



ASSOCIATION *of* TRAIN OPERATING COMPANIES

NATIONAL ROUTEING GUIDE

THE NATIONAL ROUTEING GUIDE

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IMPARTIAL RETAILING

The principle of providing information to customers that is factual, accurate and impartial applies to this Guide. Users who may have a query regarding a routeing are advised to seek assistance from the appropriate Train Operating Company Sales Office, details of which are included at section E of this Guide.

TO USE THE NATIONAL ROUTEING GUIDE YOU NEED TO KNOW :

- **HOW THE GUIDE IS ORGANISED** (see below)
- **WHEN TO USE THE GUIDE** (see section A)
- **HOW TO USE THE GUIDE** (see section A)

YOU ALSO NEED TO REFER TO :

- **THE CURRENT GREAT BRITAIN PASSENGER RAILWAY TIMETABLE (GBPRT)**
- **THE CURRENT PASSENGER RAIL NETWORK MAP**
- **THE CORRECT FARES MANUAL**
- **THE CURRENT NATIONAL CONDITIONS OF CARRIAGE**

GUIDELINES FOR USING THE NATIONAL ROUTEING GUIDE

The National Routeing Guide is designed to enable users easily and quickly to identify the permitted routes between any stations in Great Britain for which a fare exists. The guide should be used, as necessary, in conjunction with a rail network map, the current Great Britain Passenger Railway Timetable, the correct Fares Manual and the National Conditions of Carriage. The *Quick Reference Guide* pull out chart in Section F may also assist.

HOW THE GUIDE IS ORGANISED

The National Routeing Guide has 6 section, **A, B, C, D, E, & F**, which are described below :-

- Section A** - This is a quick reference section giving an overview of the principal steps to using the Guide. Section A also lists the stations which have been grouped together for the convenience of customers.
- Section B** - This section lists alphabetically all stations in Britain. 122 stations (shown in bold type) have been designated as routeing points. For the remaining stations their related routeing points (up to four per station) are also shown.
- Section C** - This section consists of a grid showing permitted routes between all of the 122 main routeing points. All main routes between the routeing

INTRODUCTION SECTION

stations are identified by a single or combination of 2 letter routing codes. These codes relate to the maps on which the main routes are shown.

Section D - This section consists of the maps showing the rail routes of Great Britain. Each map has a 2 letter code used in section C. The maps show permitted routes from which the user may choose the customers actual route for the journey. Each map is shown as a geographical map and a diagrammatic map. The geographical map helps you relate permitted routes to the rail network map and the GBPRT. The diagrammatic map gives more detail and show where routes carry over from one map to an adjoining map.

The maps should not be used until the permitted route has been identified using Section C.

Section E - This section details additional routing opportunities which Train Operators have permitted. These are in addition to the existing permitted routes and have been included to allow for easier interchange between stations, and to reflect previous local practices.

Section F - This section is used to illustrate examples of how to use the Routing Guide, and includes a quick reference guide for users' convenience.

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Published by the Association of Train Operating Companies on behalf of Rail Settlement Plan Ltd.

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ASSOCIATION OF TRAIN OPERATING COMPANIES

28th September 1997.

Consumer Protection Act 1987

The Routing Guide is an internal publication intended for use by the staff and agents of rail operators who participate in the Ticketing & Settlement Agreement. The Guide is only made available to the public on condition that Rail Settlement Plan Ltd accepts no liability for any errors or omissions it may contain. As the content of the Guide is liable to change from time to time, persons using the Guide are advised to confirm the accuracy of the information they require with a National Rail Network Station or Travel Centre or an appointed Travel Agent.

HOW TO USE

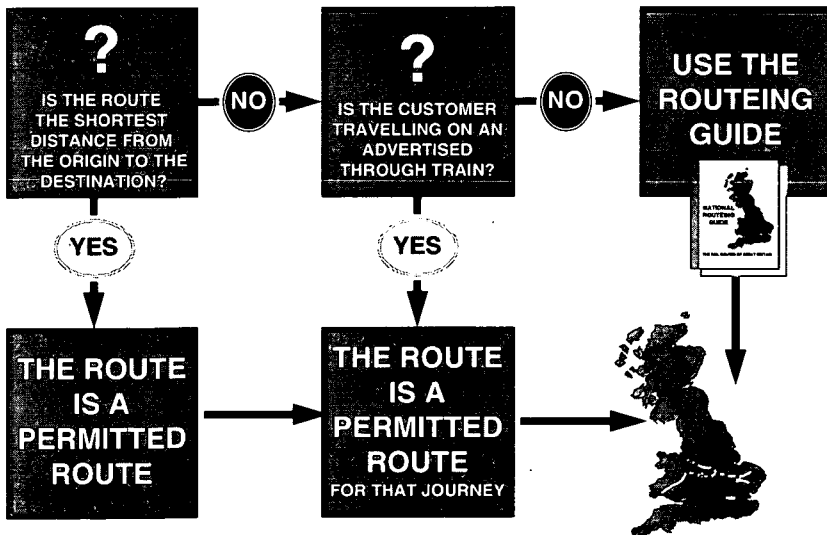
HOW TO USE THE NATIONAL ROUTEING GUIDE

PURPOSE OF THE NATIONAL ROUTEING GUIDE

The National Conditions of Carriage require precise definition of the routes that a customer may use for a particular journey. These routes are known as "**permitted routes**". The National Routeing Guide enables users to determine whether the proposed journey is via a "permitted route".

WHEN TO USE THE NATIONAL ROUTEING GUIDE

Most customers wish to make journeys by **through trains** or by the **shortest route**. In both cases they will be travelling on a **permitted route**, provided the correct fare has been paid to reflect any routeing indicated by the fares manual. You only need refer to the Routeing Guide when a customer is **not** using an advertised through train or the shortest route. A **through train** is advertised in the passenger railway timetable as a **direct service** which offers travel between a customer's origin station and final destination, as printed on the ticket for the journey being made. This route may not be a permitted route if a change of train is necessary to complete the journey. The shortest route is calculated by reference to the Great Britain Passenger Railway Timetable (GBPRT).



CALCULATING SHORTEST DISTANCES

As the shortest route for any journey is always a permitted route, this can be checked and the distance between stations calculated from the Great Britain Passenger Railway Timetable. Mileages appear in the station column at the beginning of each major table, except table 51. To arrive at the throughout distance for travel between every station by any route, add mileage's together for the component parts of the journey by referring to the relevant timetables.

HOW TO DETERMINE PERMITTED ROUTES

Where the timetable offers journey opportunities over a longer route which is not covered by a through train service, the alternative options are included in the Routeing Guide. This may offer the customer a choice of routes for the same overall journey. If a choice of routes is available **and** the fare for the journey is described as "**Any Permitted**" route or is unrouted, you are free to choose any of the routes listed in the Guide. Where the fare specifies a particular route, you may choose only those routes listed in the Guide which pass through the station shown in the route description. The Routeing Guide may have to be used to find out how to reach the station shown in the route description. Where there are other permitted routes, these may also be used for the same journey provided the same or a lower fare applies.

To identify a permitted route the basic steps outlined below should always be followed;

For all local journeys throughout most of the country the user should follow the first three steps (Steps 1-3), which will identify the permitted route. However, for longer distance journeys, where the origin and destination have no common routeing point, stages 4 - 7 will need to be followed.

DO NOT USE THE MAPS UNTIL YOU HAVE FOLLOWED STAGES 1 - 6.

1 Step 1

Use Section B (pink pages) to find the routeing point(s) relating to the origin station. Where the origin station is a routeing point, it is used as the routeing point and no further selection is required.

Use Section B to find whether the origin station is a routeing point or a related station.

2 Step 2.

Use Section B (pink pages) to find the routeing point(s) relating to the destination station. If the destination station is a routeing point, it is used as the routeing point and no further selection is required.

Use Section B to find whether the destination station is a routeing point or a related station.

3 Step 3.

Common Routeing Points

If the origin and destination have a common routeing point the permitted route is direct via the shortest distance from the origin to the destination over which a regular scheduled passenger train service operates. No doubling back (passing through the same station twice on a single journey) is allowed which may require customers to change trains short of the routeing point, unless an easement in Section E allows a longer alternative route.

Example (a) - Fort William to Wemyss Bay - common routeing point Glasgow Group, but in adjacent zones with no doubling back involved.

Where there is no common routeing point, appropriate routeing points must be selected for the origin station and for the destination station. No more than two routeing points are used to identify any one route for a journey (one for the originating station and one for the destination station).

Example (b) - Gunnislake to Crewkerne - routeing points are Plymouth Group, Yeovil Group and Exeter Group.

Some origins and destinations have more than one common routeing point. The permitted route is the shortest of the alternatives. Once again reference should be made to any scheduled regular services and whether easements apply in Section E that would allow doubling back.

Example (c) - Motherwell to Kilmarnock. Each station has two common routeing points, Carlisle (180.75 miles) and Glasgow Group (37 miles). In this instance travel via the Glasgow Group is the permitted route.

Example (d) - Bamber Bridge to Lostock. Each station has three common routeing points, Preston (21 miles) and both Blackburn and Bolton (24.5 miles). In this instance travel via Preston is the permitted route.

4 Step 4.

Ensuring that the routeing points are appropriate.

It is important that account is taken of the fare for the journey being made as the fares manual may restrict the choice of routes by indicating a specific route *e.g) Sheffield to London via Chesterfield*. This will mean that the other routes listed may not be available at this fare. **If the fare is specifically routed in the fares manual, check carefully that the route selected is via this specific route.**

You may only use all the permitted routes if the fare is unrouted or the route is described as "any permitted". An "any permitted" ticket cannot be used for travel on a route not listed in the Routeing Guide for which a higher priced route specific fare exists. It can be used on any route not listed in the Routeing Guide for which a lower priced route specific fare exists.

If you are unsure whether a particular routeing point for the origin station is the correct one compare the fare from that routeing point to the destination with the fare for the throughout journey - **it is an appropriate routeing point only if that fare is the same or lower** than the fare for the throughout journey from the origin station to the destination station.

SECTION A: HOW TO USE THE NATIONAL ROUTEING GUIDE

Follow the same procedure if you are not certain that a particular routeing point for the destination station is the correct one. Compare the fare from that routeing point to the origin station with the fare for the throughout journey - **it is an appropriate routeing point only if that fare is the same or lower** than the fare for the throughout journey from the origin station to the destination station.

All fares comparisons must be made using the same ticket type.

If the customer requires a Single then Single fares should be compared. If the customer requires a Saver then Saver fares should be compared.

In exceptional circumstances, due to local fares policies, a direct comparison may not be possible. If this is the case and the origin station or destination station has a lower fare of the type selected than **all** its routeing points, the Standard Single (Day or Open) fares should be used for comparison purposes.

5 Step 5. **Permitted routes.**

If both stations are routeing points - go to STEP 6.

If one station is a routeing point and the other one is a related station - the permitted route is the shortest route to the routeing point plus the permitted routes between routeing points.

If both are related stations, use the shortest distance to the first routeing point, followed by the permitted routes between the routeing points, then finally the shortest route from the final routeing point.

Where there are local journey easements, shown in Section E, these may permit use of a longer route to and from the routeing points.

6 Step 6 **Identify the route code using Section C**

Section C shows in grid format the route codes between every routeing point station. The route code(s) which apply are to be found where the routeing point station rows and columns intercept. You may use Section C in either direction; either by looking up the originating routeing point from the horizontal rows and finding the point at which they intercept the destination routeing point in the vertical columns or by looking up the originating routeing point column and then finding the destination routeing point along the horizontal row. For ease of reference, Section C has alphabetical dividers with station names identified by the three letter codes used in the computer reservation system.(CRS).

If the routeing code is "**LONDON**", FOR ALL JOURNEYS VIA LONDON you will need to cross reference route codes applicable "to London" with the code for the "from London" leg of the journey. Route codes to and from London are listed on every page in Section C under the stations in the left hand column and also under the stations in the top row. For a detailed description of Section C see pages F6 to F13.

If the routeing code is "**LONDON**", journeys include the cost of cross-London transfer either by London Underground or Thameslink services. The transfer points at which customers can interchange are listed in the Fares Manuals. In all cases the transfer points should be along the correct line of route given by the 'permitted route' Map combinations.

SECTION A: HOW TO USE THE NATIONAL ROUTEING GUIDE

The via London, Maltese Cross symbol (+) on a ticket signifies that the ticket may be used via London Underground or Thameslink services. Unless a ticket specifies that the journey must be made via London, passengers are free to use an alternative 'permitted route' for their journey as provided by the Routeing Guide.

In some instances (particularly long distance cross country journeys) the Fares Manual will show an "any permitted" fare but without the via London, Maltese cross (+) symbol. Reference to Section C may show via London to be a permitted route for this journey and in such instances travel via London to include cross-London transfer would be permitted.

7 Step 7

Identify the route to which the code(s) refers using the maps (Section D)

Each code refers to a map. If a single code is indicated the route is via any route on that map from the first routeing point to the final routeing point without doubling back (passing through the same station twice on a single journey).

Where a routeing specifies that a combination of Maps be used *e.g)* *ER+PN+BD*, the route is via any route on that map from the first routeing point to intercept point(s) for the next map without doubling back, then via any route within that map without doubling back. This is repeated until the final map is reached then via any route within that map until the final routeing point is reached.

Example (e) - Darlington to Shrewsbury via permitted route ER+PN+BD. This allows travel from Darlington to York via Map ER, York to Manchester via Map PN and Manchester to Shrewsbury via Map BD.

ALL MAPS NEED TO BE CONSULTED IN SEQUENTIAL ORDER.

DO NOT USE THE MAPS UNTIL YOU HAVE FOLLOWED STAGES 1 - 6.

If a combination of routes is shown in brackets "()" travel is valid by any of the routes contained within, followed by any remaining route combination. A route combination separated by a slash "/" indicates an option to use either of these routes followed by any remaining route combination.

CALCULATING EXCESS FARES

On occasions the Routeing Guide will prevent a customer from making their preferred journey. In such instances and where appropriate, the customer should be offered the opportunity to purchase an excess fare ticket, prior to travel, which allows the journey to be made by their preferred route.

Where a journey is undertaken by an alternative route to that for which the ticket was originally purchased, and for which a higher fare applies, additional payment is required to enable the customer to make or complete their revised travel arrangements.

This option may not apply to customers holding advance purchase tickets, or tickets which are available by specified trains or endorsed for travel only by the services of a particular train operator.

DUAL ROUTE AVAILABILITY

Where a choice of permitted routes is available for a specific journey, customers may wish to travel out by one route and return by another. If the return leg of the journey is made on a non permitted route for which a higher fare applies, the customer should be issued with a ticket for the more direct route and an excess fare issued to cover the difference in fare for the return routeing. This option should be made available to customers who wish to pre-book a dual routed ticket prior to travel.

The alternative journey MUST relate to the same routeing points for the origin and destination stations.

This option may not apply to customers holding advance purchase tickets, or tickets which are available by specified trains or endorsed for travel only by the services of a particular train operator.

DISABLED TRAVELLERS

Train Operating Companies may make special arrangements for disabled customers and an accompanying passenger via the Disabled Persons Reporting System (DPRS). Provided these arrangements are made in accordance with the procedures laid down in the Passenger Sales Instruction Manual or Rail Directory for Travel Agents, they will override the requirements of the Routeing Guide. All staff involved in revenue protection duties will be advised, on each individual occasion, of customers who are exempted under these arrangements.

ENGINEERING WORK, DIVERSIONS AND SERVICE DISRUPTION

The Routeing Guide has been produced using the published rail timetable and fares manuals. It therefore takes into account all route variations allowed that have been notified. On occasions due to short notice engineering work and disruption, services may be diverted from their normal routes or customers asked to use alternative routes.

In these circumstances operators will make special provision to allow extra permitted routes. They will advise other operators and retailers of the extra provisions made to convey customers by routes other than those which are normally permitted. This provision will also apply to connecting services which are not directly affected.

Any through train diverted from its usual route will count as a permitted route between the stations it is normally scheduled to call at. This does not apply to additional stops on the diversionary route, unless specially advised or they are on the permitted route for the journey being made..

GROUP STATIONS

The stations listed on Page A8 are grouped together to improve interchange between trains by offering customers access to a wider choice of train services and station facilities. A customer may travel via any station in a group, including doubling back, provided that the group is on one of the permitted routes **between** their origin and destination stations. This extended availability **is for interchange purposes only** and does not apply where the origin or destination stations are part of a group.

LONDON GROUP STATIONS

These stations form the London Group of routeing points for travel from to or via London. Customers may travel to or via any of the stations which is on the permitted route or train service for the journey being made.

DISPUTED ROUTEINGS

The permitted routes shown in the Routeing Guide precisely define the various routes that a customer may use to make a particular journey. These routes have been included to reflect all the travel options that were previously legitimately available to customers when travel was deemed to be valid via 'any reasonable route'. A lengthy consultation process has been undertaken involving the Train Operating Companies, Central Rail User's Consultative Committee, Office of the Rail Regulator and Office of Passenger Rail Franchising aimed at defining precisely what these permitted routes should be.

It is appreciated that on occasions customers may claim that the National Routeing Guide now prevents them from travelling via a route that was previously valid for them to travel on under the 'any reasonable route' ruling. In such instances the following procedures should be followed.

- 1) Inform the customer that travel is now only valid via the permitted routes shown within the National Routeing Guide.
- 2) Advise the customer that a 'disputed routeing procedure' exists whereupon consideration will be given to whether the route disputed by the customer can be included as an easement and included as a permitted route in the future.
- 3) Take details of the disputed route which the customer now claims to be prevented from using and forward to the Customer Relations Office of any Train Operator providing services along the disputed route. Remember to record the customer's name and address. (The relevant addresses of the Train Operating Companies are shown in section E of the National Routeing Guide).
- 4) Advise the customer that a ruling will be sought through the Association of Train Operating Companies (ATOC) in liaison with the Office of the Rail Regulator and Office of Passenger Rail Franchising, to ascertain whether the disputed route should be allowed or declined. A written reply will be sent by ATOC direct to the customer advising them of the adjudication as soon as possible.
- 5) Upon receipt of a disputed routeing from a customer the Customer Relations Office should arrange to forward details to ATOC as soon as possible to allow for a prompt adjudication.
- 6) Should a disputed route be conceded the customer will be entitled to a refund of fare for any additional payment that may have been necessary to have allowed them to make their journey via the disputed route. In this event, the customer will be compensated.
- 7) Where a disputed route is conceded, ATOC will arrange for an additional easement to be published and distributed to all retail outlets via Newsrail Express.

NATIONAL ROUTEING GUIDE

SECTION A: HOW TO USE THE NATIONAL ROUTEING GUIDE

The following Grouped stations are indicated in Section B:

LONDON GROUP

Blackfriars
Cannon Street
Charing Cross
Euston
Fenchurch Street

Kings Cross
Kings Cross Thameslink
Liverpool Street
London Bridge
Marylebone

Moorgate
Old Street
Paddington
St Pancras
Victoria

Waterloo
Waterloo East

BIRMINGHAM GROUP

Aston
Birmingham Moor Street
Birmingham New Street
Birmingham Snow Hill
Duddeston

GLASGOW GROUP

Ashfield Glasgow Central
Glasgow Queen St Springburn

READING GROUP

Reading Reading West

BRADFORD GROUP

Bradford Interchange
Bradford Forster Square

HASTINGS GROUP

Hastings
St Leonards Warrior Square

SHEFFIELD GROUP

Dore Meadowhall
Sheffield

BRIGHTON GROUP

Brighton Hove

LEEDS GROUP

Cross Gates East Garforth
Garforth Leeds
Micklefield

SOUTHAMPTON GROUP

Redbridge Millbrook
Swaythling St Denys
Southampton Central
Southampton Parkway

BRISTOL GROUP

Bristol Parkway
Bristol Temple Meads
Filton Abbey Wood
Lawrence Hill
Stapleton Road

LEWISHAM GROUP

Lewisham St Johns

SOUTHEND GROUP

Southend Central
Southend East
Southend Victoria

BROMLEY SOUTH GROUP

Bickley Petts Wood
Bromley South Shortlands

LIVERPOOL GROUP

Birkenhead Hamilton Square.
Edge Hill Liverpool Central
Liverpool James Street
Liverpool Lime Street
Liverpool Lime St. Low Level
Moorfields Sandhills

STEVENAGE GROUP

Stevenage Hitchin

CHATHAM GROUP

Chatham Gillingham (Kent)
Rochester Strood

MAIDSTONE GROUP

Maidstone Barracks
Maidstone East Maidstone West

STREATHAM GROUP

Streatham Streatham Common
Streatham Hill

CROYDON GROUP

East Croydon
South Croydon
West Croydon

MANCHESTER GROUP

Deansgate
Manchester Piccadilly
Manchester Victoria
Oxford Road
Salford Central Salford Crescent

WAKEFIELD GROUP

Wakefield Kirkgate
Wakefield Westgate

DERBY GROUP

Belper Long Eaton
Duffield Peartree
Derby Spondon

PLYMOUTH GROUP

Devonport Keyham
Dockyard Plymouth

WARRINGTON GROUP

Warrington Bank Quay
Warrington Central

DORKING GROUP

Dorking
Dorking (Deepdene)

PONTEFRAC T GROUP

Pontefract Baghill
Pontefract Monkhill
Pontefract Tanshelf

WEST HAMPS TEAD GROUP

West Hampstead
West Hampstead Thameslink

EDINBURGH GROUP

Dalmeny South Gyle
Edinburgh Haymarket
Edinburgh (Waverley)

PORTSMOUTH GROUP

Bedhampton Cosham
Fareham Fratton
Havant Hilsea
Portchester Portsmouth & Southsea
Portsmouth Harbour

WEYMOUTH GROUP

Upwey Weymouth

EXETER GROUP

Exeter Central Exeter St Davids
Exeter St Thomas
St James Park (Exeter)

WIGAN GROUP

Wigan North Western
Wigan Wallgate

WORCESTER GROUP

Worcester Foregate Street
Worcester Shrub Hill

YEOVIL GROUP

Yeoil Pen Mill
Yeoil Junction