

This document shows products currently available at a ticket office and their alternative purchase options.

	Ticket Vending Machine (TVM)	On-Train	Online	Telesales	App
STANDARD SINGLE	✓	✓	✓	✓	✓
FIRST SINGLE	✓	✓	✓	✓	✓
STANDARD RETURN	✓	✓	✓	✓	✓
FIRST RETURN	✓	✓	✓	✓	✓
OFF-PEAK RETURN	✓	✓	✓	✓	✓
SUPER OFF-PEAK RETURN	✓	✓	✓	✓	✓
OFF-PEAK DAY SINGLE	✓	✓	✓	✓	✓
OFF-PEAK DAY RETURN	✓	✓	✓	✓	✓
ANYTIME DAY SINGLE	✓	✓	✓	✓	✓
ANYTIME DAY RETURN	✓	✓	✓	✓	✓
ANYTIME SHORT RETURN	✓	✓	✓	✓	✓
DAY TRAVELCARD	✓		✓	✓	
STD SEASONS WEEKLY	✓	✓	✓	✓	✓
FIRST SEASONS WEEKLY	✓	✓	✓	✓	✓
STD SEASONS PERIOD (1 MONTH+ VALIDITY)	See Note 1		✓	✓	✓
FIRST SEASONS PERIOD (1 MONTH+ VALIDITY)	See Note 1		✓	✓	✓
SEASON CHANGEOVER			✓	✓	✓
STANDARD FLEXI SEASON	See Note 1		✓	✓	✓
NATIONAL RAILCARDS			✓		
DALES RAILCARD (See Note 2)			✓		
ESK VALLEY RAILCARD (See Note 9)					
DISABLED TRAVELLER DISCOUNTS	✓	✓	✓		
EXCESS FARES - ALTERNATIVE ROUTE		✓			
EXCESS FARES - PEAK PERIOD		✓			
EXCESS FARES - OVER DISTANCE		✓			
EXCESS FARES - STD - 1ST		✓			
ADVANCE PURCHASE CHANGES			See Note 3		
ADVANCE PURCHASE SINGLE/RETURN	✓		✓	✓	✓
REFUNDS				See Note 4	
WARRANT PAYMENTS		✓			
ROVER & RANGER TICKETS (NATIONAL)	✓	✓			

	Ticket Vending Machine (TVM)	On-Train	Online	Telesales	App
ROVER & RANGER TICKETS (LOCAL AUTHORITY)	✓	✓			
SLEEPER RESERVATION/TICKETS			See Note 5		
PROMISE TO PAY	✓				
PLATFORM TICKET					
SEAT RESERVATIONS			✓	✓	
CYCLE RESERVATIONS			✓	✓	
RAIL STAFF TRAVEL		✓	✓		
CAR PARKING					✓
DUO	✓	✓	✓	✓	✓
PLUSBUS	✓	✓	✓	✓	✓
CLUB 55	✓		✓	✓	
TOURIST DESTINATION ADD-ON'S	✓	✓		✓	
TfGM COUNTYCARD (See Note 6)	See Note 6				
SOUTH YORKSHIRE TRAVELMASTER	See Note 7	See Note 7			
MERSEYTRAVEL TRIO (See Note 8)					
TRAIN/BOAT TICKETS TO IRELAND	✓		✓		
TRAIN/BOAT TICKETS TO ISLE OF MAN	✓				
LONDON INTERNATIONAL (CIV) DESTINATION	See Note 10				
Note 1 – renewals only onto Smartcard					
Note 2 - renewal via <a href="https://settle-carlisle.co.uk/product/dales-railcard/">https://settle-carlisle.co.uk/product/dales-railcard/</a>					
Note 3 - via Seatfrog <a href="https://www.northernrailway.co.uk/travel/train-swap">https://www.northernrailway.co.uk/travel/train-swap</a>					
Note 4 - available soon via our Customer Experience Centre					
Note 5 - available via <a href="https://www.sleeper.scot/">https://www.sleeper.scot/</a> or <a href="https://www.gwr.com/travelling-with-us/night-riviera-sleeper">https://www.gwr.com/travelling-with-us/night-riviera-sleeper</a>					
Note 6 - available via TfGM Travelshops					
Note 7 – available via South Yorkshire Mayoral Combined Authority, TVM and On-Train (One day product only)					
Note 8 – available from Merseytravel outlets					
Note 9 – only available from selected stations currently					
Note 10 – only available from selected stations currently, but we aim to make this available from TVM's					