**Date issued:** 7 March 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**Your Questions Answered**

1. **Please provide me with a full list of every ticket that these Pay Zone shops will be selling (like can you buy any ticket to any National Rail station anywhere in the UK or only certain stations and if so which stations can you buy tickets between)?**

This information is already in the public domain can be found on the Payzone page of the TfW website:

<https://tfw.wales/ways-to-travel/rail/buy-tickets/ways-to-buy/payzone>

1. **Please provide me with a full list of every Pay Zone shop that will be selling these tickets?**

This information is already in the public domain. A full list of participating stores is available via a link found on the Payzone page of the TfW website:

<https://tfw.wales/sites/default/files/2022-01/Participating%20Payzone%20Retailers_0.pdf>

1. **Are the prices of tickets bought in Pay Zone that same as if purchased at a ticket office or from Guards on the train?**

Yes.

1. **What training is being given to staff in these Pay Zone shops regarding selling these tickets (and please attach any relevant training documents)?**

All store owners have received a briefing document (attached – please note that Payzone have requested the Commercial details are redacted), which also includes a link to a YouTube training video. Store visits from both Payzone and a TfW manager have taken place to support staff and answer and queries. The terminal has been designed to prompt staff in stores to ask the relevant questions through the booking flow to ensure the customer receives the right ticket for their journey.

1. **What training is being given to TFW Guards and RPIs regarding these Pay Zone tickets for when they carry out inspections onboard trains (and please attach any relevant training documents)?**

Payzone terminals issue eTickets to the RSPS3030 standard used by all train operators and third party retailers so the barcode can be scanned on train like any existing barcode ticket.

1. **Will these tickets purchased from Pay Zone shops be valid on GWR trains (like between Cardiff and Newport for example) and if so what training is being given to GWR Guards and RPIs regarding these Pay Zone tickets for when they carry out inspections onboard trains (and please attach any relevant training documents)?**

As above, Payzone terminals issue eTickets to the RSPS3030 standard used by all train operators and third party retailers so the barcode can be scanned on train like any existing barcode ticket.

1. **Will these tickets purchased from Pay Zone shops be valid on XC trains (like between Cardiff and Newport for example) and if so, what training is being given to XC Guards and RPIs regarding these Pay Zone tickets for when they carry out inspections onboard trains (and please attach any relevant training documents)?**

 As above, Payzone terminals issue eTickets to the RSPS3030 standard used by all train operators and third party retailers so the barcode can be scanned on train like any existing barcode ticket.

1. **What ticket stock will these Pay Zone tickets be issued on (is it normal card sized RSP9299/9399/9499/9599 stock that ticket offices issue or large RSP9799 stock that your Guards issue or will it just be standard receipt roll from the till)?”**

eTickets are printed on standard receipt roll from the till.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".