

## Save £££ getting to the airport

press release

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Passenger Focus and London TravelWatch are concerned that passengers may be paying higher train fares to get to the airport than they need to.

The independent passenger watchdogs want train companies to advertise the deals on offer for passengers with season tickets or railcards as passengers prepare for their summer holidays.

Passenger Focus found that a passenger holding a Gold Card travelling from Paddington to London Heathrow on Heathrow Express can pay £10.90 rather than £16.50 for an Anytime Single. A passenger travelling from London Victoria with a zones 1-6 Annual Travelcard can pay as little as £3.65 to catch the train to Gatwick Airport provided they don't use Gatwick Express. Alternatively, passengers wishing to use the Gatwick Express service and have a national railcard can get a third off the £16.90 fare.

Anthony Smith, Passenger Focus chief executive, said: *"Passengers using railcards and Travelcards may not know that they can be making significant savings when travelling to and from the airport. Confusingly different rules apply on different routes. This is yet more evidence of the fares jungle passengers are expected to hack through if they don't know exactly what type of ticket they want."*

London TravelWatch, Chief Executive, Janet Cooke said, *"Commuters pay out large enough sums for their Annual Season Tickets, which come with a gold card, giving discounts for other off peak journeys and for up to four additional people travelling in a group. We urge them not to lose out when they go for a break."*

Ends



## Notes to Editors

Passenger Focus contacted various train operators and National Rail Enquiries as part of a case study exercise to find what discounts are available on different services that travel to the airport. This was not an exhaustive search and we advise passengers to ask train companies what discount may apply with use of their railcard and/or season ticket, and to check terms and conditions.

Origin	Destination	Anytime single fare (ATS <sup>1</sup> )	Discounted fare with railcard (single)	Discounted fare with 1-6 Travelcard + railcard
<b>Heathrow Airport</b>				
London Paddington	Heathrow Airport using <b>Heathrow Express</b>	£16.50 ATS	£10.90	Travelcards not valid
London Paddington	Heathrow Airport using <b>Heathrow Connect</b>	£7.40 ATS	£4.90	£3.25 <sup>2</sup>
<b>Gatwick Airport</b>				
London Victoria	Gatwick Airport using <b>Gatwick Express</b> <sup>3</sup>	£16.90 ATS	£11.15	Travelcards not valid
London Victoria	Gatwick Airport using <b>Southern only</b>	£11.90 ATS	£7.85	£3.45 (Southern only)
London Victoria	Gatwick Airport using <b>any permitted route</b>	£16.90 ATS	£11.15	£3.65 (any permitted route)
London Bridge	Gatwick Airport using <b>Southern only</b>	£7.90 ATS	£5.25	£3.45 (Southern only)
London Bridge	Gatwick Airport using <b>FCC only</b>	£8.90 ATS	£5.90	£3.65 (any permitted route)
London Bridge	Gatwick Airport <b>not using Gatwick Express</b>	£9.30 ATS	£6.15	£3.65 (any permitted route)
London Terminals	Gatwick Airport <b>not using Gatwick Express</b>	£11.00 ATS	£7.30	£3.65 (any permitted route)

<sup>1</sup> Anytime single fares have been selected for ease of comparison; cheaper off-peak tickets may be available, depending upon the time of travel. In many instances it would be cheaper for rail passengers to purchase either off-peak/anytime return tickets, where the return section of their rail ticket is valid up to one calendar month from the date of their outward journey.

<sup>2</sup> London Travelcards are not valid between Hayes & Harlington and Heathrow. Passengers would therefore have to buy a separate ticket for that part of the journey. This would be eligible for a railcard discount (depending on the conditions of that card e.g. travel after 10.00 if using an Annual Gold Card).

<sup>3</sup> Neither the Annual Gold Card or Network Card are valid on Gatwick Express.



<b>Stansted Airport</b>				
London Liverpool St	Stansted Airport using the <b>Stansted Express</b>	£19.00 <sup>4</sup> ATS	£12.90 <sup>5</sup>	£8.55
<b>Manchester Airport</b>				
Origin	Destination	Fare (anytime single or cheap day return where cheaper)	Discounted fare with railcard (single)	Discounted fare with 1-6 Travelcard + railcard
Manchester Piccadilly	Manchester Airport (using <b>Northern</b> )	£3.80 ATS	£2.50	N/A
	Manchester Airport (using <b>First TransPennine Express</b> )	£3.80 ATS	£2.50	N/A
<b>Luton Airport</b>				
St Pancras International	Luton airport parkway (using <b>First Capital Connect</b> )	£11.50 ATS Includes bus link	£8.25	£5.75 Includes bus link
	Luton airport parkway (using <b>East Midlands</b> )	As above	As above	As above
<b>Birmingham Airport</b>				
Birmingham New Street	Birmingham airport	£3.10 ATS	£2.05	N/A
<b>Edinburgh Airport</b>				
Falkirk High	Edinburgh airport using <b>First ScotRail</b>	£8.30 ATS Includes bus link	£3.50 (+ £3 for bus <sup>6</sup> )	N/A
<b>Glasgow Airport</b>				
Falkirk High	Glasgow airport using <b>First ScotRail</b>	£7.30 ATS Includes bus link	Don't apply to rail-link services	N/A
<b>Bristol Airport</b>				

<sup>4</sup> Anytime single (there is no off-peak single available to Stansted Airport. The anytime single is cheaper than an off peak return by 50 pence). The fares listed for Heathrow and Gatwick Express are both Anytime tickets, as no off-peak tickets are available.

<sup>5</sup> On ringing National Express (0845 850 0150) we were twice told that we would have to speak to someone at the station about an Annual Gold Card discount as they had never heard of it. The fares shown were provided by NRES.

<sup>6</sup> Discounts are not valid on the bus link section of the ticket



Bath	Bristol Airport using <b>First Great Western</b>	£12.00 ATS Includes bus link	£7.95	N/A
<b>Newcastle Airport</b>				
Durham	Newcastle airport using <b>Any TOC</b>	£7.50 ATS Includes journey on Newcastle metro	£4.95	N/A
<b>Cardiff Airport</b>				
Newport	Rhose Cardiff International Airport	£8.40 (includes bus link to airport)	£5.55	N/A

#### Notes to Editors cont.

1. *National Rail Enquiries' definition of a gold card:* Gold Cards are annual season tickets with a difference! When you buy an annual season at a station within the [Network Area](#) and the origin and/or destination are also in the [Network Area](#), you are automatically issued with a Gold Card.

They are also available on [Oyster cards](#) that are loaded with a valid Annual Travelcard. A separate printed Gold Record Card will be issued, which must be presented when buying discounted tickets. As well as being a season ticket, it also acts as a Railcard giving discounts on other rail journeys in the [Network Area](#) for yourself and others.

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