

## Printing Guide

National Rail - UK's Association of Train Operation Companies

### What is a Print at the station ticket?

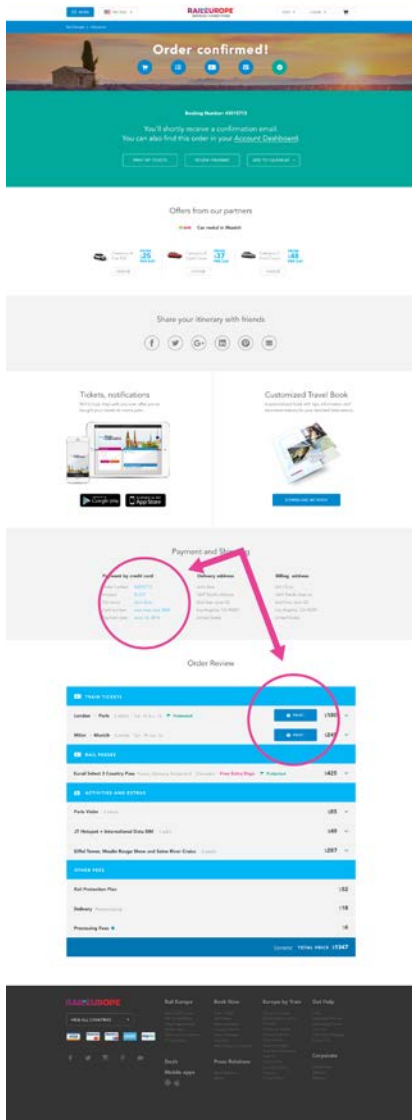
A Print at the station ticket is an electronic ticket which you must retrieve from a self-service ticket machine at a railway station before boarding a train. It is available from the day you make your booking, up to the time of travel.

### Step 1 - How to get your Print at station ticket?

You can retrieve your Print at station ticket with your collection reference which you have to enter in the self-service ticket machine at a railway station. The collection reference is found in the booking confirmation page and email sent to you.

#### Booking confirmation page

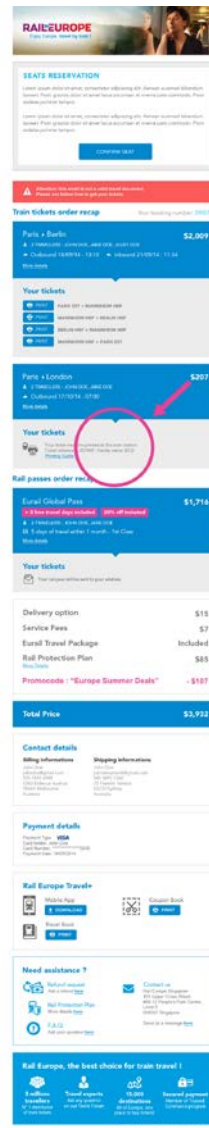
- Once your booking is completed, you will be redirected to a booking confirmation page.



Screenshot of a booking confirmation page for a Print at station ticket

#### Confirmation email

- Once your booking is completed, you will receive a confirmation email in your inbox.



Screenshot of a confirmation email for a Print at station ticket

#### Notes:

- Check your spam folder, as sometimes emails are automatically redirected there.

## Step 2 - How to print your Print at the station ticket?



- Insert any credit/debit card in the machine to activate it. Your card won't be charged. The card may not necessarily be the same card which you used to pay for your booking.



- Enter the collection reference (PNR) consisting of a 8-character code indicated in your booking confirmation email.
- Follow the instructions on the screen and collect your tickets.
- If you have a roundtrip ticket, issue both the outbound and return trip at the same time.
- You can also retrieve your ticket at any staffed station ticket office. Just quote the 8-character code indicated on your booking confirmation email to the ticket clerk. You may be asked to provide a means of identification.
- If you are still having difficulty, please call 0121 2990259 (Monday-Friday, 7:00am to 8:00pm British time and Saturday, Sunday and Bank Holidays (excluding Christmas Day) 8:00am - 6:00pm British time) for local assistance.

### Printed copy of a ticket



- 1 Class of service
- 2 Departure date
- 3 Departure and arrival city
- 4 Validity

Example of a ticket printed from a self-service ticket machine

### Notes:

- Please validate your ticket before boarding.

Have a pleasant trip in Europe!