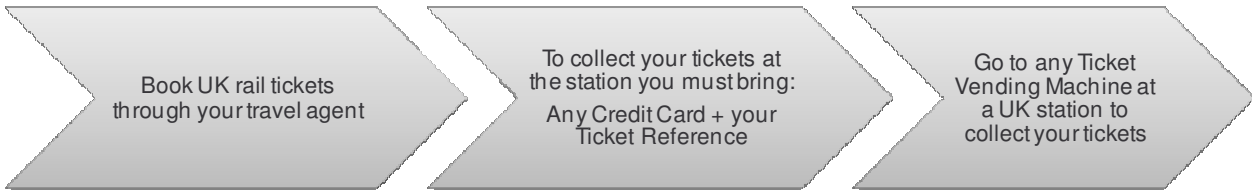


How do I retrieve my British tickets at a British train station?

Your "**Booking summary**" contains useful information about your trip but is **not valid for travel**. You need to collect your actual train tickets in the UK prior to boarding.



You can collect your tickets:

► **Either at a Ticket Vending Machine ("TVM")**

- 1) Insert any credit/debit card in the machine to activate it (not necessary the same card you used to pay)
- 2) Don't worry, your card won't be charged
- 3) Enter the "PNR" – the 8-character code indicated on your booking summary
- 4) Follow the instructions on the screen and collect your tickets



► **Or at any staffed station ticket office**

- 1) Just quote your "PNR" - the 8-character code indicated on your booking summary - to the ticket clerk
- 2) You may be asked to provide a means of identification (such as any credit/debit card, driving license or a photo ID)

► **Important**

- 1) Don't wait until the last minute! Plan to arrive at the station at least 20 minutes prior to your train departure in order to leave you time to find the platform and print your tickets
- 2) Eurostar tickets must be retrieved up to 45 minutes before departure at the following Eurostar stations: London St Pancras, Ashford, Ebbsfleet.
- 3) Should you have any problem with a TVM, please make sure you followed all the steps or call **(0044) 871 521 9843** (Monday to Friday from 6am to 8pm, weekends from 8am to 6pm – UK time)
- 4) You can also go to a manned ticket window with your booking summary, a ticket clerk will help you (stations opening hours can be checked at <http://www.nationalrail.co.uk>)
- 5) National Rail Conditions of Carriage apply : http://www.nationrail.co.uk/times_fares/nrcc
- 6) If you change your mind and decide not to travel, DO NOT print the tickets. If your ticket is refundable, inform your travel agent who will process the refund.

► **Disabled travellers**

- 1) If you need assistance to plan your journey and arrange assistance with the train company with whom you will be travelling please contact National Rail Enquiries on:
- 2) Phone: **(0044) 8457 48 49 50** - Text phone: **(0044) 845 60 50 600**
- 3) Information on the accessibility of stations and the service offered by each Train Operator and their contact details can be found on the National Rail website: www.nationalrail.co.uk/passenger_services/disabled_passengers/

► **Example of a ticket printed in the UK**

The person is travelling in Standard Class, not First Class

This is an Anytime ticket valid for 1 day

There is one adult travelling and no Children

SGL = single/outbound
PTN = round trip/inbound

Class	Ticket type	Adult	Child	
STD	ANYTIME S	ONE	NIL	SGL
Start date		Number		
09-OCT-08		07645 3530		1435-70
From	Valid until	Price		
MANCHESTER STNS	09-OCT-08	£115.00M		
To	Route	Price		
LONDON TERMINALS	ANY PERMITTED	1109		
				Date and time of printing
				SINGLE
				Printed 11:09 on 09-OCT-08

"Vias" to be requested