

## 6. Using your Railcard

Once you have bought your Family & Friends Railcard you can go for long and short trips at almost any time during the week, weekends and Public Holidays. The only restriction is for travel during the morning rush hour (peak time) Monday to Friday (not including Public Holidays) The times of morning off-peak services do vary by route, so it's best to check with ticket office staff before buying your tickets.

Your Family & Friends Railcard will also give you savings on a wide range of tickets including all Standard Anytime, Off-Peak and Advance fares across the National Rail network.

## 7. Additional Railcards and Tickets Available

In addition to the family and friends railcards you can also get railcards for seniors, people aged 16 - 25 and disabled persons. With each card you will be able to buy a discounted ticket and will typically save a third on most fares.

Group Save Ticket – Enjoy a day out with family or friends and pay less. 4 travel for the price of 2.

Further information about all of these railcards is available at <http://www.railcard.co.uk/>. Alternatively you can find out more details and purchase the cards at any staffed train station.

# Getting from A to B

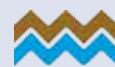
Making essential journeys without a car



## Case study 8 - Family Railcard



Fenland District Council, Fenland Hall, County Road, March, Cambridgeshire, PE15 8NQ



Cambridgeshire  
County Council



## This leaflet forms part of a series of case studies which aim to give information on a variety of transport related situations.

This case study focuses on the transport requirements of a family who would like to visit the seaside during the summer holidays.

### 1. Introducing Mr and Mrs H

Mr & Mrs H are a family who live in March and have 4 children aged between 8 and 13. They are looking to travel to Clacton-on-Sea during the summer holidays for a two week break. Mrs H also wants to take her parents with them so that her parents can look after the children while they visit friends in Ipswich. No-one in their party can drive so they are reliant on other forms of transport.

### 2. Understanding the needs of Mr and Mrs H

The specific transport needs and challenges of Mr & Mrs H are:

- To find transport that does not cost too much
- To be able to travel easily with family members.

### 3. Transport Options and their Suitability

Options	Comments
Bus	<ul style="list-style-type: none"><li>• The journey would be very time consuming taking over 7 hrs 30 mins</li><li>• They would need to change 3 times to reach their destination</li><li>• Discounts are available but not for 4 adults and 4 children travelling together.</li></ul>
Train	<ul style="list-style-type: none"><li>• Travel by train would be approximately 3 hrs</li><li>• They will need to change train twice to get to their destination</li><li>• The Family &amp; Friends railcard allows discounts for upto 4 adults and 4 children to travel at the same time.</li></ul>
Taxi	<ul style="list-style-type: none"><li>• Mr &amp; Mrs H would need to travel in a taxi that could accommodate 8 people plus their luggage</li><li>• Travel by taxi would be very expensive compared with the bus or train.</li></ul>

### 4. Transport Option to address the customer's needs

The best option for Mr & Mrs H would be to travel by train.

Depending on when you travel the journey should take approximately 3 hours and will usually require two changes of train, at Stowmarket and Colchester. Travel to Clacton-on-Sea without a Family & Friends railcard for 4 adults and 4 children would cost £166.60 for a return ticket or £96.00 for two singles. Cost of a yearly Family & Friends railcard is £30.

This journey including the one off cost of an annual Family & Friends railcard would be £152.20 for a return ticket or £84.40 for two singles. This would be a saving of £14.40 on a return ticket or £11.60 on two singles.

The savings available will depend on the type of ticket purchased along with the day and time of travel. For the full range of options and to plan your journey contact National Rail Enquiries on 08457 48 49 50 or visit [www.nationrail.co.uk](http://www.nationrail.co.uk) or your nearest staffed railway station.

As the railcard lasts for 12 months the family could use the card for other outings during the year and get discounts on them as well. Prices are based on outward journey on a Saturday at around noon and returning on a Friday afternoon and are correct as of April 2015 (other days and times will affect prices).

**To be eligible for a Family & Friends Railcard you must have at least one child aged 5-15 travelling with you or travel in a group of up to 4 adults and 4 children.**

Mr & Mrs H are also looking to visit friends in Ipswich whilst they are on holiday. As they have a valid train ticket they can benefit from additional discounts at local attractions whilst in Ipswich. These include savings on city sightseeing tours, orwell river cruises and luxury yacht sailing.

**To print out vouchers visit [www.abelliogreateranglia.co.uk/offers](http://www.abelliogreateranglia.co.uk/offers) or pick up Experience East Anglia booklet from the rail station. For more information on places to visit in East Anglia go to [www.visiteastanglia.net](http://www.visiteastanglia.net).**

### 5. Where can I buy a Family & Friends railcard?

**Online - [www.familyandfriends-railcard.co.uk](http://www.familyandfriends-railcard.co.uk).**

All you need are your address and email address, name of second cardholder (as this cannot be added later) and a debit or credit card.

**By phone - On 0844 871 4036**

Lines open 07:00 - 22:00 every day, except Christmas Day. Calls are charged at the national rate.

**Ticket office - At any staffed ticket office.**

You can do this on the day you are travelling. Why not buy your railcard in advance and save yourself time?