

Rail Plus now offers discounted instant purchase Britrail tickets!

- Britrail discounted tickets allow you the chance to purchase the best available price for each journey, discounts of between 15% and 60% on Britains National railway network.
- All tickets are e-vouchers and instant purchase. Refund and reissue conditions are strict and to find out more please [click here](#).
- The fares come in three types each with different conditions as below:

Anytime Fares

With these fares you can travel on any train at any time of the day, any day of the week on your chosen date of travel. **Seat reservations are not included with this fare.**

Off-Peak Fares

These tickets are priced lower than 'Anytime' fares, but are only available for travel on Off-Peak and Super Off-Peak services on chosen date(s) of travel. Remember, you can travel with all these tickets at any time on weekends and public holidays. However time restrictions apply:

They are valid any time at weekends, and after 10:30am on Monday-Fridays. They are also not valid on trains leaving London (or Reading, Watford, Luton or Stevenage) between 15:00-19:00 Mondays-Fridays. **Seat reservations are not included with this fare.**

Advance Fares

These tickets are single (one-way) tickets for selected journeys available in First Class and Standard Class, offering the best available price for each journey, discounts of between 15% and 60%. Tickets must be purchased in advance and are subject to availability. Advance tickets go on sale up to 12 weeks before travel. **The tickets come with an automatic seat reservation.**

How to collect your ticket

- Fares are e-vouchers also known as TOD (Ticket on delivery).
- Tickets must be collected locally at the self-ticket machines, located at most train stations or from a ticket window.
- **Tickets cannot be booked or collected from Heathrow Airport.**
- [Britrail Discounted fares e-voucher collection guide](#).

Booking a train has never been easier

To book an individual train you can use our live booking engine below. Simply type in your departure and arrival city along with a date and time. Please note, trains may not come up in your search if your travel date is too far in advance. **Britrail discounted Advance fares can only be booked 12 weeks in advance.**

Fares are instant purchase, and require full payment at time of booking for confirmation.

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Reissue Conditions

- **Advance fares** are non-exchangeable within Australia/New Zealand. Amendments can ONLY be made in Britain (refer to fees and time restrictions as per below).
- For **Anytime & Off-peak fares** refer to below. Please note: Tickets have strict conditions for reissues.
- There is a \$25.00 administration fee per person per ticket for reissue requests submitted within Australia.
- All refunds for cancellation on tickets is on application.
- For reissue requests passenger must purchase the replacement ticket and pay the administration fee prior to

submission of original ticket refund.

- Locally there is a £10.00 per person per ticket administration fee + any applicable fare difference.
- Reissues must be done by 6pm on the day before the date on the ticket.
- Passengers must take into account Rail Plus is not open on the weekend or public holidays. We are open weekdays EST 8.30am - 5pm.

Refund Conditions

- **Advance fares** are non-refundable.
- For **Anytime & Off-peak fares** refer to below. Please note: Tickets have strict conditions for refunds.
- There is a \$25.00 administration fee per person per ticket for refund requests.
- All refund requests must be submitted within Australia and the administration fee must be paid prior to Rail Plus requesting the refund.
- There is also a £10 per person per ticket local administration fee no matter what the total refund amount. Thus, if the ticket value is less than £10, then a refund payout is not possible.
- Tickets are not refundable if marked by an inspector, defaced with pen marks, ripped in half, or if unreadable.
- Refund claim (including tickets if printed) and administration fee must be submitted to Rail Plus within a period of 23 days from the original travel date. After 23 days the ticket is no longer valid for a refund application.
- If in UK: the passenger can call (0044) 871 521 9843 to make effective the cancellation by quoting their 8 digit PNR reference and then apply for a refund within the applicable time frame.
- If the passengers have no intention to travel: the best thing to do is to not collect the ticket and submit a refund request with the applicable timeframe. This can be done by emailing refunds@railplus.com.au or for New Zealand paid bookings info@railplus.co.nz
- **For any refund, the actual refund amount is determined on a case by case basis by the railways.**
- The \$25.00 administration fee is non refundable in all cases.

Britrail Open Train Tickets

What is the difference between Britrail Open tickets and Britrail Discounted fares?

The difference is between the two tickets is the cost and the conditions. Britrail open tickets are more expensive and cannot be booked online and are not instant purchase. The conditions of the Britrail open ticket are they are valid for one month from the date nominated on the ticket and the cancellation fees are not as strict.

Britrail discounted fares are cheaper and they are instant purchase. The conditions are very strict and each fare has a different conditions.

What is a point to point ticket?

On trains within Britain you receive an open ticket + a seat reservation. The open ticket is valid for one month but the seat reservation is for a specific train.

Are seat reservations compulsory?

Seat reservations on trains within Britain are not compulsory they are optional. You can purchase your open ticket (which is valid for one month) and just simply hop on the train you wish to travel on. Of course it depends on which class you purchase. If you purchase First class then you can sit anywhere in First class and the same rule applies for a Second class ticket. If you have a certain date and time you would like to travel then we suggest you reserve a seat that way you are guaranteed a seat on that particular train. (Note: we generally cannot book seat reservations on trains within Britain if the journey is shorter than 2hrs. If a seat reservation is included this will be noted in the conditions on the booking engine. We also cannot book overnight services in Britain).

How do I book?

To book open dated Britrail tickets you can contact us on the below information and we will book the tickets for you. We require the following information to book:

- Passenger names
- Passenger Ex Australia date

- Booking details (class of travel, dates and times)
- Your full agency details
- **Australia: 1300 555 003 or info@railplus.com.au**
- **New Zealand: +64 9 377 5415 or info@railplus.co.nz**