

# Easy ticket guide



Great Northern

**GN**

GATWICK EXPRESS

SOUTHERN

ThamesLink

WE'RE WITH YOU

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We know that buying tickets can seem rather complicated for many customers, particularly those with anxieties when using busy places such as stations.

This simple guide produced with input from our Access Advisory Panel explains the options available when purchasing tickets, whether planning your journey, buying a ticket online or at the station. Our friendly customer facing teams are also ready to help everyone buy the right ticket and enjoy their journey.

This guide is also available in Easy Read format from the travel support section of our websites. See **Useful links** on page 6 for more details.

## How can I plan my journey?

Our websites help you to plan ahead. For example, information is there showing station staffing, if it has steps or lifts and any changes to our timetable.

National Rail Enquiries has timetable and current train running information for all UK train companies to help you plan your journey.

If you need assistance before your journey you can also speak to Assisted Travel for advice.

See page 6 for details.



## Where can I get tickets from?

There are many ways of buying a ticket - here are the options available to you to choose from.

### Online

These tickets can be used straight away.

You can keep them on your phone or print them off.

You can also load the ticket onto our Key Smartcard - see page 4 for details.

### Ticket vending machines

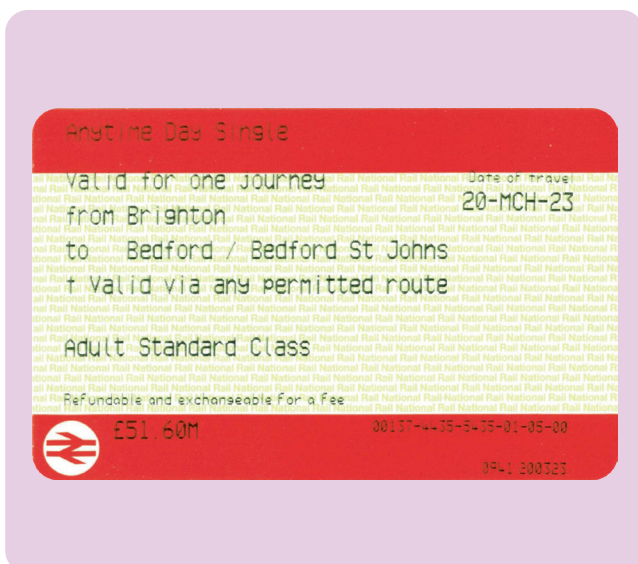
Approximately 95% of stations have 'cash and card' machines, and the rest have 'card only' ticket machines.

### Ticket office

Some stations have ticket offices.

### Staff on trains

If you can't buy your ticket before you travel because there is no working ticket machine and the ticket office is closed, you can buy it from staff on board the train or when you get to the end of your journey.



## Tell me about online tickets? How do I purchase the correct ticket?

Our online ticketing web pages are designed to help you find the cheapest fare. You can purchase both eTickets and paper tickets online.

Our website informs you about the type of tickets available, including when peak and off peak tickets can be used, to help you to buy the right ticket.

## How do I get my ticket if I purchase it online?

When you buy an eTicket from our website, it will be emailed to you with a QR barcode on it. You do not need to print this ticket and can show it to staff on your phone. You can also scan it at ticket gates.

eTickets can be purchased either on the website or on the Southern/Thameslink mobile phone app.

See ticket gates section on page 5.

## I don't have a smart phone - what other choices are there?

The Key Smartcard is an alternative to paper tickets that makes it quicker and easier to buy and use tickets. They are available online and from our ticket offices.



## How can I get a paper ticket?

If you want a paper ticket, online purchases can be collected at the ticket office window, or at a ticket vending machine at the station. Remember to bring the debit or credit card which you purchased the tickets with, in order to pick them up.



## How do I get the right ticket at a ticket machine?

Our ticket vending machines offer a choice of many tickets and provide useful information on the screen to help you find the cheapest tickets for your journey.

At many stations, staff are nearby to help you use the ticket vending machine - they are all trained to help customers with disabilities or who need assistance.

## Help available?

Most of our stations and some of our trains are staffed. They are all there to help you.

Induction loops for hearing aid users are provided at all ticket office windows and some counters are height adjustable.

## How do the ticket gates work?

Automated gates exist at most of our larger stations. They are staffed, and staff are either at the gate or can be contacted by using a gate line help point (audio/visual). The staff are there for your safety and will be able to assist you.

The wider automated gates are for passengers with accessibility needs; they give the customer more time to pass through and also increased width. These are recommended for those with small children, carrying luggage, or wheelchair/scooter users or those needing a little extra time.

There are three ways to use the gates:

### Paper tickets

With text facing upwards, push the ticket gently into the slot at the upper front of the gate. If successful, and the ticket is valid for travel, the paper ticket will pop out higher up on the gateline and the gates will open. If the ticket is not valid, the small light will go red, and the gates will remain closed.

### Smartcards and contactless bank cards

Use the yellow pad on the gates. It takes a few seconds for the reader to scan the smartcard or bankcard.

### eTickets

Use the barcode reader at the front of the gate, holding the mobile phone or printed out barcode ticket upside down above the glass panel. The gates will either open up or remain closed, depending on the validity of the ticket.

The gate gives a single 'beep' when it has read the ticket. If it gives a 'double beep' check with staff.

Automated gates are operated in two directions. The direction is indicated by the green arrow (for entry) or red crosses (no entry).



## What do I do if I can't get a ticket, or I buy the wrong ticket?

If you need help with ticketing or cannot purchase your ticket before boarding the train, always speak to our helpful staff. They will be able to check if ticket machines or ticket offices were unavailable and are there to help you. If there are no staff around, you can contact us by pressing the green button on the help point for advice.

If a ticket has been purchased at a Southern / Thameslink / Great Northern / Gatwick Express ticket office or website it can be refunded at the ticket office, regardless of which one it was purchased at.

Alternatively, use the online refund form.

If you would like a refund for your ticket that you bought from another retailer including another train operator you should contact them directly.

## Useful links

### Buying train tickets

- [ticket.southernrailway.com/search](https://ticket.southernrailway.com/search)
- [ticket.thameslinkrailway.com/search](https://ticket.thameslinkrailway.com/search)
- [ticket.greatnorthernrail.com/search](https://ticket.greatnorthernrail.com/search)
- [ticket.gatwickexpress.com/search](https://ticket.gatwickexpress.com/search)
- [nationalrail.co.uk/](https://nationalrail.co.uk/)

### Assisted travel

- [southernrailway.com/travel-information/travel-help/assisted-travel](https://southernrailway.com/travel-information/travel-help/assisted-travel)
- [thameslinkrailway.com/travel-information/travel-help/assisted-travel](https://thameslinkrailway.com/travel-information/travel-help/assisted-travel)
- [greatnorthernrail.com/travel-information/travel-help/assisted-travel](https://greatnorthernrail.com/travel-information/travel-help/assisted-travel)
- [gatwickexpress.com/travel-information/travel-help/assisted-travel](https://gatwickexpress.com/travel-information/travel-help/assisted-travel)
- Southern/Gatwick Express 0800 138 1016 (Textphone: 0800 138 1018)
- Thameslink/Great Northern 0800 058 2844 (Textphone 0800 138 1018)

### Support while you're travelling

- [southernrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling](https://southernrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling)
- [thameslinkrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling](https://thameslinkrailway.com/travel-information/travel-help/assisted-travel/support-whilst-travelling)
- [greatnorthernrail.com/travel-information/travel-help/assisted-travel/support-whilst-travelling](https://greatnorthernrail.com/travel-information/travel-help/assisted-travel/support-whilst-travelling)
- [gatwickexpress.com/travel-information/travel-help/assisted-travel/support-whilst-travelling](https://gatwickexpress.com/travel-information/travel-help/assisted-travel/support-whilst-travelling)

### Refunds

- [southernrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket](https://southernrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket)
- [thameslinkrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket](https://thameslinkrailway.com/tickets/buy-tickets/refunds-and-changing-your-ticket)
- [greatnorthernrail.com/tickets/buy-tickets/refunds-and-changing-your-ticket](https://greatnorthernrail.com/tickets/buy-tickets/refunds-and-changing-your-ticket)
- [gatwickexpress.com/tickets/buy-tickets/refunds-and-changing-your-ticket](https://gatwickexpress.com/tickets/buy-tickets/refunds-and-changing-your-ticket)