

# The Friendly Guide to Rail Ticketing

This year our expanded leaflet gives full details of current fares, which will give you an indication of fares from other stations - enquire for details on our website

**R**ail ticketing seems a complicated subject, but there has been considerable simplification in recent years. Firstly remember railway tickets can be divided three ways:

- 1) between First and Standard Class
- 2) between walk up (turn up and go) and **advance** booking (only available on longer distance services), and
- 3) between tickets valid for one day and others over a longer period, usually up to a month.

Operators now use the same names and terms and conditions. Internet booking, such as on our [www.nationalrail.com](http://www.nationalrail.com) site, is becoming more popular and can be cheaper with some internet only offers.

The downside of our being too specific on good deals is that large train operating companies use it as a checklist of all the loopholes to be plugged!

First Class Advance purchase tickets can be incredibly cheap: I often use a London to CLS First Class single for £50.00 (also available for Standard Class for £13.50), against £150.50 for a Standard Class single on the same train. You can book in advance up until the evening before if seats are still available.



You should hold a **railcard** if possible: **Family** (only valid when travelling with children, not necessarily your own), **Senior** (>60, including First Class discounts), **Young Persons** (16-25), or **Network Card** in the South East. Serving members of **HM Forces** can have a railcard for discounted journeys when paying for themselves, and there is a **Disabled Persons** railcard too.

Regular rail users in the south east should invest in the cheapest annual season ticket going, to get the additional benefits above the Network Card.



An **Annual Gold Card** (£5 upgrades to First Class and no minimum fare) costs £148 for a season from Ryde Esplanade to Ryde St. Johns Road. Many people hold this season ticket who never go near the Isle of Wight.

If you travel any route regularly, consider a **season ticket** valid for 7 days, or any period from one month and one year between specific points. Annual tickets are priced at 40 times the weekly rate.

### Don't neglect the benefits of combination tickets!

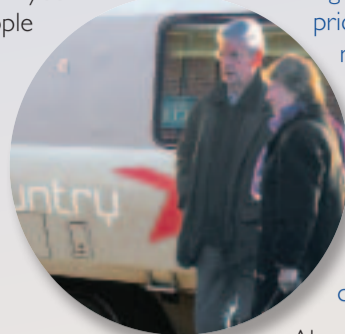
**W**e are experts in finding you cheaper fares by rebooking on the route. For example, when making a day trip from Newcastle to Leeds it is cheaper to purchase an **Off-Peak return** from Newcastle to York and a separate ticket from York to Leeds. At times it can be cheaper to get a ticket beyond where you are going.

You are perfectly entitled (under condition 19 of the National Rail Conditions of Carriage) to save yourself money by booking more than one ticket for your journey, and you can buy them together at our ticket office, or elsewhere.

Likewise on a Newcastle to London journey at peak time the full Standard Open fare is £301 but we can show you how to reduce this to £208.20. Better still, delay your journey an hour or two and the price falls to £117.20. And book in advance, travelling later in the day, and it may fall to £27.00 return. In short, to keep weekday costs down, travel later in the day. Have business meetings in the afternoon!

**A word on Super Off-Peak:** never buy a single as returns are usually only £1 more. Most people can find a use for the return portion within a month, even travelling part route.

Advance purchase (AP) tickets may be bought from about twelve weeks ahead of travel, and are quota controlled. Sometimes engineering work may delay the release of AP tickets. Quotas of tickets on certain trains may be very small, or even non-existent at black-out (i.e. busy) times, but if they are still available you can purchase until the end of trading the day before.



AP tickets involve travel on specific trains, and are issued as singles. They are generally non-refundable, and they may be changed before the departure time on payment of a fee and any price difference. If you don't travel on your booked train, you may have to pay again as if you held no ticket at all.

Critically, they are valid for the stated journey only from origin to destination - don't jump off at an earlier station.

But you can usually mix and match different fare values, or go one way with an **Anytime** ticket, back with **Advance** or mix **First** and **Standard** travel. Before time of travel you may be able to make changes to times and dates, but never after.

Always buy a ticket from the ticket office, where there is one, before you board the train. Having a ticket does not guarantee you a seat, unless one is booked in advance on routes where reservations are possible, generally the longer distance operators.

Seat reservations are normally free of charge. If you use a walk-up type ticket, such as **Anytime Single** or **Off-Peak** or **Super Off-Peak return**, you may travel on a range of departures, but may reserve a seat on one train (which you are not obliged to use). When reserving seats, consider if you want to sit facing or back to direction of travel, and if you have a preference for a seat round a table or in rows (airline style seats, forwards or backwards).

There is no fares advantage in buying tickets on local journeys in advance, but you may do so if you wish.

### Is it complicated?

**M**aybe but that's what **WE** are here for. We could point to several fares which might be introduced. Every simplification would involve removing a bargain for somebody, and whilst train companies will not drop fares across the board to the lowest level they offer; they are quite willing to sell seats at discounted prices to people travelling at off-peak times, to fill otherwise empty trains.

### General advice on saving money

**T**he best fares offers generally occur during the week (Tuesday, Wednesday, Thursday) and on Saturdays (excluding

major sporting events). Bargains are most difficult to find (but not impossible) on Fridays for the outward journey and Sunday for the return journey. Don't expect cheap fares if you want to go outward after work on a Friday early evening and back on Sunday afternoon when long distance trains are at their busiest!

Friday is the busiest day of the week, with business and commuter traffic taking seats which are also wanted by leisure travellers going away for the weekend. Sunday is also busy but there's no significant business or commuter traffic. Of course, there are also fewer trains too, so those that are running are busy.

For booking tickets, Monday is the busiest day to book in advance across the network, so try to avoid ringing or visiting on a Monday if you can.



Tickets which can be used on the services of more than one operator are usually not bought in advance and more expensive. On a journey to Nottingham from Newcastle, for example, you could find yourself travelling with any of five operators.

If you want to make lots of journeys in a short period, a **RailRover** might be a better option, where the total cost of a **RailRover** is cheaper than the sum of the journeys. One other thing to check is **Off-Peak day returns**. They can sometimes be cheaper than singles for a one-way journey, especially in Scotland.

**Go by train - it's environmentally friendly and the train is going anyway!**

We sell tickets throughout the National Rail network, which is why we run [nationalrail.com](http://nationalrail.com). Let our friendly staff pilot you through to the best deals on the British railway network. We're your local National Rail station, wherever you are.

Alex Nelson

Alex Nelson, Stationmaster, Chester-le-Street



Train operating companies may elect to alter some fares in May 2011. We may reissue this guide at that time depending on the scale of the changes. AJN

## Rail Rovers

**R**ailRovers are one of the great unmarketed products of the railway industry, a leftover from British Rail, but which few of the TOCs like to promote in case it loses them money!

**So Chester-le-Track promotes them instead!**

There are a wide range of area schemes, valid across specific areas, but the best deals are the All Line Rail Rovers which are valid in 7 and 14 day variants in both Standard and First Class.

2011 prices are unchanged from last year.

	ADULT PRICES		CHILD PRICES (5-15)	
	7 day	14 day	7 day	14 day
First Class	£680	£1040	£340	£520
Standard Class	£450	£680	£225	£340

Some further railcard discounts are available - ask Chester-le-Track for details, Monday to Friday.

A change for this year is a restriction on boarding or alighting at certain stations with long distance operators. You may not join or leave trains before 1000 hours Monday to Friday operated by:

- 1) *Cross Country* at Birmingham New Street
- 2) *East Coast* at London Kings Cross or Stevenage
- 3) *East Midlands Trains* at London St. Pancras, Luton Airport Parkway, Luton or Bedford
- 4) *Virgin Trains* at London Euston, Watford Junction, Milton Keynes Central or Birmingham New Street

Travel is valid by **OTHER** operators at these same stations.

### There is a range of regional Rover tickets around the country

To visit our area, the **North East Rover** is available in two forms:

- Flexi Rover:** (4 days out of 8) **£85** (£42.50 child)
- 7 Day Rover:** **£99** (£49.50 child)

34% discount for holders of Senior, Young Persons and Disabled Railcards. Valid after 0844 Mondays to Fridays, anytime weekends and bank holidays, in an area bounded by the coast south to Cleethorpes, Retford, Sheffield, Huddersfield, Halifax, Bradford, Settle, Carlisle and Berwick.

## Using public transport in London twice a year or more? Get an Oyster Card!

Virtually every Londoner who uses public transport has an Oyster card to save on cash fares, which are far more expensive. Don't queue up: buy one from Chester-le-Track before you go.



We charge £20, including a £5 refundable deposit and £17 worth of travel at reduced prices on London's buses, trains, trams, tubes (underground) and Docklands Light Railway. For example, on buses the cash flat fare is £2.30. With Oyster, only £1.40. On the Underground, a central zone 1 cash fare is £4. With Oyster, it's £2.00.

You don't even need to take your Oyster Card out of its wallet. Simply 'touch in' by holding it over the yellow reader when you start each journey and 'touch out' when you leave the Underground or Docklands Light Railway station - this tells your card your journey has ended, so only the right amount is deducted. Do the same at National Rail stations in the Greater London area. On buses, just touch in when entering the bus, and on Croydon Tramlink touch in only at the tram platform. Do not touch out on buses or trams.

Your Oyster Card works on a pay-as-you-go basis and its "smart" automatic capping means that however many journeys you make in a day, you'll never pay more than the price of the relevant Travelcard. Then, when the credit on your Oyster Card runs low you simply top it up at any tube station or at any Oyster Ticket Stop Agent in London. You can use it time and time again. Don't throw it away. If you wish, you can register your Oyster Card when you're in London - this will protect the credit you have on it.

### Getting your first Oyster Card

Chester-le-Track was the first outlet outside London to sell Oyster Cards in early 2006. Visit our booking office and pay your £20 by cash or cheque. Alternatively, send a cheque for £20 made payable to 'Chester-le-Track' and a s.a.e. to the address on the back of this leaflet.

Note: The sale of Oyster goods or services through Chester-le-Track is not endorsed or managed by Transport for London.



**Chester-le-Track**  
**The Railway Station**  
**Chester-le-Street**  
**Co. Durham**  
**DH3 3EE**  
**Tel: 0191 387 1387**  
**Fax: 0191 387 3386**  
**www.nationalrail.com**

### Booking in Person

We welcome personal callers. Our booking office hours are **Mondays 0610 to 1800 hours (excl. Bank Holidays)** and **Tuesday to Fridays 0730 to 1800 hours**, and **Saturday 0730 to 1300 hours**. We issue tickets on the spot, using electronic ticketing technology.

We open **Bank Holidays from 0730 to 1300 hours**. We are closed Sundays. Hours vary over Christmas / New Year.

We welcome telephone callers booking tickets. If you just want information by phone, call national rail enquiries 24-hours at local call rate on **08457 484950**. If you know roughly what you want, and have a credit card ready, you can place an order with us by telephone on **0191 387 1387**. Whilst you can book on-line we do not deal with ticket issues by e-mail: phone is much quicker.

## welcome to Chester-le-Track

### at Chester-le-Street railway station

Your local National Rail station, wherever you are

January 2012 Edition

including the **Friendly Guide to Rail Ticketing**



Chester-le-Track is part of the **National Rail** network

Passionate about rail tickets

Loads of other destinations are available - please ask

STD		Standard Class Fares									
Destination	Operator	Anytime		Off-Peak	Advance Single Fares						
		Std Single	Peak Rtn	Cheap Day Rtn/Saver*	Value Adv 1**	Value Adv 2**	Value Adv 3**	Value Adv 4**	Value Adv 5**	Value Adv 6**	Value Adv 7
Aberdeen	EC	£102.00	£109.60	£109.60	N/A	£17.00	£23.50	£30.50	N/A	£47.50	
Glasgow	EC/XC	£70.00	£74.20	£74.20	£9.00	£12.00	£16.50	£21.50	£27.50	£33.50	
Edinburgh	EC/XC	£55.00	£60.80	£60.80	£9.00	£10.10	£13.50	£17.50	N/A	£28.00	
Berwick	EC/XC	£27.50	£30.60	£30.60	N/A	N/A	N/A	N/A	N/A	N/A	
Newcastle	TP/XC	£4.50	£5.00	£4.70	Not Available for short journeys						
Durham	TP/XC	£3.90	£4.30	£4.20							
Darlington	TP/XC	£8.60	£9.50	£8.90							
Northallerton	TP	£9.00	£12.80	£12.80							
York	TP/XC	£31.00	£38.50	£27.20							
Peterborough	EC	£102.50	£109.20	£109.20							
<b>London***</b>	EC	£150.50	£301.00	£117.20	£13.50	£16.85	£28.20	£37.50	£48.00	£58.50	£81.00
Stansted Airport***	EC	£162.00	£324.00	£134.40	£13.50	£16.50	£26.50	£34.50	£43.50	£53.50	£74.00
Gatwick Airport***	EC	£155.00	£310.00	£128.40	N/A	N/A	N/A	£41.00	£52.00	£63.50	£88.50
Brighton***	EC	£164.00	£328.00	£137.70	N/A	N/A	N/A	£43.50	£55.00	£67.50	£93.50
Leeds	TP	£37.60	£56.80	£42.20	£11.00	£12.00	£14.00	£16.50	£18.00	N/A	
Dewsbury	TP	£38.40	£59.60	£47.30	£12.00	£13.50	£16.50	£18.50	£20.50	N/A	
Huddersfield	TP	£42.60	£65.70	£52.50	£13.00	£14.50	£17.50	£19.50	£21.50	N/A	
(Piccadilly) Manchester	TP	£49.40	£78.70	£58.20	£14.00	£16.50	£19.00	£21.50	£23.50	N/A	
Manchester Airport	TP	£55.40	£80.20	£67.70	£15.00	£17.50	£20.50	£23.00	£25.50	N/A	
Doncaster	EC/TP	£48.00	£58.50	£58.50	£7.00	£9.00	£13.00	£16.50	£21.00	£25.50	
Sheffield	XC/TP	£52.50	£60.40	£60.40	£12.00	£13.50	£16.00	£18.00	£19.50	N/A	
Chesterfield	XC	£57.50	£115.00	£58.80	N/A	N/A	£19.50	£26.00	£29.50	N/A	
Derby	XC	£76.00	£152.00	£78.00	N/A	N/A	£23.50	£30.50	£36.50	N/A	
Birmingham	XC	£92.00	£184.00	£93.10	N/A	N/A	£26.50	£33.00	£41.00	N/A	
Leamington Spa	XC	£96.00	£192.00	£96.50	N/A	N/A	£26.50	£33.00	£41.00	N/A	
Banbury	XC	£109.50	£219.00	£109.20	N/A	N/A	£32.50	£40.50	£52.00	N/A	
Oxford	XC	£120.50	£241.00	£139.30	N/A	N/A	£34.50	£43.50	£54.00	N/A	
Reading	XC	£128.00	£256.00	£129.70	N/A	N/A	£36.00	£45.00	£57.50	N/A	

IST		First Class Fares									
Destination	Operator	Anytime		Advance Single Fares							Off Peak First Return
		First Single	Peak Rtn	First Adv 1**	First Adv 2**	First Adv 3**	First Adv 4**	First Adv 5**			
Aberdeen	EC	£144.50	£289.00	£35.50	£41.00	£55.00	£68.00	£84.00	N/A		
Glasgow	EC/XC	£104.00	£208.00	N/A	£23.60	£39.50	£49.00	£60.50	N/A		
Edinburgh	EC/XC	£77.00	£154.00	£20.80	£23.60	£29.50	£36.00	£44.50	N/A		
Berwick	EC/XC	£37.00	£74.00	N/A	N/A	N/A	N/A	N/A	N/A		
Newcastle	TP/XC	£6.30	£12.60	Not Available for short journeys							
Durham	TP/XC	£6.10	£12.20								
Darlington	TP/XC	£9.10	£18.20								
Northallerton	TP	£14.30	£28.60								
York	TP/XC	£45.00	£90.00								
Peterborough	EC	£144.00	£288.00								£37.65
<b>London***</b>	EC	£202.50	£405.00	£50.00	£62.00	£77.00	£95.00	£117.50	N/A		
Stansted Airport***	EC	£232.50	£465.00	£49.50	N/A	£74.00	£91.50	£109.50	N/A		
Gatwick Airport***	EC	£222.00	£444.00	N/A	N/A	£84.50	£104.50	£129.00	N/A		
Brighton***	EC	£236.50	£473.00	N/A	N/A	£90.00	£111.00	£137.00	N/A		
Leeds	TP	£52.80	£105.60	£19.00	£22.00	£25.50	£29.50	£32.00	N/A		
Dewsbury	TP	£52.90	£105.80	£21.00	£24.50	£29.50	£33.00	£37.00	N/A		
Huddersfield	TP	£57.00	£114.00	£23.00	£27.00	£31.50	£35.00	£39.00	N/A		
(Piccadilly) Manchester	TP	£68.20	£136.40	£26.00	£29.50	£34.00	£39.00	£42.50	N/A		
Manchester Airport	TP	£71.80	£143.60	£27.00	£31.50	£37.00	£41.50	£46.00	N/A		
Doncaster	EC/TP	£73.50	£147.00	N/A	£20.50	£28.00	£34.50	£42.50	N/A		
Sheffield	XC/TP	£81.00	£162.00	£21.00	£23.50	£28.00	£31.50	£34.00	N/A		
Chesterfield	XC	£131.50	£263.00	N/A	N/A	N/A	N/A	N/A	£148.00		
Derby	XC	£172.50	£345.00	N/A	N/A	N/A	N/A	N/A	£196.00		
Birmingham	XC	£210.00	£420.00	N/A	N/A	N/A	N/A	N/A	£235.50		
Leamington Spa	XC	£220.50	£441.00	N/A	N/A	N/A	N/A	N/A	£244.50		
Banbury	XC	£240.50	£481.00	N/A	N/A	N/A	N/A	N/A	£276.50		
Oxford	XC	£239.00	£478.00	N/A	N/A	N/A	N/A	N/A	£305.50		
Reading	XC	£227.00	£454.00	N/A	N/A	N/A	N/A	N/A	£323.00		

Services shown are to and from Chester-le-Street operated by: (TP) TransPennine, (XC) Crosscountry and (EC) East Coast  
 \* Subject to time restrictions \*\* Subject to availability, restricted to time and date booked, no refunds and limited changes  
 \*\*\* Change from CLS, subject to availability, restricted to time and date booked, no refunds and limited changes

Destination	Departure	Return	Change Trains	Fare per adult	Fare per child
Berwick Upon Tweed	08:05 08:50 09:53	16:11 17:11 17:51	1 Newcastle	£30.60	£15.30
Carlisle	08:50 09:53	16:28 17:28 19:41	1 Newcastle	£23.10 Our Price £21.20	£11.55 Our Price £10.60
Darlington	09:24 11:24	15:31 17:34	None (Direct)	£9.50	£4.75
Tyne & Wear Metro (South Shields, Tynemouth, Whitley Bay)	09:53	Any service from Newcastle	1 Newcastle	£8.40	£4.20
Hexham	09:53	15:21 16:14 17:45	1 Newcastle	£10.90	£5.45
Leeds	09:24 11:24	14:28 16:28 17:57	None (Direct)	£42.20 Our Price £39.00	£21.10 Our Price £19.50
Morpeth	09:53	15:49 16:49 17:16	1 Newcastle	£10.40	£5.20
Redcar Central	09:24 11:24	16:40 18:11	1 Darlington	£13.70	£6.85
Saltburn	09:24 11:24	15:58 16:27 17:58	1 Darlington	£14.80	£7.40
Scarborough	09:24 11:24	15:48 16:48 19:48	1 York	£60.00 Our Price £44.40	£30.00 Our Price £22.20
Bishop Auckland	09:24 11:24	16:24 18:02	1 Darlington	£11.30	£5.15
Sunderland	08:05 08:50 09:53	14:30 15:30 16:30 17:30	1 Newcastle	£7.50	£3.75
Whitby	07:42	16:00	2 Darlington & Middlesbrough	£18.10	£9.05
York	09:24 11:24	16:56 18:25	None (Direct)	£27.20	£13.60

All fares and times are subject to change - the above list is based on travel Monday to Friday only including Bank Holiday Mondays. Saturday times are similar. A reduced service runs on Sundays.

Railcard holders get discounts on most standard fares above.  
 Durham County Pass holders are able to travel half fare between Chester-le-Street & Newcastle, Durham, Darlington, Bishop Auckland, Shildon, Newton Aycliffe, Heighington, North Road, Dinsdale, Teesside Airport, Allens West, Eaglescliffe, Thornaby and Middlesbrough. All information is correct at date and time of printing.

## Chester-le-Street Station

Chester-le-Street's railway station was first opened in 1868, unstaffed from the 1980s and reopened by private company Chester-le-Track in 1999. The company has reinvigorated the station and encouraged more train operating companies (TOCs) to call.

The station also operates a virtual booking office at [www.nationalrail.com](http://www.nationalrail.com) which provides information about rail travel throughout the UK, including Northern Ireland, and you can book trains, accommodation, ferries and car hire irrespective of where in Great Britain you are going.

During office hours the station offers a telephone booking service for journeys anywhere in Britain on **0191 387 1387**. See back cover for opening hours.

## Live Train Running

On our platforms at Chester-le-Street we have two information pillars giving times of next trains, with a repeater pillar outside the Library on Front Street. You can also access this information on your mobile phone by sending a short text message to 84950. Each station has a three letter code, but if you don't know the code enter the name in full and you'll get a response giving scheduled and real times. For example, to get trains from Chester-le-Street to Newcastle, text CLS NCL to 84950. From Durham to Kings Cross, text DHM KGX. For MetroCentre to Carlisle after 1700 text MCE CAR 1700. This powerful tool can help you replan your connections during a rail journey.

Give Chester-le-Track a call for your journey requirements throughout the country, pay us a visit in person or book on-line at [www.nationalrail.com](http://www.nationalrail.com). Either way we'll give you the best fare.

