

## Scholars' Season Tickets – instructions on use for pupils/students

These tickets are issued by London Midland to schools, colleges and councils who then make them available to eligible pupils for travel to school, or college during term time.

Pupils/students **must** be in possession of both a correctly completed photocard and a valid ticket when travelling by train. The following rules must be adhered to:

- The serial number on the photocard must match that on the ticket.
- A photo of the pupil must be attached to the photocard and sealed using the adhesive cover.
- The Photocard must be signed on the reverse by the pupil and **kept for use for subsequent terms/academic years.**
- If the pupil wishes to travel but does not have either a valid ticket or valid photocard (or both) they must purchase a ticket **where possible before boarding a train** (as if no season ticket were held).
- The tickets are only valid for travel during term time (as highlighted on each ticket) and before the expiry date shown on the ticket, **unless** other arrangements have been agreed between London Midland and the college/school/council.
- The tickets **are valid** for use at **weekends** for leisure use and in connection with school/college.
- Tickets are valid for unlimited travel between the two stations shown on the ticket and have no time of day restrictions applied.

If the ticket or photocard (or both) are lost or stolen:

- Stolen tickets must be reported to local police immediately and a crime reference number obtained and passed to the school/council administrator.
- The pupil must not travel without purchasing a ticket **where possible before boarding a train** (as if no season ticket were held)
- The pupil must immediately contact the school/college/council which issued the ticket to obtain a duplicate season ticket
- London Midland will levy an administration fee of £10 to provide a duplicate season ticket
- Due to changes to the National Rail Conditions of Carriage there is now no limit on the number of duplicate tickets that can be issued per academic year.
- The pupil should retain any tickets bought while waiting for the duplicate season ticket to arrive. London Midland will refund these at its discretion

If pupils travel without a valid season ticket or photocard then they will need to purchase a ticket as if no season ticket were held. If ticket purchase facilities are available at the origin station then a ticket must be purchased before boarding the train. If no ticket purchase facilities were available then a ticket must be purchased from the Senior Conductor on the train at the first opportunity.

Pupils travelling without a valid ticket or beyond the expiry date, are liable to receive a Penalty Fare either on-train or at manned Ticket Barriers. London Midland will not refund Penalty Fares (where they have been correctly issued).

In the event of any queries, pupils should contact the school/college/council administrator from where they obtained the scholars' season ticket.

Thank you