also save on leisure travel across the South East too!

1/3 Off Rail travel across the South East

Holders of valid Annual Gold Cards, including Gold Cards issued by Transport for London and also Travelcards issued on Oyster and supported by a valid Gold Record Card, can purchase discounted tickets for travel on the following basis:-

- A discount of 34% is available on the following ticket types – Standard Day Single, Standard Day Return, Standard Open Single, Standard Open Return, Cheap Day Single, Cheap Day Return, Network AwayBreak, Saver Return, and All Zones Off-Peak Day Travelcard (subject to a minimum fare - currently £4.80).

- Up to 3 accompanying adults can travel at the same discounted fare each, and up to 4 accompanying children (aged 5 -15) travel at a flat fare of £1.00 each, single or return. Groups must travel together at all times.

- Discounted tickets including First Class Supplements (see below for further details) are available anytime at weekends and on Public Holidays and from 1000 hours Monday to Friday. Tickets are subject to any restrictions that may apply to the use of corresponding fully priced tickets.

- Train companies participating in the Gold Card Scheme are: c2c, Chiltern Railways, Cross Country (Gold Card First Supplements available subject to conditions), East Midlands Trains (Gold Card First Supplements not valid), First Capital Connect, First Great Western, London Midland, London Overground, National Express East Coast (Gold Card First Supplements not valid), National Express East Anglia, Southeastern, Southern, South West Trains, Virgin West Coast (Gold Card First Supplements not valid).

- Discounted tickets are only available for travel wholly within the area bounded by the following stations:-
Weymouth, Exeter St Davids (via Honiton), Bedwyn, Didcot Parkway, Worcester Foregate Street (via Evesham), Banbury, Bicester Town, Long Buckby, Bedford, Huntingdon, Cambridge, Manningtree, Harwich **and** also all stations Cambridge to Kings Lynn, Dorchester West to Yeovil Pen Mill, and Ryde Pier Head to Shanklin.

Discounts also available to/from the Isle of Wight on through rail/sea journeys on:-
Red Funnel ships and Red Jet services between Southampton and East or West Cowes,
and Wightlink ships between Portsmouth Harbour and Ryde Pier Head, and between Lymington Pier and Yarmouth.

(Note special higher prices apply for accompanied children on these services).

- Discounted tickets need only be purchased for accompanying adults and children if the journey is covered by the Gold Card route validity.

- Where an Off-Peak Day Travelcard is required and the Gold Card is not valid in All Zones (e.g. **not** issued to 'R1256'), the Gold Card holder must also purchase a discounted Off-Peak Day Travelcard for themselves. If the Gold Card held is a Travelcard with less than 'All Zones' availability, an Off-Peak Day Travelcard at the minimum fare, currently £4.80, should be issued.

- Gold Card Travelcard holders purchasing tickets for travel within the defined area but beyond the zones covered by their Travelcard, should be issued a discounted Travelcard Excess from the outer Boundary Zone, or a point- to- point ticket from the outermost station in the zones covered by their season ticket.

Note 1. Such discounted tickets cannot be used on trains departing London terminal stations before 1000 Monday to Friday that do not stop at any station within the Travelcard area.

Note 2. For through journeys beyond the defined area, an undiscounted ticket should be issued from the last station on the line of route covered by the Annual Gold Card. Clause 17 (c) of the Conditions of Carriage apply in these circumstances.

- First Class 'one day' Supplements, currently priced at £5.00 per adult and £2.50 per child, can be purchased and used in conjunction with valid Standard Class discounted tickets on the following basis:-
 - First Class Supplements are valid for any journey on the date for which the ticket is issued.
 - On Mondays to Fridays they cannot be used over the route covered by a Gold Card unless a separate discounted ticket for the journey has been purchased. This does not apply at weekends on Public Holidays.
 - First Class Supplement tickets cannot be used on Mondays to Fridays between 1600 and 1900 on trains departing **from** London or any intermediate station between London and Clapham Junction inclusive.
 - First Class Supplement tickets are not valid for travel at any time on First Great Western, GNER, Midland Mainline, or Virgin West Coast services. On Virgin CrossCountry, travel is at the discretion of the on-train Senior Conductor and subject to accommodation being available.
- Holders of First Class Annual Gold Cards need only purchase First Class Supplements for accompanying adults and children where the journey being made is covered by the route validity of their season ticket.
- Accompanying passengers must also be issued with discounted adult Standard Class or child flat fare tickets as appropriate.

Discounted tickets issued to holders of Network Railcards purchased at a discount by Annual Gold Card holders are subject to the normal Network Railcard terms and conditions, e.g. weekday minimum fares apply.