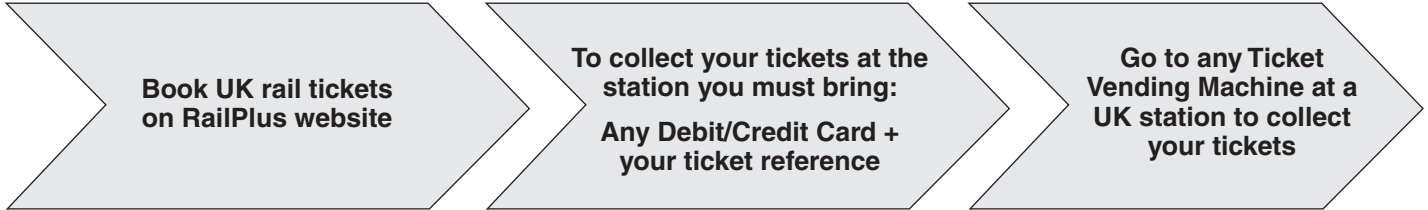


## How do I retrieve my British tickets at a British train station?

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
- 2) Don't worry, your card won't be charged
- 3) Enter the “CTR/PNR” – the 8-character code indicated on your booking confirmation
- 4) Follow the instructions on the screen and collect your tickets



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

- 1) Just quote your “CTR/PNR” - the 8-character code indicated on your booking confirmation - 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) 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)
- 3) 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>)
- 4) If you change your mind and decide not to travel, DO NOT print the tickets.

Example of a ticket printed in the UK:

Class	Ticket type	Adult	Child	SGL
STD	ANYTIME S	ONE	NIL	SGL
Start date		Number	353091435-70	
09-OCT-08				
From	Valid until	Price		
MANCHESTER STNS	09-OCT-08	£115.00M		
To	Route	1109		
LONDON TERMINALS	ANY PERMITTED			
<b>SINGLE</b>				
Printed 11:09 on 09-OCT-08				

Annotations for the ticket:

- The person is travelling in Standard Class, not First Class (points to Class: STD)
- This is an Anytime ticket valid for 1 day (points to Ticket type: ANYTIME S)
- There is one adult travelling and no Children (points to Adult: ONE, Child: NIL)
- SGL = single/outbound RTN = round trip/inbound (points to SGL)
- Starting date and valid until (points to Start date: 09-OCT-08)
- Departure (points to From: MANCHESTER STNS)
- Arrival (points to To: LONDON TERMINALS)
- Price (points to Price: £115.00M)
- Date and time of printing (points to Printed 11:09 on 09-OCT-08)
- “Vias” to be respected (points to Route: ANY PERMITTED)