

Rail travel vouchers extended for passengers

- passengers given additional 6 months from the original expiry date to redeem rail travel vouchers
- expiry date extended as COVID-19 restrictions in England eased in recent days
- ensures thousands of rail passengers are not left out of pocket for following the government's recent stay at home advice

Rail passengers with unused travel vouchers have been given extra time to redeem them to ensure they are not left out of pocket from COVID-19 related restrictions.

Thousands of passengers with rail travel vouchers, which have expired or are due to expire between 20 October 2020 and 30 June 2021 will get an additional 6 months after their original expiry date to redeem them to recognise the fact that most passengers had been unable to use them during the second and third national lockdowns.

The government's roadmap out of lockdown has ensured significant parts of the indoor economy and further outdoor settings have reopened including non-essential retail, personal care and hospitality businesses in England and overnight stays permitted.

Transport Secretary Grant Shapps said:

This extension ensures that passengers with travel vouchers are not penalised for following government advice.

By offering people more time to redeem their vouchers, we are ensuring that passengers will not be left out of pocket as they come back to the railways.

Jacqueline Starr, Chief Executive Officer of the Rail Delivery Group said:

This welcome extension means more people will be able to get out and about by train as restrictions ease. With rail companies boosting cleaning, adding services to support social distancing and the vast majority of people wearing face coverings, returning passengers can travel with confidence.

The government is still advising people to minimise their travel and work from home where they can. However, for those who are travelling, people are advised to walk and cycle where possible, and if travelling on public transport to plan their journeys in advance and travel at quiet times and on

quieter routes.

When travelling, people should regularly sanitise their hands, wear a face covering unless exempt and keep their distance where possible.

To ensure people can travel with confidence on the railway, more than 1,000 weekday services have been added since mid-February 2021 from around 16,900 per day to almost 18,000 from today. An even more significant service uplift is planned for May.