

HOW TO USE THE NATIONAL ROUTEING GUIDE

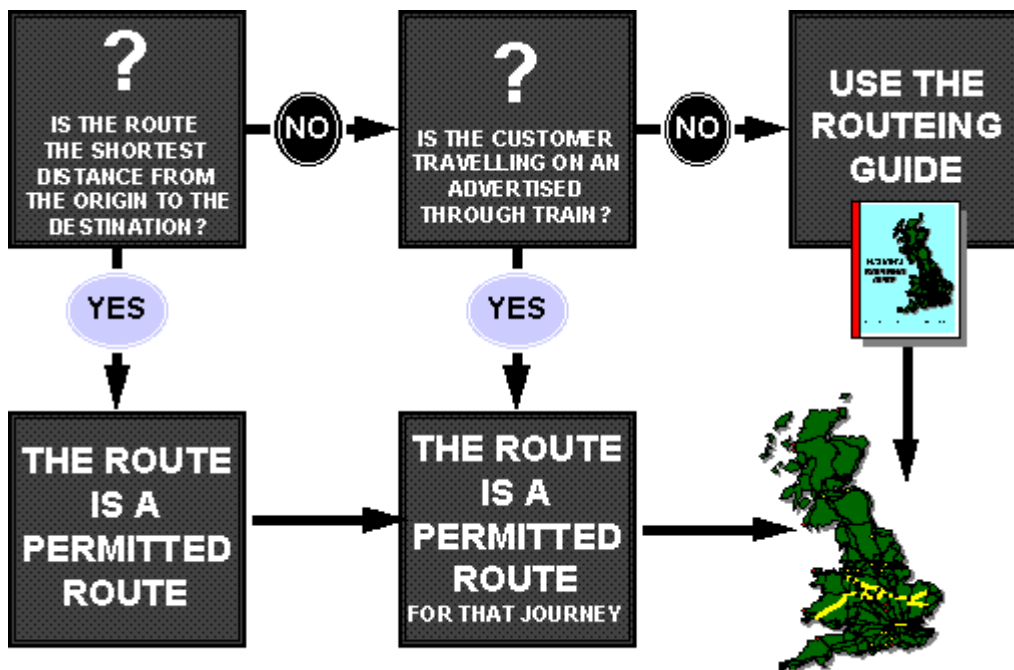
PURPOSE OF THE NATIONAL ROUTEING GUIDE

The National Rail Conditions of Carriage refers to the National Routeing Guide when defining the route(s) that a customer is entitled to take when making a journey on the National Rail network. These routes are known as "permitted routes". The National Routeing Guide is incorporated into the data used to support the Journey Planner on the National Rail website (www.nationalrail.co.uk). This document provides the background data and process used to determine whether a 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. Reference to National Routeing Guide data is only required when a customer is not using an advertised through train or the shortest route.

A through train is advertised in the National Rail Timetable as a direct service which offers travel between a customer's origin and destination stations as provided on the ticket that they hold for the journey being made. This route may not be a permitted route if a change of train is necessary to complete the journey.



CALCULATING SHORTEST DISTANCES

The shortest route is calculated by reference to the mileages shown in the National Rail Timetable, available at www.networkrail.co.uk/timetable. These mileages appear in the station column at the beginning of each major table. To arrive at the throughout distance for travel between every station by any route, add mileages 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 route which is not covered by a through train service, the alternative options are encoded in the National Routeing Guide data. This may involve a choice of routes for the same overall journey.

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If the fare for the journey shows no route or is described as "Any Permitted", a customer may use any of the routes listed in the Guide, subject to any time and/or operator restrictions that apply to the ticket held.

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 National Routeing Guide may 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.

This National Routeing Guide may be used to identify permitted routes. Please note, however, that to be valid, any journey not undertaken on a through train or the shortest route **MUST** be checked using the Journey Planner at www.nationalrail.co.uk, inputting the relevant interchange and via points. To use the guide, the following 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.

STEP 1

Use Section B (the "pink pages") to find the routeing point(s) relating to the origin station. A station may be a routeing point in its own right, or it may be a "related station" and have routeing point(s) associated with it.

STEP 2

Use Section B (the "pink pages") to find the routeing point(s) relating to the destination station. A station may be a routeing point in its own right, or it may have routeing point(s) associated with it.

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 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.

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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) - 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.

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.

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 one of the following single ticket types:

- Standard Open Single (SOS)
- Standard Day Single (SDS)
- Saver Single (SVS)
- Cheap Day Single (CDS)

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.

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.

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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, these may permit use of a longer route to and from the routeing points.

STEP 6

Identify the routeing code using Section C

Section C (the “yellow pages”) show the routeing codes between every routeing point station. Locate the originating routeing point in Column A and the destination routeing point in Column B to locate the routeing codes applicable for your journey (N.B. route permissions are the same in both directions).

If the routeing code is "LONDON", for all journeys via London you will need to cross reference routeing codes applicable "to London" with the code for the "from London" leg of the journey.

If the routeing code is "LONDON", journeys include the cost of cross-London transfer either by London Underground or Thameslink services. In all cases the transfer points should be along the correct line of route given by the ‘permitted route’ map combinations.

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 Manual will show an "any permitted" fare but without the via London, Maltese cross symbol. Reference to Section C (the “yellow pages”) 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.

STEP 7

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

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.

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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 two or more permitted routes are available for a specific journey, customers may wish to travel out by one route and return by another. If a higher fare applies for the return leg of the journey 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 Manual, 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

Some stations 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 such a group, including doubling back, provided that the group is on one of the

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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.
4. Advise the customer that a ruling will be sought through the Association of Train Operating Companies (ATOC) in liaison with the Department for Transport, 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.