

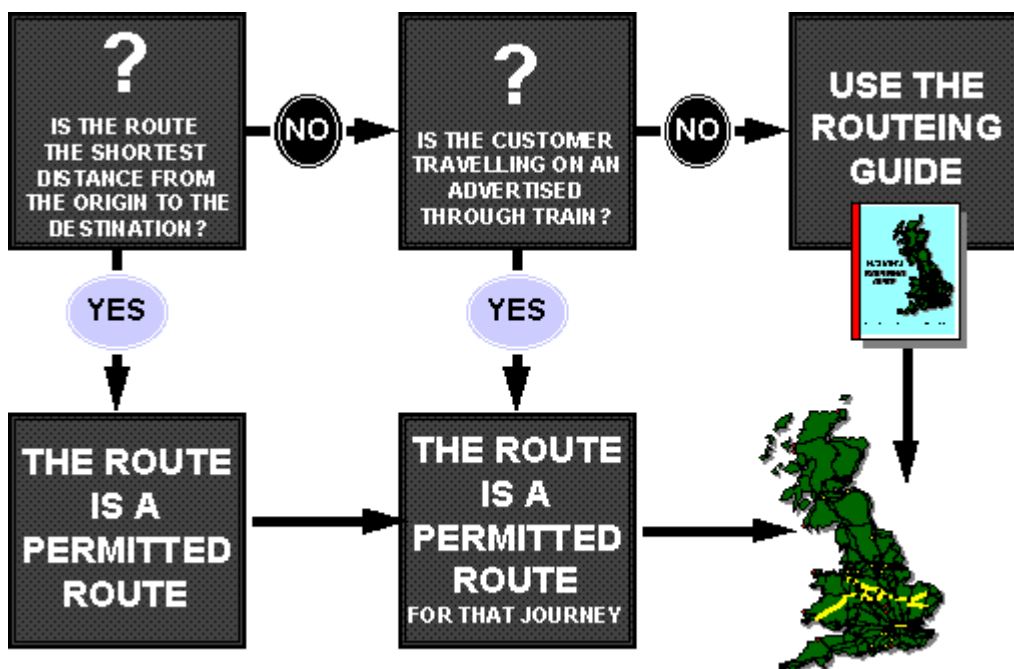
HOW TO USE THE NATIONAL ROUTEING GUIDE

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 restrictions indicated by the fares data. 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 (and are rounded to the nearest ¼ mile). 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, there will be restrictions in the fare routes data that will affect the 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 for which a ticket is valid in addition to the use of a through train, or by taking the shortest route. Please note that the fare routes data and maps in the National Routeing Guide are generated from the same data used in the Journey Planner at www.nationalrail.co.uk. Therefore, in the case of uncertainty, a route may be checked inputting the relevant origin, destination, interchange and intended via points at that site.

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, additional steps 4 - 7 will need to be followed.

Finally, consult the list of Easements in section E, as it may contain easements that extend or narrow the Permitted Routes between the origin and destination.

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) - Battle to Headcorn - common routeing point Tonbridge

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, Salisbury 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) - Helsby to Capenhurst. Each station has two common routeing points, Chester (13 (actual 12.80) miles) and Hooton (12 ¼ (actual 12.29) miles). In this instance travel via Hooton is the permitted route.

STEP 4

Ensuring that the routeing points are appropriate

It is important that account is taken of the routeing of the fare for the journey being made as the fares data may restrict the choice of routes by indicating a specific route *e.g. Sheffield to London via Chesterfield*. The fare may also specify the Train Operator(s), which will again restrict the choice of routes *e.g. LM AND XC ONLY, the journey must only travel on trains operated by London Midland and Cross Country and travel via Tamworth*. This will mean that the other routes listed may not be available at this fare. If the fare is specifically routed in the fares data, check carefully that the route selected is via this specific route. These restrictions will be reflected in the Journey Planer at www.nationalrail.co.uk

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 historic National Fares Manual data from September 1996 (NFM64) 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 NFM64 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 NFM64 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.

The Journey Planner at www.nationalrail.co.uk has the NFM64 data built into it, and applies the data when generating a journey plan.

Alternatively the Routeing Point Calculator can be consulted. This can be found in the Routeing Guide at Help and Instructions, between Section B (Pink Pages) and Section C (Yellow Pages).

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This tool will calculate eligible routeing points for a specific origin and destination. It also applies fare route data and appropriate easements from Section E (Easements). The tool will show the first station of a Routeing Point Group that a journey must go via, before passing subsequent stations within that Routeing Point Group.

STEP 5

Permitted routes

If both stations are routeing points, go to STEP 6.
(After completing Steps 1 -4)

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, these may permit use of a longer route to and from the routeing points. (See Section E Local easements)

STEP 6

Identify the routeing code using Section C

Section C (the "yellow pages") shows 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 fares data 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.* YM+BY+CA, 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

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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 YM+BY+CA. This allows travel from Darlington to York via Map YM, York to Wolverhampton via Map BY and Wolverhampton to Shrewsbury via Map CA.

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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Easements – Section E of the Routeing Guide

Once Steps 1- 7 have been completed, it is necessary to consider any published easements that may apply to the journey. These are found in section E of the Routeing Guide, which is regularly updated. Easements that extend permissions is a positive easement. An easement which narrows permissions is a negative easement. Map, double-back, and fare route easements are always positive. Circuitous route easements are always negative. Other types of easements can be positive or negative. A journey which follows a route that is otherwise permitted by the routeing guide may be forbidden by a negative easement.

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 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 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 Passenger Assist (PA). 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 data. It therefore takes into account all route variations allowed that have been notified, (normally these will result in a dated positive easement being published in Section E). 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.

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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 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 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 was undertaken involving the Train Operating Companies and the then 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. However additions, omissions and corrections are routinely made and documented in the list of Routeing Guide changes.

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. Customers will be advised that travel is now only valid via the permitted routes shown within the National Routeing Guide, and reflected in the Journey planner at www.nationalrail.co.uk
2. A customer may invoke the 'disputed routeing procedure'. Whereupon consideration will be given to whether the route disputed by the customer can be included as a permitted route in the future.
3. In the first instance a Customer should contact the Train Company Customer Relations Office who will arrange to forward details to ATOC as soon as possible to allow for a prompt adjudication.
4. 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.
5. Where a disputed route is conceded, ATOC will arrange for the Routeing Guide to be updated and a new dataset to be published on the ATOC website and the amended data to be sent to Journey Planning systems.