

# Fair Fares

Simplifying our tickets

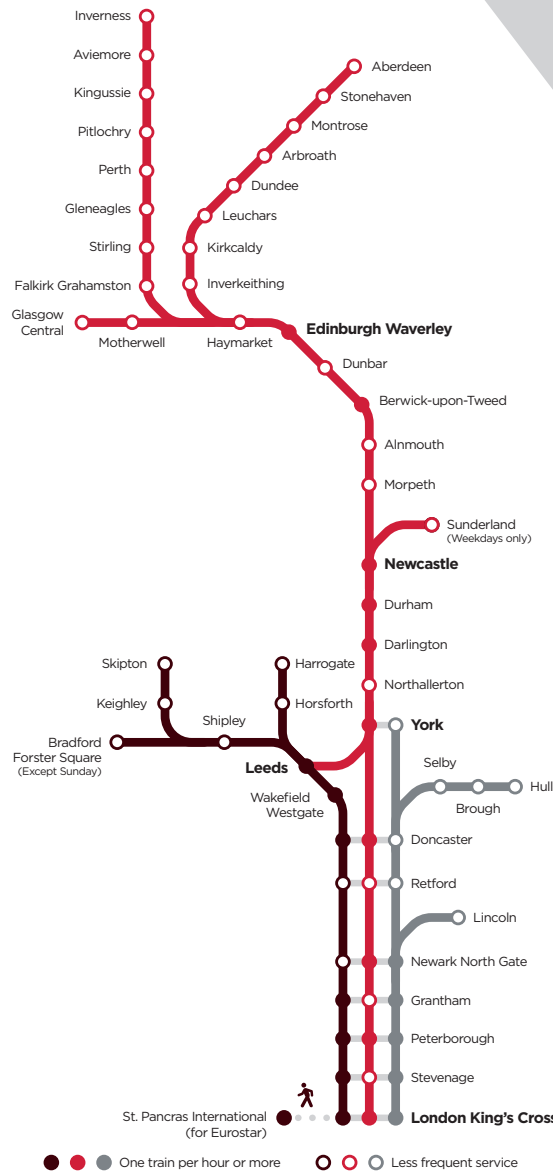
**LNER are making rail travel easier and better by simplifying tickets.**

## What is happening?

LNER want to make rail travel better and easier, and tickets we know can be complicated and confusing. Ultimately, we want tickets to be easy to buy, simple to understand, and for you to trust you're getting the best value.

From 30 November 2019, we'll be making some exciting changes that will be the first step in providing more flexibility, simpler choices, and help ensure you know you're getting the right ticket at the right price.

Our new Fair Fares approach is not a new product, but the simplification of existing tickets to make selecting the most appropriate and best value ticket easier.



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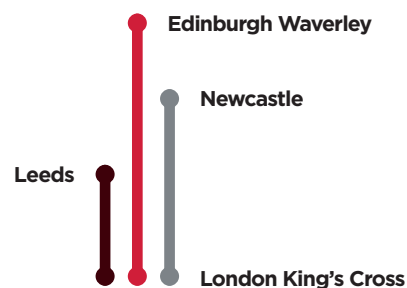
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[LNER.co.uk](http://LNER.co.uk)



## Who will it affect?

It will affect customers on three of our key routes.



## What is changing?

Fair Fares will remove all existing Return tickets in favour of just three kinds of Single tickets for both Standard and First Class on the routes highlighted.

It's important to note that initially this is for customers travelling direct to or from these stations only, and not stations in between ie. Leeds to London is part of the new approach, but Leeds to Grantham for example is not.

- **Advance Single:** for travel on a SPECIFIC TRAIN at a specific time. This will be the most cost-effective option for future travel.
- **Super Off-Peak Single:** for travel on any LESS BUSY TRAIN outside of peak travel times (in First Class, this ticket is called an Off-Peak Single). The most flexible value option.
- **Anytime Single:** for travel on ANY TRAIN at any time. The most expensive ticket, but the one that gives you the most choice of how to travel.

## What do these changes mean for my journey?

Ticket you usually buy		What's changing from 2 January 2020	
Standard	Single	Advance	<b>No change</b> these tickets will remain available now across all points of sale. In some cases the Super Off-Peak ticket will <b>cost less</b> than previously.
		Anytime	
		Super Off-Peak	
	Return	Anytime	<b>Tickets no longer available</b> , however two Single Tickets will total to the same price as a return ticket previously would have.
		Super Off-Peak	
		Off-Peak	<b>Ticket no longer available</b> , customers will need to purchase Two Singles from the remaining ticket range. Customers may be able to <b>save money</b> comparatively if they purchase a train specific or Super Off-Peak Ticket.
First Class	Single	Advance	<b>No change</b> , these tickets will remain available now across all points of sale.
		Anytime	
		Off-Peak	
	Return	Anytime	<b>Tickets no longer available</b> , however two Single Tickets will total to the same price as a return ticket previously would have.
		Off-Peak	
		Off-Peak	

As always, booking early gives you the best deal, but Fair Fares go further, allowing you to find the cheapest ticket for each stage of your journey.

## Why are we doing it?

We know from: your existing feedback; official studies and an in-depth analysis of our sales that rail tickets can be confusing. We want to make choosing and buying rail tickets simpler and more transparent.

We hope this new structure is more straightforward: there are no more return tickets – one journey requires just one ticket. We also hope you will appreciate the simplicity of having excellent value tickets in advance, as well as flexible travel options for last-minute journeys.

## When is it happening?

Fares will go on sale from 30 November for travel from 2 January 2020.

For more details visit [LNER.co.uk/MakingTicketsSimpler](https://www.lner.co.uk/MakingTicketsSimpler)



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