
Great Western Railway

Tickets.

Where does the money go?



What is a ticket ?

The meaning of a **train ticket** is a [ticket](#) issued by a train operating company (TOC) or other authorised retailer to a customer.

This in turn enables the customer to travel on the operator's network or if required on-board a fellow operators network to complete their desired journey.

As you maybe aware there are several different types of tickets that are available to the customer, at GWR we try to keep the range of tickets simple as shown below:

A rectangular ticket with an orange top and bottom border and a light green center. The word "Anytime" is written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Anytime"

A rectangular ticket with an orange top and bottom border and a light green center. The words "Off Peak" are written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Off Peak"

A rectangular ticket with an orange top and bottom border and a light green center. The words "Super - Off Peak" are written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Super -
Off Peak"

A rectangular ticket with an orange top and bottom border and a light green center. The words "Advance Purchase" are written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Advance
Purchase"

A rectangular ticket with an orange top and bottom border and a light green center. The word "Season" is written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Season"

A rectangular ticket with an orange top and bottom border and a light green center. The words "Rover & Rangers" are written in green. A small circular logo with a stylized 'GWR' is in the bottom left corner.

"Rover &
Rangers"

The ticket types explained.

- Anytime tickets - Anytime fares are fully flexible tickets, with no time restrictions on when you can travel. Perfect for people who need complete flexibility.
- You can buy **Anytime** tickets any time before you travel and you can use your ticket to travel on any train. With an **Anytime** ticket you can also break your journey at stations along the route of travel.



The ticket types explained.

Off-Peak tickets – Off-Peak fares are cheaper tickets for travelling on trains that are less busy. Offering good value for money, these tickets may require you to travel at specific times of day, days of the week or on a specific route.

Where there is more than one Off-Peak fare for a journey, the cheaper fare with more restrictions will be called **Super Off-Peak**.

You can buy Off-Peak tickets any time before you travel. The travel restrictions for your Off-Peak ticket will depend on the journey you are making and will be advertised when you buy your ticket from a GWR booking office or at GWR.com.



The ticket types explained.

- Advance fares - Advance fares are Single (one-way) tickets offering great value for money on many longer distance journeys not only on the GWR network but also further afield.
- You must book in advance and fares are sold in limited numbers and so subject to availability. In general, the further ahead you book, the cheaper the Advance fare will be. You can mix and match Advance fares for a return journey.



The ticket types explained.

A graphic of a ticket with an orange top and bottom bar and a white center. The text "Rover & Rangers" is written in green in the center. A small circular logo is in the bottom left corner.

“Rover & Rangers”

Rangers and Rovers - Unlimited travel within a specified area. There may be a few time restrictions on when you can travel.

For a full list of available products please visit your nearest manned GWR booking office or visit GWR.com/rangers&rovers.

A graphic of a ticket with an orange top and bottom bar and a white center. The text "Season" is written in green in the center. A small circular logo is in the bottom left corner.

“Season”

Season Tickets - If you make the same journey more than three or four times a week you may find that, on the majority of routes, Season Tickets offer better value for money compared to buying daily tickets.

Season Tickets allow unlimited travel in both directions between the stations specified.

Where does the money go?

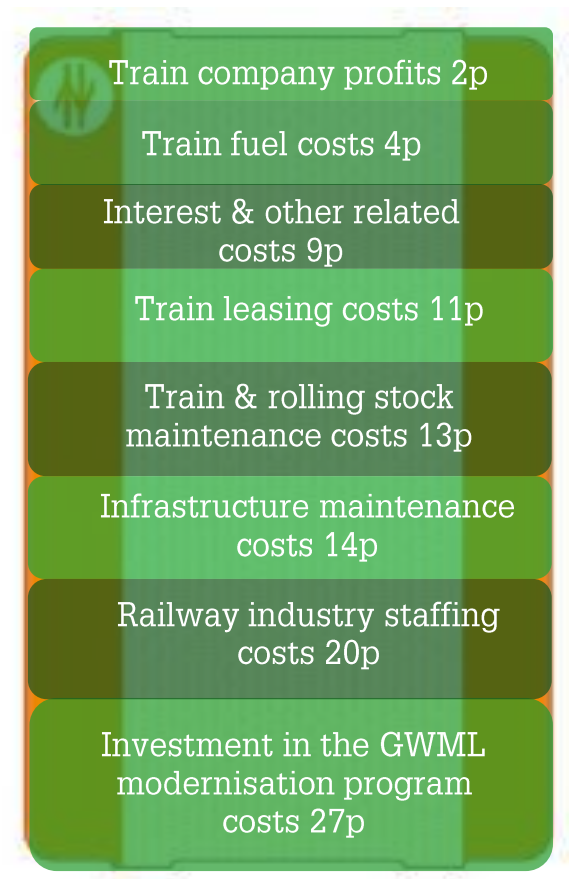
This is a common question amongst colleagues and customers alike.

Every time GWR retail a ticket more investment is being pumped into the network.

Understandably customers can often become frustrated when things do not go to plan and delays occur etc.

Adjacent to this text is a ticket that has been divided up to represent the ways in which the money is spent to benefit the customer.

The costs are equivalent to each £1 spent with GWR in the current financial year and are correct at the time of this study.



Melksham Rail User Group Q&A

Q1. What are / is there an easy table of all the railcard options? What about group travel?

A1. GWR honour all national railcards along with our own "local" railcards. Railcards can give up to 50% discount on selected fares. A complete list of railcards and groupsave offers can be found here -

https://www.nationalrail.co.uk/times_fares/17.aspx

Q2. If I've bought myself a super off peak to London, not sure when I'm coming back, but then want to come back on an off peak or even peak train, what will the extra cost be?

A2. You would need to visit either the ticket office or the excess fares office at London Paddington to pay the excess required, based on the current non discounted fare offering the appropriate fare would be £19.20 for an excess from a SSR to a SVR and £139.90 to an SOR – in which case an SDS would be cheaper. If you were using groupsave and a member decided to leave earlier they along with the rest of the group would have to purchase new tickets.

Q3. Can you tell us a bit about "split ticketing" and how to use it. Do you expect it to change when "Williams" simplifies ticketing - and indeed will the trains be run by First under a franchise or what after March?

A3. As a TOC we have to sell the most appropriate ticket for the customers journey unless specially asked otherwise by the customer. We are aware of the issue split ticketing presents us with and as a business we are working to minimise the impact caused. In terms of the review and possible extensions to the franchise there is nothing as of yet to update on at present.

Q4. Why is it that when you book on line from/to Melksham/Paddington you are advised to change at Swindon (and seat reservations are made accordingly) even when it is easier to change at Chippenham?

A4. Online systems will plan journeys depending on connection time – this is 5 minutes at both Chippenham and Swindon.

Melksham Rail User Group Q&A

Q5. How is Smart ticketing progressing?

A5. GWR continues to progress Smart ticketing to the network, the most recent enhancement is the introduction of CPAY between Reading and Paddington which allows customers to use their contactless methods to pay for their rail journey.

Work is also happening to improve the availability of integrated products and to ensure they are available from all outlets. The GWR Touchcard has now been issued to 31,000 customers and continues to grow every day. In addition to this we have also launched Seatfrog – this is a bidding app to upgrade from Standard Class to 1st Class for as little as £10 on selected trains.

Q6. Can you tell us about some bargain days out and staycation options from Melksham?

A6. Below are a few hand picked examples of where you can go by rail and potentially bus from Melksham:

Great West Way Discoverer - £24 for 1 day or £69 for 7 days in the West, an easement of 09.10 from Melksham applies. Valid on all First WoE and selected Stagecoach services. [gwr.com/plan-journey/tickets-railcards-and-season-tickets/great-west-way](https://www.gwr.com/plan-journey/tickets-railcards-and-season-tickets/great-west-way)

Cholsey and Wallingford Railway - £27.40 for a day return, valid anytime this ticket is a return to Cholsey and then unlimited trips on the former GWR branch. [gwr.com/destinations-and-events/heritage-railways/cholsey-and-wallingford-railway](https://www.gwr.com/destinations-and-events/heritage-railways/cholsey-and-wallingford-railway)

Swindon Steam - £13 for a day return to Swindon, valid after 09.30 this ticket also allows entry to the Steam museum.

Heart of Wessex Day Ranger - £22 for a Day Ranger, valid after 09.40 this ticket allows off-peak travel within the Wessex area.

Weekend 1st Upgrade - £20 for a weekend 1st upgrade between Melksham/Chippenham and London Paddington.



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Thank you

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