

Rail Delivery Group



Industry strike action passenger comms toolkit

1-3 February 2023

Contents

The purpose of this toolkit is to provide passenger comms support to members for upcoming national strikes from 1-3 February 2023.

- **Strike action details**
 - Overview
- **Passenger messages**
 - Strike announcement
 - Temporary strike timetables
 - Strike days
 - Post strike
- **Assets**
 - Assets to be used 1-3 February
 - In-station assets for use during strike days
 - Digital channel assets for post strike days
- **FAQs**
 - Customer
 - Media



Passenger messages

Passenger messages for strike action

Due to industrial action, there will be no train services across large parts of the rail network between 1 and 3 February

Trains will be busier and likely to start later and finish earlier, and there will be no services at all in some places.

Please plan ahead and check before you travel.

Throughout industrial action	7 days before industrial action	3 days before industrial action	During industrial action
<p>Due to ASLEF industrial action, there will be no train services across large parts of the rail network between 1 and 3 February</p>	<p>Your journey may be disrupted by ASLEF industrial action between 1 and 3 February. For information on refunds go to nationalrail.co.uk/industrial action</p>	<p>Your journey may be disrupted by ASLEF industrial action between 1 and 3 February. For information on refunds go to nationalrail.co.uk/industrial action</p>	<p>Due to industrial action, there will be no train services across large parts of the rail network from 1 until 3 February. Please plan ahead and check before you travel.</p>
<p>Check with your local train company.</p>		<p>Services are disrupted across large parts of the rail network, with no services at all in some places. Please check before you travel.</p>	
<p>If your train is cancelled, delayed or rescheduled, you will be eligible for a change or refund from your original retailer.</p>		<p>Plan ahead and know your first and last train time.</p>	<p>Expect significant disruption</p>
			<p>Check that your return service is running/know your first and last train times</p>

Passenger messages

The following pages include examples of passenger messages at each stage of the strike process

- Strike announcement
- Temporary strike timetables
- Strike Days
- Post Strike

Strike announcement

Social Media

Following the announcement by unions of industrial action between 1 and 3 February, the rail industry will be introducing a temporary timetable. Please click here for more information www.nationalrail.co.uk/industrialaction

Travel Bulletin on NRE

Following the announcement by unions of industrial action between 1 and 3 February, the rail industry will be introducing a temporary timetable. Please click here for more information www.nationalrail.co.uk/industrialaction

CRM Copy

Heading: New temporary timetables announced

Sub-heading: Getting the train on 1 or 3 of February?

Body: Following the announcement by unions of industrial action between 1 and 3 February, the rail industry will be introducing a temporary timetable.

There will be a reduced service in parts of the network with trains likely to start later and finish earlier, and no services at all in some places. Please check before you travel and plan ahead – your first train may be later and your last train may be earlier than usual. Click the link below to find out about refunds.

Strike general messaging

Social media post examples

Travelling in February? Due to ASLEF industrial action, there will be severe disruption on large parts of the network the railway from 1-3 February. If you are travelling, plan ahead and check your first and last train times www.nationalrail.co.uk/industrialaction

If your intended journey has been disrupted by industrial action by ASLEF, please find out how to claim a refund or change your ticket at www.nationalrail.co.uk/industrialaction

Travelling in February? Check before you travel as industrial action will cause severe disruption to parts of the network from 1-3 February. Visit www.nationalrail.co.uk/industrialaction for more information

ASLEF industrial action will cause severe disruption on parts of the railway between 1 and 3 February. Plan your journey and check your first and last train times www.nationalrail.co.uk/industrialaction

ASLEF industrial action between 1 and 3 February will mean that a limited or no service will be running on large parts of the rail network. Visit www.nationalrail.co.uk/industrialaction for more information

Due to industrial action, there will be severe disruption on the railway between 1 and 3 February. Passenger Assist will continue to be provided for those who need it. Visit https://www.nationalrail.co.uk/stations_destinations/pla_n-assistance.aspx

Strike days

Social media post examples for strike days

Due to industrial action, there will be severe disruption to some parts of the rail network between 1 and 3 February. If you are travelling, plan ahead and check before you travel www.nationalrail.co.uk/industrialaction

Travelling today? Due to industrial action, there will be severe disruption to large parts of the rail network between 1 and 3 February. If you are travelling plan ahead and check your last train <[link to disruption page](#)>

If your intended journey has been disrupted by industrial action, please find out how to claim a refund or change your ticket at www.nationalrail.co.uk/industrialaction

Due to ASLEF strike action, there will be severe disruption to some parts of the rail network between 1 and 3 February. If you are travelling, please check your entire journey before you set off. Visit www.nationalrail.co.uk/industrialaction for more information

If you have a ticket for travel between 1 and 3 February and your chosen service has been affected by strike action, you may be able to use it on days before or after instead. Please contact your retailer for further details.

If you have a Season Ticket that is monthly or longer, or have an activated day's worth of travel on a Flexi Season ticket, and you choose not travel on a strike day in February, you can claim 100% compensation for these days through Delay Repay www.nationalrail.co.uk/industrialaction

Strike days continued

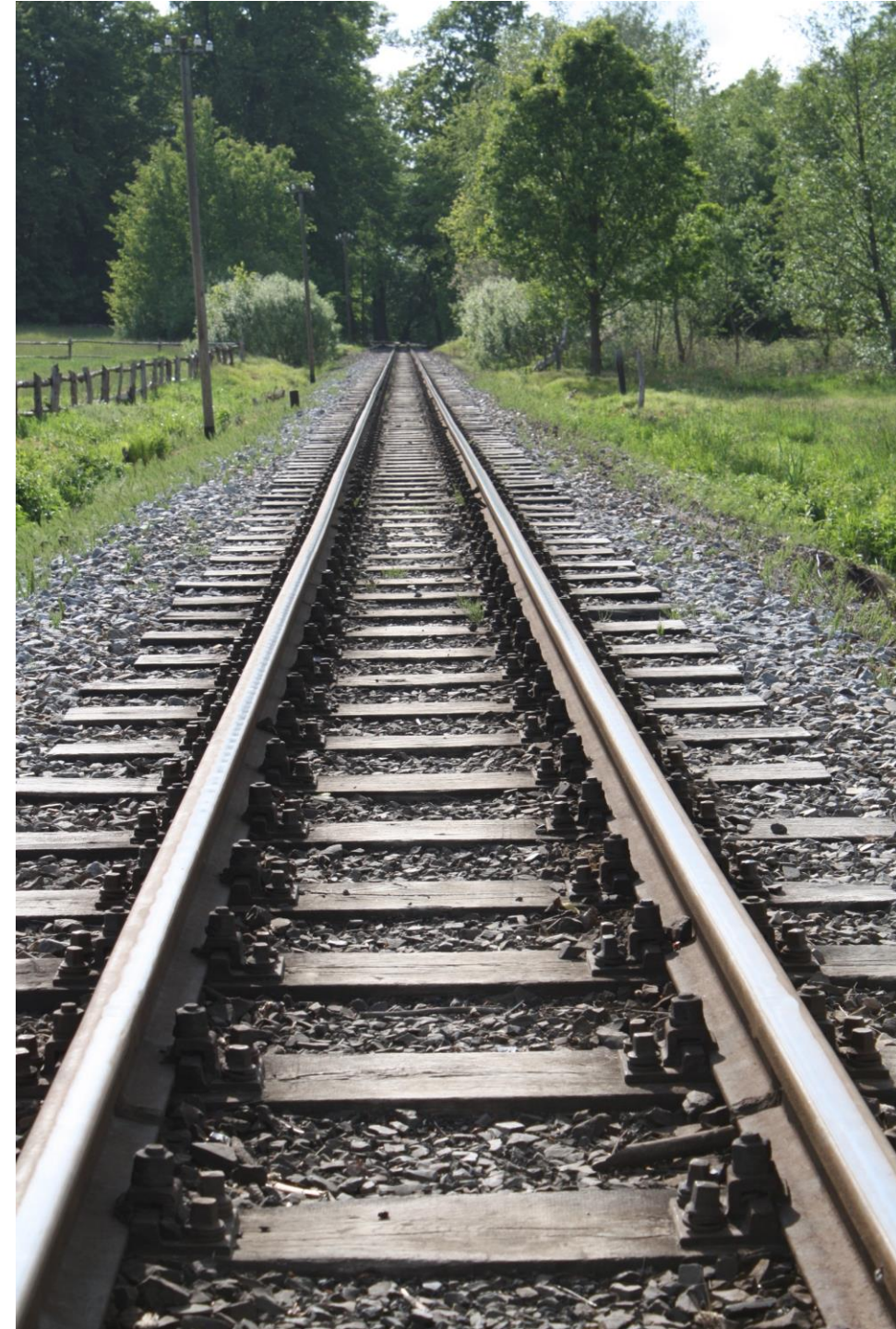
Social Media post examples

Due to strike action, there will be a limited service running on large parts of the rail network between 1 and 3 February. Please check your first and last train times www.nationalrail.co.uk/industrialaction

If you are travelling between 1 and 3 February services may be much busier than usual. No longer travelling? Find out about ticket refunds and changes at www.nationalrail.co.uk/industrialaction

If you are travelling between 1 and 3 February, please check your first and last trains as they may be later / earlier than usual www.nationalrail.co.uk/industrialaction

No longer travelling due to strike action affecting your journey? Find out about ticket refunds and changes at www.nationalrail.co.uk/industrialaction



Assets

Assets to be used 1-3 February

Below is a sample of collateral. Full collateral is available within the toolkit download links. You will find this in: Current Campaigns > Industrial Action > February 2023

**RAIL SERVICE CHANGES:
FROM 1 – 3 FEBRUARY**

Travelling between 1-3 February



**SIGNIFICANT DISRUPTION
ACROSS LARGE PARTS OF THE
RAIL NETWORK.
CHECK BEFORE YOU TRAVEL
nationalrail.co.uk/industrialaction**

Due to industrial action, there will be significantly reduced train services across the rail network from **Wednesday 1 until Friday 3 February**.

Trains will be busier and likely to start later and finish earlier, and there will be no services at all in some places.

If you are travelling, please plan ahead and check your first and last train times.

RAIL SERVICE CHANGES: FROM 1 – 3 FEBRUARY

Travelling between 1-3 February



**SIGNIFICANT DISRUPTION ACROSS LARGE PARTS OF THE
RAIL NETWORK. CHECK BEFORE YOU TRAVEL
nationalrail.co.uk/industrialaction**

Due to industrial action, there will be significantly reduced train services across the rail network from **Wednesday 1 until Friday 3 February**.

Trains will be busier and likely to start later and finish earlier, and there will be no services at all in some places.

If you are travelling, please plan ahead and check your first and last train times.

Rail Delivery Group

Customer FAQs

Customer FAQs

ABOUT THE STRIKES

What will the industry be doing to minimise disruption for customers?

- While unfortunately, disruption in the event of industrial action is inevitable, the industry will do all it can to minimise the impact of potential strike action for our passengers and help you plan around it and keep moving this summer. To help with this, we will be keeping this page updated regularly with the latest travel information. We have released a timetable for strike days which gives passengers certainty around which services are running. We will ask that where possible, passengers check before they travel and look for alternative means of transport if your journey is affected, to avoid disruption on strike days.

Which services will be affected?

- We have updated our timetables for strike dates and revised times can be found when using the Journey Planner, and you will find and the latest information at www.nationalrail.co.uk/industrialaction as soon as it becomes available. Customers are encouraged to only buy Anytime and Off-Peak tickets once they know their train is running.

PASSENGER ASSISTANCE

Will I still be able to book assistance for my journey?

- We will do everything we can to help passengers on their journeys. If your chosen train is running, then assistance will be provided. Please contact your train company for more information and to book your assistance.

My chosen journey has been cancelled due to strike action, can I get assistance for another train?

- You will be able to book assistance on services planned on the strike days where the timetable has been confirmed. Please contact the train company you are travelling with for more information. https://www.nationalrail.co.uk/stations_destinations/plan-assistance.aspx

Rail Delivery Group

Refunds, easements and cross ticket acceptance FAQs

Will I get a refund if my service is cancelled due to strike action?

- If you purchased an Advance, Off-Peak or Anytime ticket and choose not to travel because your service has been cancelled, delayed or rescheduled, you will be entitled to a refund or change from the original retailer of your ticket*
- In the event of your service being affected by strike action, cross industry ticket acceptance and temporary removal of certain ticket restrictions may be made available.

Why have you paused Advance tickets?

- We have suspended the sale of Advance fares on strike days until the timetable for the strike days have been finalised. We don't want to mislead customers into thinking that we are able to run a full service or sell them tickets for trains that may not run.
- It's likely that we will be running many fewer services on strike days and so we don't want to sell tickets to more passengers than we can accommodate.
- Whilst Anytime and Off-peak fares will still show for strike days, we would encourage customers to wait until the day of travel or until the timetable is confirmed before buying a ticket. Once we know which trains are running, some Advance fares will be back on sale.
- Passengers who have already purchased Advance tickets on strike days may be entitled to a fee-free change of journey by contacting the original retailer of their ticket up until 6pm the day before they travel.

If my service is affected by strike action will you refund my taxi or hotel bills?

- While we cannot fund taxi or hotel bills, if you decide to travel during a strike period and your chosen train is affected, you may be able to use your train ticket on another train company or by an alternative route. Where disruption prevents you from completing your journey for which your Ticket is valid and is being used, any train company will, where it reasonably can, provide you with alternative means of travel to your destination, or if necessary, provide overnight accommodation for you.
- If you choose not to travel because your service has been cancelled, delayed or rescheduled you will be entitled to a refund*.
- If you do choose to travel and are delayed on your journey, you may be able to claim compensation if the delay meets the [Delay Repay](#) threshold.

Will I be eligible for Delay Repay?

- If your journey is delayed as a result of strike action, you may be entitled to Delay Repay. For more information, please click [here](#).

If my journey is disrupted, can I use my standard ticket to travel first class?

- The normal terms and conditions of your ticket will apply, but in some cases a train company may relax the restriction at their discretion.

Refunds, easements and cross ticket acceptance FAQs continued

My train has been rescheduled; can I get a refund?

- If you purchased an Advance, Off-Peak or Anytime ticket and choose not to travel because your service has been cancelled, delayed or rescheduled, you will be entitled to a refund or change from the original retailer of your ticket*
- If you are a Season Ticket holder (flexi, monthly or longer), and you do not travel, you can claim 100% compensation through Delay Repay for the strike dates of 1 & 3 February
- Weekly Season Ticket holders can claim Delay Repay if their train is delayed or cancelled on the day, or a 'Do Not Travel' warning is in place

I want to purchase an Off-Peak or Anytime ticket but don't know if my service will be affected, if it is can I get a refund?

- Following the announcement that there will be industrial action between 1 and 3 February, the rail industry will be introducing a temporary timetable. Customers are encouraged to only buy Anytime and Off-Peak tickets once they know their train is running as the cost of the ticket won't change but admin fees for refunds may apply. Please check with the retailer you are planning on purchasing your ticket from for more information.

Due to strike action I will need to get to an alternative train station to start my journey, will my Car Park Season Ticket be valid?

- Station car parks are, in a majority of cases, managed on behalf of train companies by a third-party operator so it may not be possible to temporarily transfer a car park season ticket to another location. Please contact the train company that manages the station your car park season ticket is valid at, or the third-party car park operator, for details of any easements. Find your station information at www.nationalrail.co.uk/stations

Can I get a refund on my Season ticket?

- If you are a Season Ticket holder (flexi, monthly or longer), and you do not travel, you can claim 100% compensation through Delay Repay for the strike dates of 1 & 3 February
- Weekly Season Ticket holders can claim Delay Repay if their train is delayed or cancelled on the day, or a 'Do Not Travel' warning is in place
- If you have purchased a Season Ticket** and would like a refund due to strike action affecting your journey, you can apply for a refund from the original retailer of your ticket. Please note an admin fee of no more than £10 will apply. Refunds are calculated from the date you return your season ticket and will be the difference between the price you paid and the cost of a ticket or tickets for the period for which you have used the ticket up to and including the date you request a refund. If you are affected by cancellation or disruption to your journey, you may be entitled to compensation such as [Delay Repay](#)

Can I get a refund on my Flexi-Season ticket?

- If you are a Season Ticket holder (flexi, monthly or longer), and you do not travel, you can claim 100% compensation through Delay Repay for the strike dates of 1 & 3 February
- If you have purchased a Flexi-Season ticket and would like a refund due to strike action affecting your journey, you can apply for a refund but an admin fee of no more than £10 will apply. Refunds are calculated from the difference between the price you paid for the Flexi Season and the cost of an Anytime return ticket for each day you have used. If you only have one or two journeys left on your Flexi Season you may find that no refund is available. If you have activated a day's worth of travel on a Flexi-Season Ticket and you choose not travel on a strike day in December or January, you can claim 100% compensation for these days through [Delay Repay](#).

Refunds, easements and cross ticket acceptance FAQs continued

Can I get a refund on my weekly season ticket?

Weekly season tickets which have not started yet can be refunded, a £10 admin fee may apply.

To make sure that a weekly season ticket is the best value for you, if you're unable to travel during industrial action use our handy season ticket calculator here. <link to season ticket calculator page>

I purchased an Advance ticket but my train is no longer running, can I travel on a different train?

- Advance tickets can be refunded fee-free if the train that the ticket is booked for is cancelled, delayed or rescheduled
- If the Advance ticket is for a train that is scheduled for a strike day is not cancelled, delayed or rescheduled, but you prefer not to travel, please contact your ticket retailer
- Customers with 2 x Advance tickets (an outbound and a return), to be used as a return journey, may be able to get a fee-free refund or change of journey for any unused legs/tickets, if one (either) of the legs is scheduled for a strike day. Customers should check with their ticket retailer.
- Please note refunds and changes can only be made by the original retailer of your ticket*.
- For more information please visit www.nationalrail.co.uk/advance

What type of allowances will be made if my service is affected by Industrial Action?

- Advance tickets can be refunded fee-free if the train that the ticket is booked for is cancelled, delayed or rescheduled. If the Advance ticket is for a train that is scheduled for a strike day, is not cancelled, delayed or rescheduled, but you prefer not to travel, please contact your ticket retailer.
- Customers with 2 x Advance tickets (an outbound and a return), to be used as a return journey, may be able to get a fee-free refund or change of journey for any unused legs/tickets, if one (either) of the legs is scheduled for a strike day. Customers should check with their ticket retailer.
- Customers with Advance, Anytime or Off-Peak tickets for travel on a strike day can instead use their ticket on the day before the date on the ticket or up to and including Tuesday 7th February
- Please note refunds and changes can only be made by the original retailer of your ticket*.
- For more information please visit www.nationalrail.co.uk/advance

Refunds, easements and cross ticket acceptance FAQs continued

How are you helping people who have bought a ticket for when strikes are taking place?

We will do all we can to honour passengers' tickets, however the industrial action will cause significant disruption. Customers will have the following options:

- **Refunds:** If your service has been cancelled, delayed or rescheduled, you will be entitled to a change or refund from the original retailer of your ticket*.
- **Changing travel plans:** Customers with Advance, Anytime or Off-Peak tickets for travel on a strike day can instead use their ticket on the day before the date on the ticket or up to and including Tuesday 7th February
- Please note if your ticket is for a journey that includes crossing London it will not be valid on London Underground services on an alternative date. Please contact the original retailer of your ticket for more information.
- **Changing operator or route:** To help minimise any disruption, you may be able to use your ticket on another train company or an alternative route. Please contact the train company you are due to travel with for more information

*an admin fee of no more than £10 will apply to changes to an Advance ticket made between 6pm the day before travel, and the departure of the first booked service. Please see [Book with Confidence](#) to find out more about changes and refunds for Advance tickets. An admin fee of no more than £10 will apply to ticket refunds where a service is not affected by industrial action

Thank you

Rail Delivery Group

